



TO COUNCILLOR:

R H Adams
N Alam
S S Athwal
L A Bentley
G A Boulter (Chair)

F S Broadley (Vice-Chair)
H E Darling
F S Ghattoraya
C S Gore
S Z Haq

G G Hunt
J Kaufman
K J Loydall
C J R Martin

I summon you to attend the following meeting for the transaction of the business in the agenda below.

Meeting: Service Delivery Committee
Date & Time: Tuesday, 3 September 2024, 7.00 pm
Venue: Civic Suite 2, Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ
Contact: Democratic Services
t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices
Oadby
22 August 2024

Anne E Court
Chief Executive



Meeting ID: 2708

ITEM NO.

AGENDA

PAGE NO'S

Meeting Live Broadcast | Information and Link

This meeting will be broadcast live.

Press & Public Access:

A direct link to the live broadcast of the meeting's proceedings on the Council's Civico platform is below.

<https://civico.net/oadby-wigston/19290-Service-Delivery-Committee>

1. Apologies for Absence

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

2. **Appointment of Substitutes**

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

3. **Declarations of Interest**

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

4. **Minutes of the Previous Meeting**

3 - 4

To read, confirm and approve the minutes of the previous meeting in accordance with Rule 19 of Part 4 of the Constitution.

5. **Action List Arising from the Previous Meeting**

5 - 7

To read, confirm and note the Action List arising from the previous meeting.

6. **Petitions and Deputations**

To receive any Petitions and, or, Deputations in accordance with Rule(s) 11 and 12 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.

7. **Corporate Performance Update (Q1 2024/25)**

8 - 78

Report of the Head of Customer Service & Transformation

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Agenda Item 4

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT CIVIC SUITE 2, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON TUESDAY, 11 JUNE 2024 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2693

COUNCILLORS

R H Adams
N Alam
L A Bentley
H E Darling
F S Ghattoraya
C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

OFFICERS IN ATTENDANCE

S J Ball Legal & Democratic Services Manager / Deputy Monitoring Officer
T Hatton Head of Customer Service & Transformation
T Neal Strategic Director
A Thorpe Head of Built Environment
S Wheeliker Senior Democratic & Electoral Services Officer

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors S S Athwal and G G Hunt.

2. APPOINTMENT OF SUBSTITUTES

None.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on Tuesday, 12 March 2024 be taken as read, confirmed and approved.

5. ACTION LIST ARISING FROM THE PREVIOUS MEETING

None.

6. PETITIONS AND DEPUTATIONS

None.

7. CORPORATE PERFORMANCE UPDATE (Q4 2023/24)

The Committee gave consideration to the report and appendices (as set out pages 6 -78 of the agenda reports pack), which provided an update on the progress made during Q4 of the 2023/24 financial year towards achieving the priorities of the Council's Strategic Objectives.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The performance of the Council against its Corporate Objectives in delivering services be noted.

8. CUSTOMER EXPERIENCE STRATEGY - YEAR 1 REVIEW

The Committee gave consideration to the presentation (a copy of which is attached to this minute), which provided an update on the progress of the Customer Experience Strategy action plan.

THE MEETING CLOSED AT 9.00 pm

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 11 June 2024

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	<p>4 – Minutes of the Previous Meeting</p> <p>Cllr Martin advised that at the last meeting, he had asked for an information pack on sponsorships relating to our parks to be sent out to all Members, but this has not happened and it is missing from the minutes/action list.</p>	<p>Dave Gill to get Seb Wheeliker to review previous SDC meeting to see what Cllr Martin requested originally.</p> <p style="text-align: center;"><i>Due by Sep-24</i></p>	<p>DaGi SeWh</p>	<p>Complete</p>
		<p>Seb has watched the relevant section of the recording of the previous meeting and Cllr Martin asks a question about sponsorship of the parks and Dave responds, then Cllr Martin speaks without turning on his microphone so what he says cannot be heard on the recording. But Dave's response is "Yes, we can certainly put the policy out. I believe it's on the website and we can make sure that we have contacts on there so people can contact the Officers directly."</p>		
2.	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllr Alam requested a list of corporate assets and our plans for these.</p>	<p>Anne Court to pick this up with Cllr Alam in her meeting with the opposition.</p> <p style="text-align: center;"><i>Due by Sep-24</i></p>	<p>AnCo</p>	<p>Complete</p>
		<p>This list was provided to Cllr Alam on 24 June.</p>		
3.	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllr Gore requested that a list of empty properties and how long they have been empty be provided in the next SDC operational update.</p>	<p>Dave Gill to speak to Jon Wells to see if this information can be included in the next operational update.</p> <p style="text-align: center;"><i>Due by Sep-24</i></p>	<p>DaGi JoWe</p>	<p>Report Update (Agenda Item 7)</p>
		<p>This information is included in the Corporate Performance Update (Q1) (2024/25).</p>		
4.	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllrs Boulter & Loydall requested an update on the Councils' position regarding checks on funeral directors (following the incident in Hull) to be included in next SDC operational update.</p>	<p>Dave Gill to speak to Jon Wells to see if this information can be included in the next operational update.</p> <p style="text-align: center;"><i>Due by Sep-24</i></p>	<p>DaGi JoWe</p>	<p>Report Update (Agenda Item 7)</p>
		<p>This information is included in the Corporate Performance Update (Q1) (2024/25).</p>		

<p>5.</p>	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllr Loydall asked, that we ensure to include in any comms that we are recycling old bins that are being replaced as part of the waste transformation process.</p>	<p>Trish Hatton to speak to Rob Helliwell about this.</p>	<p>TrHa RoHe</p>	<p>Complete</p>
<p>6.</p> <p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllr Kaufman requested information from SLM regarding the number of people who use the facilities in the day when car park charges are in place and how many after 6pm when no parking charges in place.</p> <p>Cllr Martin also asked that we request EveryoneActive to have a weekday session for an open swim for families.</p>		<p>This will be checked with SLM. Members to be updated on this verbally at next SDC meeting.</p> <p>Dave Gill to ask Tom McCabe to request family swim session on a week day to see if this is possible.</p> <p><i>Due by Sep-24</i></p>	<p>DaGi ToMc</p>	<p>Complete</p>
		<p>SLM are unable to provide specific figures to present customers attending during the day and then customers attending after 6pm when there are no parking charges in place.</p> <p>With regards to the request for the leisure centres to host week day swim sessions for families, Wigston Pool & Fitness Centre facilitates such sessions term time.</p> <p>Days and times include:</p> <ul style="list-style-type: none"> • Mondays at 2:00 pm • Tuesdays at 2:30 pm • Wednesdays at 10:00 am • Thursdays at 9:00 am <p>Parklands Leisure Centre currently do not host weekday term time open family swim sessions due to school bookings.</p>		
<p>7.</p>	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllrs Bentley & Boulter asked what is being done regarding parking at cemeteries and driving across grass verges and paths? Offered to do a visit with Teresa.</p>	<p>Tersea Neal to consider visit and go back to Cllrs Bentley & Boulter.</p> <p><i>Due by Sep-24</i></p>	<p>TeNe</p>	<p>Complete</p>
		<p>A visit has been arranged for Teresa Neal to visit the cemeteries with Cllr Boulter on 20th August.</p>		
<p>8.</p>	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Cllr Martin not happy that</p>	<p>Anne Court to pick this up with Cllr Haq at next catch up session.</p> <p><i>Due by Sep-24</i></p>	<p>AnCo</p>	<p>Complete</p>

	<p>Member enquiries spreadsheet is no longer being uploaded to the Members Hub.</p> <p>It was explained that the Officers now dealing with this work are doing this on top of their full time jobs.</p> <p>Cllr Haq requested that a basic/simplified version of the spreadsheet be provided instead.</p>	<p>Anne agreed with Cllr Haq on 23 July that secretarial support will complete a 6-monthly review of Member enquiries that will give a more informed picture and there will be Member sessions prior to Full Council meeting twice a year.</p>		
9.	<p>7 – Corporate Performance Update (Q4 2023/24)</p> <p>Various Members asked questions regarding void properties.</p>	<p>Chris Eyre will produce briefing note for Members on this to help with understanding and to minimise the same questions being asked in each SDC meeting.</p> <p><i>Due by Sep-24</i></p>	ChEy	Complete
		<p>A briefing was attached to the Members’ Bulletin on 21st June 2024.</p>		

* | All actions listed are those which are informally raised by Members during the course of debate upon a given item of business which do not form part of - but may be additional, incidental or ancillary to - any motion(s) carried. These actions are for the attention of the responsible Officer(s).

Agenda Item 7



Service Delivery Committee	Tuesday, 03 September 2024	Matter for Information
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Report Title: **Corporate Performance Update (Q1 2024/25)**

Report Author(s): **Trish Hatton (Head of Customer Service & Transformation)**

Purpose of Report:	To provide an update on progress during Quarter 1 of the 2024/25 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 - 2027. The report updates Members on the Council's key performance indicators with appendices for information on service updates, and future events.
Report Summary:	<p>This report contains information on the Council's performance in relation to continuous improvement, KPIs and statutory KPIs that have to be delivered as 'business as usual'.</p> <p>There are 21 Continuous Improvement KPI's. All 21 are to be reported for Quarter 1 2024-2025. There are 38 statutory KPI's. 37 are to be reported for Quarter 1 2024-2025.</p> <p>For both Continuous Improvement and Statutory reporting the Key Performance Indicators are categorised by each service delivery arm.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system.</p>
Recommendation(s):	That the performance of the Council against its Corporate Objectives in delivering services be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p> <p>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)</p>
Vision and Values:	<p>"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)</p>
Report Implications:-	
Legal:	There are no implications arising from this report.

Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Strategy (2024 -2027) Appendix+1+-+Corporate+Strategy+2024+-+2027.pdf (oadby-wigston.gov.uk)
Appendices:	<ol style="list-style-type: none"> 1. Continuous Improvement KPI's (2024/25) 2. Statutory KPI's (2024/25) 3. Operational Update (Q1 2024/25) 4. Lightbulb Dashboard (Q1 2024/25) 5. Customer Service Statistical Analysis (Q1 2024/25) 6. Forward Planning Events Calendar (2024/25)

1. Introduction

- 1.1 As part of the Council's ongoing development to service performance management and reporting, we report on KPIs in two different ways. Firstly, continuous improvement in line with our Corporate Strategy (2024-2027) and statutory KPIs that have to be delivered as part of legislative or legal duty as a Council (alongside the standard Finance Framework).
- 1.4 The Council has produced 21 new Continuous Improvement Key Performance Measures for 2024/25, which measure progress achieved towards delivery of the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027).
- 1.5 The Council has produced 38 Statutory Improvement Key Performance Measures for 2024/2025, and these measures relate to the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027). Statutory KPIs refer to those that the Council has to report and measure from a legislative or legal need or need to report to a particular body.
- 1.6 These measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the strategic objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

2. Corporate Performance

2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council’s strategic objectives as set out in the Councils vision and Corporate strategy (2024-2025).

2.2 There are five main objectives, with these being:

- Our Environment
- Our Communities
- Our Economy
- Our Council
- Our Partners

2.3 KPI’s are categorised by each service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system.

There is also a “blue” ranking and this is for indicators where work has yet to begin, and therefore cannot be ranked.

Finally, there is a “white” rating where the indicator cannot be met due to circumstances outside of the Council’s control. The scoring system has been applied using the following definitions:

Green Target fully achieved or currently on track to achieve target

Amber Indicator is in danger of falling behind target

Red Indicator is off target or has been completed behind the deadline target.

2.4 **Continuous Improvement Key Performance Indicators** - Out of the 21 indicators, all 21 were due for reporting as at the end of Quarter 1 (2024-2025).

Of the **21**:

19 were Green status

2 were Amber status

0 were Red status

This equates to 90% Green, 10% Amber and 0% Red status.

The following table identifies the Council’s performance, by objective and service delivery section.

Performance Chart – Continuous Improvement KPI’s - By Service Area

Quarter One 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	19	90%	2	10%	0	0%
Department						
Built Environment	4	100%	0	0%	0	0%
Customer Service & Transformation	8	100%	0	0%	0	0%
Finance & Resources	3	100%	0	0%	0	0%
Law & Democracy	4	67%	2	33%	0	0%

2.5 Statutory Key Performance Indicators

Out of the 38 indicators, 37 were due for reporting as at the end of Quarter 1 2024-2025.

Of the 37:

- 31** were Green status
- 6** were Amber status
- 0** were Red status

This equates to 84% Green, 16% Amber and 0% Red status.

The following table identifies the Council's performance, by objective and service delivery section.

Performance Chart - Statutory KPI's - By Service Area

Quarter One 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	31	84%	6	16%	0	0%
Department						
Built Environment	17	89%	2	11%	0	0%
Customer Service & Transformation	6	67%	3	33%	0	0%
Finance & Resources	3	100%	0	0%	0	0%
Law & Democracy	5	83%	1	17%	0	0%

3. Built Environment Update

3.1 Exception Reporting – Built Environment

In order to highlight potential areas for improvement, this section details the targets that have been given a "Red" or "Amber" Status for the Built Environment section.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 1 2024-2025.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
OCOM 7 (s)	Ensure we monitor the number of stage 1 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 1 response within 10 working days (TSM)	One stage 1 response was sent 1 day out of target of 10 days	Amber
OCOM 8 (s)	Ensure we monitor the number of	Provide a stage 2 response	One stage 2 responded to one day out of target	Amber

	stage 2 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	within 20 working days (TSM)	20 days this will mean at year end we will not meet the KPI	
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4. Finance Update

4.1 Exception Reporting – Finance

In order to highlight potential areas for improvement, this section details the targets that have been given a “Red” or “Amber” Status for the Finance section.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 1 2024-2025.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 1 2024-2025.

5. Customer Service & Transformation Update

5.1 Exception Reporting - Customer Service and Transformation

In order to highlight potential areas for improvement, this section details the targets that have been given a ‘Red’ or ‘Amber’ status for Customer Service and Transformation.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 1 2024-2025

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
OCOM 22 (s)	Speed of processing of new claims for Housing Benefit/Council Tax Support	28 days	28.95 days Outstanding new claims reviewed and assessed which increased processing days slightly above target.	Amber
OE1 (s)	NNDR Collection rate	98.5%	Target 29.33% Actual 28.74% Work on the collection rate improvement action plan continues, other service improvements are ongoing	Amber
OC1 (s)	Council Tax Collection rate	97.5%	Target 29.39% Actual 28.46% Work on the collection rate improvement action plan continues,	Amber

			other service improvements are ongoing	
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6. Law and Democracy Update

6.1 Exception Reporting – Law and Democracy

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Law and Democracy.

Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
ONEV2	Working with Local Authority partners to implement the new legislation relating to the producer responsibility and food waste	Implementing action on time and best value for money is achieved	Presently little appetite for other local authorities to operate a joint service. Joint procurement options still progressing for food waste containers and shared working on food vehicles	Amber
OC11	Improve the licensing application process through the digitisation of the application forms	To reduce paper applications for various licences to reduce pressure on the Licensing Team and Customer Service	Integration of forms is taking a considerable amount of time to progress with NWLDC. Significant progress made in June with the first form now processed.	Amber

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 1 Commentary	Forecast
OCOM 21 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	Licensing and Regulatory Committee noted the Food Service Delivery Plan for 24/25. Due to staff absence slight backlog of work which will be prioritised going forward	Amber

2024-25 Continuous Improvement KPI's

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Strategic Objective Objective	Service
OENV1	Increase recycling through the implementation of the waste transformation programme	Ensure project plan and key milestones are achieved and see increase in recycling rates	Local	Quarterly	Quarterly	Jon Wells/ Brian Kew	Our Environment	Law & Democracy
ONEV2	Working with Local Authority partners to implement the new legislation relating to the producer responsibility and food waste	Implementing action on time and best value for money is achieved	Local	Quarterly	Quarterly	Jon Wells	Our Environment	Law & Democracy
OCOM1	% of current tenants in arrears of £1,000+ being actively managed	100%	Local	Quarterly	Annual	Chris Eyre	Our Communities	Built Environment
OCOM2	Increase the number of affordable homes in the borough, both encouraging people to remain in the borough and attract new families to the area	Ensure that affordable homes are delivered as per the Local Plan requirement.	Local	Annual	Annual	Jamie Carr	Our Communities	Built Environment

OCOM3	Expand digital communication reach with our residents	Increase the number of subscribers to our Gov Delivery email service to at least 13,500 by April 2025	Local	Annual	Annual	Rob Helliwell	Our Partners	Customer Service and Transformation
OE1	Ensure project plan and key milestones are achieved	Deliver UKSPF Year 3 Programme	Local	Annual	Milestone	Adrian Thorpe	Our Economy	Built Environment
OE2	Improve the percentage of Council Tax payers paying by direct debit	To increase direct debit uptake by 3% over the year	Local	Annual	By Quarter 4	Claire Werra	Our Economy	Customer Service and Transformation
OE3	Improve regulatory compliance for businesses	for 90% of all businesses inspected to be compliant	local	Quarterly	Quarter 4	Jon Wells	Our Economy	Law & Democracy
OC1	To undertake a review of Flexible/agile working across the organisation	To review parameters and associated policies/guidelines to ensure we operate a culture that is productivity and enables a good work life balance	Local	Annual	By Quarter 4	Sarah Driscoll	Our Council	Customer Service and Transformation

<p>OC2</p>	<p>To implement new recruitment framework and associated training, to work in partnership with other local councils on the 'Make a difference, work for your local council' campaign</p>	<p>To implement new recruitment framework to make OWBC an employer of choice</p>	<p>Local</p>	<p>Annual</p>	<p>By Quarter 4</p>	<p>Sarah Driscoll</p>	<p>Our Council</p>	<p>Customer Service and Transformation</p>
<p>OC3</p>	<p>To improve budget management across the council</p>	<p>To improve budget management and meet with allocated Budget Managers by (calendar) Day 15</p>	<p>Local</p>	<p>Quarterly</p>	<p>By Quarter 4</p>	<p>Laura Parsons</p>	<p>Our Council</p>	<p>Finance</p>
<p>OC4</p>	<p>To reduce outstanding sundry debts</p>	<p>To reduce the 90 days + Sundry Debtors to under £350K each quarter.</p>	<p>Local</p>	<p>Quarterly</p>	<p>By Quarter 4</p>	<p>Laura Parsons</p>	<p>Our Council</p>	<p>Finance</p>
<p>OC5</p>	<p>To continue Policy library improvements</p>	<p>Ensure all policy/strategies are reviewed and updated then stored in central point for all staff to access, to include implementation plans where relevant.</p>	<p>Local</p>	<p>Monthly</p>	<p>By Quarter 4</p>	<p>Sally Moseley</p>	<p>Our Council</p>	<p>Customer Service and Transformation</p>

<p>OC6</p>	<p>Improve our online services across Revenues and Benefits by improving existing forms and introducing more online forms</p>	<p>To increase the number of customers completing online forms</p>	<p>Local</p>	<p>Annual</p>	<p>By Quarter 4</p>	<p>Claire Werra</p>	<p>Our Council</p>	<p>Customer Service and Transformation</p>
<p>OC7</p>	<p>Deliver the administration and running of fully-compliant and resourced polls (including the implementation of the relevant Elections Act 2022 requirements) and associated work-streams and on-boarding/training etc.</p>	<p>Successful delivery of all relevant elections and referenda (upcoming PCC, UKPGE and CC in 2024 and 2025) with final implementation of 2nd tranche of electoral reforms under the EA 2022 and associated workstreams (including LGBC Review).</p>	<p>Local</p>	<p>Annual</p>	<p>Elections etc (By Quarter 4) Reviews (By Quarter 3)</p>	<p>Anne Court/ David Gill / Samuel Ball</p>	<p>Our Council</p>	<p>Law & Democracy</p>
<p>OC8</p>	<p>Scoping out, implementing and training relevant officers on a new, stream-lined internal reports and decision making-process to make forward planning more effective and efficient.</p>	<p>Implementation of new reports and decision-making workflow process within the existing mod.gov software, to include periodic/regular onboarding and refresher training sessions on how to best use the redesigned system.</p>	<p>Local</p>	<p>Annual</p>	<p>Ongoing</p>	<p>Samuel Ball</p>	<p>Our Council</p>	<p>Law & Democracy</p>

OC9	Enhance the council's reputation through positive media coverage	Receive on average three pieces of positive print, digital, radio or tv media coverage per month	local	Quarterly	Annual	Rob Helliwell	Our Council	Customer Service and Transformation
OC10	To maintain our customer satisfaction ratings in the Customer Service Team	Maintain customer satisfaction ratings above 85%	Local	Monthly	Monthly	Rachel Maidment	Our Council	Customer Service and Transformation
OC11	Improve the licensing application process through the digitisation of the application forms	To reduce paper applications for various licences to reduce pressure on the Licensing Team and Customer Service	Local	Quarterly	By Q4	Jon Wells	Our Council	Law & Democracy
OP1	Monitor Service Level Agreements between the Council and its partners to ensure high performance and value for money	Monitor SLA and attend quarterly monitoring meetings	Local	Quarterly	Quarterly	Teresa Neal	Our Partners	Finance
OP2	Drive and deliver the joint action plan with Leicester University to ensure positive outcomes for both the Council and the University	Deliver actions in the action plan	Local	Annual	Annual	Teresa Neal	Our Partners	Built Environment

2024-25 Statutory KPI's

Reference	Measure/Activity	Target	Benchmark	Frequency	Target Quarter	Responsible Staff	Corporate Objective	Service
OENV 1 (s)	Prescribed processes for pollution control	Maintain a register and complete annual inspections in accordance with LA-PPC requirements	National	Annual	Q4 February	Jon Wells	Our Environment	Law & Democracy
OENV 2 (s)	Submit Annual Status Report to DEFRA for air quality	Complete report	National	Annual	Q1 June	Jon Wells	Our Environment	Law & Democracy
OENV 3 (s)	Response to litter reports on roads, throughfares, housing estates, parks & open spaces.	1 day	National	Quarterly		Stuart Marbrook	Our Environment	Clean & Green
OENV 4 (s)	Response to issues with roads and gullies	14 days	National	Quarterly		Stuart Marbrook	Our Environment	Clean & Green
OCOM 1 (s)	Deliver an effective, efficient and fair planning application service.	Determine major planning applications within the statutory timeframe (within 13 weeks or an agreed Extension of Time).	Local	Monthly		Jamie Carr	Our Communities	Built Environment
OCOM 2 (s)	Deliver an effective, efficient and fair planning application service.	Determine all other non-major planning applications within the statutory timeframes (within 8 weeks or an agreed Extension of Time).	Local	Milestone		Jamie Carr	Our Communities	Built Environment

OCOM 3 (s)	Monitor our performance in the implementation of the Local Plan.	Publish an Annual Monitoring Report by 31st December 2024 to inform residents of our performance.	Local	Milestone		Jamie Carr	Our Communities	Built Environment
OCOM 4 (s)	Ensure that our planning decisions are robust.	No more than 10 per cent of the total number of Decisions made being overturned at appeal.	Local	Milestone		Jamie Carr	Our Communities	Built Environment
OCOM 5 (s)	Maintain our national requirement to have a rolling 5-year housing land supply.	Maintain a 5-year housing land supply. Publish an Annual Monitoring Report by 31st December 2024 to inform residents of the 5 year land supply position.	Local	Annual		Jamie Carr	Our Communities	Built Environment
OCOM 6 (s)	Ensure we obtain the required number of Tenant Perception Survey responses	Meet the minimum requirement of 306 (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 7 (s)	Ensure we monitor the number of stage 1 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 1 response within 10 working days	National	Annual		Chris Eyre	Our Communities	Built Environment

OCOM 8 (s)	Ensure we monitor the number of stage 2 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 2 response within 20 working days	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 9 (s)	Ensure we monitor the number of anti-social behaviour cases opened within Housing	Log and monitor the number of anti-social behaviour cases opened (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 10 (s)	Ensure we monitor the number of homes that do not meet the Decent Homes Standard guidance published by the government	Log the number of homes that do not meet the Decent Homes Standard (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale	25 working days (TSM)	National	Monthly		Chris Eyre	Our Communities	Built Environment
OCOM 12 (s)	Ensure all Council properties with a Gas supply compliant in terms of annual gas safety check	100% complete (TSM)	National	Monthly		Chris Eyre	Our Communities	Built Environment

OCOM 13 (s)	Ensure all HRA Council buildings are compliant with fire safety requirements in terms of a Fire Risk Assessment (FRA)	100% complete (TSM)	National	Monthly		Chris Eyre	Our Communities	Built Environment
OCOM 14 (s)	Ensure all Council properties that require asbestos safety checks have an asbestos management survey or re-inspection carried out	100% complete (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 15 (s)	Ensure all Council properties that require water safety checks have a legionella risk assessment carried out	100% complete (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 16 (s)	Ensure all HRA Council buildings with a communal passenger lift has a lift safety check carried out	100% complete (TSM)	National	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 17 (s)	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment

OCOM 18 (s)	Ensure all HRA Council buildings are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 19 (s)	Ensure all Council properties have smoke detection installed	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 20 (s)	Ensure all Council properties with gas installed have carbon monoxide detectors	100% complete (TSM)	Local	Annual		Chris Eyre	Our Communities	Built Environment
OCOM 21 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	National	Quarterly		Jon Wells	Our Communities	Law & Democracy
OCOM 22 (s)	Speed of processing of new claims for Housing Benefit/ Council Tax Support	28 days	National	Quarterly		Claire Werra	Our Communities	Customer Service and Transformation
OCOM 23 (s)	Speed of processing change of circumstances for Housing Benefit/ Council Tax Support	10 days	National	Quarterly		Claire Werra	Our Communities	Customer Service and Transformation
OE1 (s)	NNDR Collection rate	98.5%	Regional/National	Annual	By end of year	Claire Werra	Our Economy	Customer Service and Transformation

OC1 (s)	Council Tax Collection rate	97.5%	Regional/National	Annual	By end of year	Claire Werra	Our Council	Customer Service and Transformation
OC2 (s)	Set balanced revenue budget for 2025/26	Set budget for Council approval (February 2025)	National	Annual	Quarter 4	CFO/Finance Manager	Our Council	Finance
OC3 (s)	Achieve a positive value for money commentary by the external auditors	Achieve a positive value for money commentary by the external auditors	National	Milestone	Quarter 4	CFO/Finance Manager	Our Council	Finance
OC4 (s)	Achieve an unqualified opinion on the annual statement of accounts by external auditors	Achieve an unqualified opinion on the statement of accounts	Local	Annual	Quarter 4	CFO/Finance Manager	Our Council	Finance
OC5 (s)	To maintain IT security focussed and pass PSN Audit	100% of staff/members completing cyber security training and success PSN audit	Local	Annual	Q2/3	Ben Wilson	Our Council	Customer Service and Transformation
OC6 (s)	Statutory publication of meeting agendas prior to public meeting	Publication of public meeting agendas 5 clear working days before the date of meeting	Nationally	As of when required	N/A	Samuel Ball	Our Council	Law & Democracy
OC7 (s)	Average Freedom of Information request Processing time	Statutory target 20 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation
OC8 (s)	Average Environmental Regulation Request Processing Time	Statutory target 20 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation

OC9 (s)	Average Data Protection Act processing times	Statutory target 30 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation
OC10 (s)	Average subject access request processing time	Statutory target 30 days	National	Milestone		Sally Moseley	Our Council	Customer Service and Transformation



Service Delivery Committee

Operational Update – Q1 (2024/2025)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continue to perform well in relation to statutory targets and KPI's. For Quarter 1, 69 out of 71 Planning Applications were decided in time or within an agreed extension of time. Of the 6 appeals decided by the Planning Inspectorate, 2 appeal decisions were overturned (i.e. lost by the Council), with 4 dismissed (i.e. won by the Council). In relation to Planning Enforcement and Tree Enforcement, there were no appeals made against any of the decisions made.

In addition to statutory targets and KPI's the planning section is currently meeting all of its internal service standards. Average response times for planning application enquiries were within the target of 10 working days and the average time to validate valid applications was within the target of 15 workings days.

The Preferred Options new Local Plan has been out for public consultation which commenced on the 3rd April 2024 and ended on the 15th May 2024 . As part of the consultation the Planning Policy team carried out 7 public exhibitions, where they spoke to well over 100 residents and businesses. The public exhibitions took place at different locations within the Borough, at different times (including evenings) and on different days (including weekends). We are still working to a deadline of submitting our Plan for Examination by June 2025 so that it can be examined under the existing planning Legislation.

However, on 30th July 2024 the new Government announced considerable change to the current Planning System and it is now consulting on a new National Planning Policy Framework. Consideration is currently being given to the impact that this is likely to have on the preparation of our Local Plan and associated timescales and we will keep Members informed.

Climate Change

The final version of the Council's Climate Change Strategy has been written and published on our website, after being approved by the Policy, Finance and Development Committee on 18 June 2024. This document supersedes our previous Environment Strategy and represents a significant step forward in the Council's contribution to the climate change agenda.

To ensure the Strategy can be delivered effectively, all have a role to play in tackling climate change and we need to work together to deliver on climate action. A short-term Action Plan will need to be finalised to include climate related actions that we are already doing and planned future action. We are already doing many things, but it needs to be co-ordinated in one document. The Actions will cover both internal and wider borough activities.



To monitor our progress on tackling climate change the Strategy sets out our intention to measure our carbon reduction internally and so update our baseline figures from 2019/20. The new carbon footprint will then reflect the move to new Council Offices at Brocks Hill.

A further phase of the group buying solar together scheme has been launched in June with iChoors and district partners through Green Living Leicestershire, promoted by direct mail shots to residents and via our website. We have also signed a new contract with iChoors for us to continue to promote the collective energy switch scheme. Both schemes help us tackle climate change across the Borough.

We continue to provide input to develop a Local Area Energy Plan (LAEP) for Leicestershire, the outputs of which should help co-ordinate net-zero action locally. This has been through stakeholder workshops and a steering group.

Finally, the Council is working with Leicestershire County Council and districts to co-ordinate and improve electric vehicle infrastructure and services across Leicestershire and the Borough.

Leicestershire Building Control Partnership Update

The Building Control Partnership has provided the following performance information:

	Apr 24	May 24	Jun 24
1. Fee income £			
2. Value of applications received £	3,552	3,681	3,023
3. Invoicing total £	427	305	0
4. No. of fee earning applications received	8	10	6
5. No. of disabled applications received	1	1	4
6. No. of inspections carried out date requested	39	52	37
7. No. of Initial Notices received	31	16	12
8. No. of Initial Notices cancelled	1	7	11
9. No. of dangerous buildings reported	0	1	0
10. No. of unauthorised building works	1	2	4
11. No. of demolition counter notices	1	0	0
12. No. of street naming/numbering requests	1	0	1
Market Share	21%	38%	33%

Lightbulb Partnership Update

The Lightbulb Partnership have provided a performance dashboard for Q1, see Appendix 4

In terms of the Disabled Facilities Grant Funding, Oadby & Wigston have carried over some of last year's allocation into 24/25 which means we are in a healthy position financially in terms of the funding available to cover the capital costs associated with adapting our residents properties



Housing

Homelessness Management

Homelessness is a statutory service that continues to be under significant strain. External factors associated with the cost-of-living crisis and housing market conditions are increasing the levels of homelessness and the risks associated with homelessness for the people of Oadby and Wigston.

In total there are 165 applicants who are currently owed a form of duty through the homelessness service. These applicants are divided into the following categories;

- **Prevention duty (35 applicants).** Applicants are eligible if they are in danger of losing their home, the council must try and help the applicant keep their current home and take reasonable steps to stop them from becoming homeless.

The prevention duty is owed to all eligible applicants who are threatened with homelessness regardless of priority need, intentionality or local connection. An applicant will be deemed to be threatened with homelessness if they are likely to become homeless within 56 days. An example of this would be if a tenant has received a valid notice from their landlord.

- **Relief duty (42 applicants).** The council will take a homeless application from an applicant and the housing options officer will carry out a full housing needs assessment for the applicant and their household.

The council will work together with the applicant and take reasonable steps to help them secure suitable accommodation. This does not mean the council has to house the applicant, but that it will take reasonable steps to help the applicant find somewhere suitable to live.

- **Main duty (88 applicants).** When the relief duty comes to an end, if the applicant has not been able to secure accommodation, the council will assess whether the applicant is owed the main housing duty. A main housing duty is owed if the applicant remains homeless, are in priority need, and have not made themselves intentionally homeless.

Within these three categories there are 57 applicants (households) who the Council owe a duty to provide temporary accommodation. These are households who are homeless, are in priority need, unintentionally homeless, and eligible to live in the UK/ recourse to public funds.

These households are currently being temporary accommodated as follows;

- **37 households** are in B&B accommodation
- **13 households** are in council housing stock
- **4 households** are in hostel accommodation
- **3 households** are in private lease accommodation



This represents a 5.5% increase on the last reported figures (Q4 2023-24 = 54 applicants in temporary accommodation).

There has been movement on the homelessness list, with 17 applicants moving from temporary to settled accommodation during Q1. However, this number was replaced by 20 new applicants moving into temporary accommodation in the first three months of Q1.

A calculation based on the current trajectory, suggests that homelessness will continue to increase and the number of people being placed into temporary accommodation at the end of Q4 will have risen to 87 households.

Housing register

There has been a 20% increase from the same period in the previous year of the number of people on the housing register. There are 1,013 applicants on the housing register. Of this number

- 428 households requiring 1 bedroom (or a studio flat/bedsit)
- 346 households requiring 2 bedrooms
- 168 households requiring 3 bedrooms
- 71 households requiring more than 3 bedrooms

In the period of Q1 there were 6 properties that became available to let, the following table illustrates the letting designation and property type.

Designation	Property Type	Bedrooms
Sheltered Housing	Bungalow	1
Sheltered Housing	Flat	1
General Needs	Bedsit	0
General Needs	Flat	1
General Needs	House	2
General Needs	Flat	1

Housing repairs procurement

The procurement for the day to day housing repair contract is nearing completion. The opportunity to bid for the contract was advertised through an open bid procedure through Welland Procurement Services.

The opportunity attracted three bids which were subject to an evaluation based on six key headings. These being;

- Experience and Contract References
- Programme and Cost Control Experience
- Environmental and Sustainability Experience
- Contract Use Experience



- Local Supply Chain and Employment
- Training and Apprenticeships

The table below highlights how the contractors were assessed and marked in respect of their bid submission. There was only one contractor who emerged as a clear candidate for consideration.

	Contractor A	Contractor B	Contractor C
Quality (80%)	35.20%	56.00%	73.60%
Price (20%)	20.00%	0.00%	16.30%
Total (100%)	55.20%	56.00%	89.90%

The next stage of the process is to invite the contractor in to deliver a presentation to a panel consisting of members, tenants and housing officers. The panel will be invited to interview and ask questions of the contractor before a final decision is taken.

All the Council's existing contractors were invited to express their interest in bidding for the contract, regrettably we did not receive any interest from our pool of contractors.

Stock Condition Survey

A full stock condition survey of the Council's housing stock is being undertaken.

The survey is an inspection of the inside and outside of all our homes and blocks, to help us to assess the age and condition of each building element, so we can plan possible future improvements. This survey also helps us to determine if our properties comply with the Decent Home Standard which will influence our response to Tenant Satisfaction Measure RP01 *'the proportion of homes that do not meet the decent homes standard'*.

The surveys will check:

- External - the roof, rainwater goods, walls, windows, doors, fences and paths
- Internal - kitchen, bathroom, heating system, electrics and insulation.
- note of the general structure of the property (both internal and external) and any communal areas.

The survey takes around 30 minutes for a flat and up to 60 minutes for a house.

Our contractor Impart Links, has so far contacted 21% (251) of tenants, and they have achieved an 89% access rate surveying 224 properties so far.

24 tenants failed to keep their prearranged appointment with the surveyor and 4 tenants have refused the surveyor access into their home. The tenancy team are currently evaluating these refusals and considering what options and actions to take to secure access to the property.

Tenant Satisfaction Measures (TSMs)



Tenant Satisfaction Measures (TSMs) are designed to assess and monitor how well landlords are doing in providing good quality homes and services, and to gather information on how and where those services can be improved.

The introduction of Tenant Satisfaction Measures require us to:

- Collect and report performance against the Tenant Satisfaction Measures
- Annually submit our performance against the Tenant Satisfaction Measures to the Regulator of Social Housing
- Annually publish our performance against the Tenant Satisfaction Measures including how we meet the regulator's requirements

The TSM measures also show how we meet the health and safety requirements that need to be in place to ensure we keep out tenants homes safe.

12 of the 22 TSMs are tenant perception measures collected through tenant perception surveys, carried out periodically, providing a snapshot of tenant's general views of landlord performance. A tenant perception survey was undertaken, from May 2023 to March 2024, by us and the results are shown in the table below.

Tenant Satisfaction Measure Results

Ref	TSM	Outturn 2023/24
BS01	Proportion of homes for which all required gas safety checks have been carried out	99.9%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	94.3%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100%
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes	41.4
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0
RP01	Proportion of homes that do not meet the Decent Homes Standard	12.6%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	67%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	90.5%
CH01 (1)	Number of stage one complaints received per 1,000 homes	23.6
CH01 (2)	Number of stage two complaints received per 1,000 homes	5.9



CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	85.7%
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	79.7%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	85.5%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	80.4%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	79.4%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.3%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	72.1%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	75.8%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.2%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	38.5%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	54.1%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.5%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.3%

The housing team have started the tenant perception survey for 2024-25 and at the end of Q1 we have completed 20% (65) surveys.

Compliance

Compliance with statutory safety standards is a high priority across the Housing Service. The social housing regulatory regime and the introduction of Tenant Satisfaction Measures (TSMs), has placed a greater emphasis on tenant safety, and brought about a range of new significant measures to improve the services provided to tenants by registered providers.



The Council has 89 housing blocks with communal power, all of these electrical installations have been tested and passed as electrically safe and compliant. This includes the blocks on

Boulter Crescent that have required extensive electrical upgrade work to be completed before a valid certificate could be issued.

We have a full set of fire risk assessments (FRA) for the housing blocks and schemes. Following an assessment the Council are issued with a record of all the individual risks and the assessor determines how likely the threat posed by each hazard is to happen and allocates a risk rating

- High – Immediate action required
- Medium - Action completed as part of a planned maintenance programme
- Low - Action on-going

There are several work programmes currently addressing high and medium priority works at William Peardon Court, Chartwell House and Boulter Crescent.

Chartwell House

The replacement boiler and plant room upgrade at Chartwell House is now complete and this brings to an end phase one of the heating and hot water replacement scheme.

Phase one included alterations to the boiler room and the installation of the new boiler system. The temporary boiler has been disconnected and moved off site, and we have signed off phase one as completed.

Phase two of the scheme has now commenced, with work to remove old existing pipework, radiators and hot water tanks in tenant flats and communal areas.

The specification of works has been extended to include the replacement of all the pipework throughout the fabric of the building, connecting into individual flats, as the pipework is badly corroded and is creating leaks throughout the building because of the increase in water pressure passing through the pipework.

CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Revenues and Benefits

Benefits

The Benefits team is responsible for the administration of Housing Benefit, Council Tax Support and Discretionary Payments.

Processing times for changes in circumstances remains below the Leicestershire average.

The Team have been supporting Customer Services in verifying applicants' details for the Household Support Fund.



Benefits Performance

Speed of processing new claims HB/CTS	Apr	May	Jun
Target 28 days	21.34 days	18.35 days	28.95 days

Benchmarking with other local councils shows that our new claims processing times are average.

Speed of processing Change in Circumstances	Apr	May	Jun
Target 10 days	2.57 days	1.88 days	2.27 days

Benefit Calls

Quarter 1	Apr	May	Jun
Number of calls	353	282	375
Number of calls answered	344	269	362
Percentage answered	97.45%	95.39%	96.53%
Number of abandoned calls	9	13	13
Average wait time before abandonment (m:ss)	0:04	1:10	0:57

Finance Inclusion Officer

The Financial Inclusion Officer (FIO) works to support families and individuals who are facing financial hardship. Referrals are made to the FOI from Benefits, Council Tax, Recovery, NNDR and Housing teams.

The FIO supports customers to make claims for additional funding, through Discretionary Payments or the Household Support Fund.

Further to Organisational Changes, the FIO also now completes visits to help determine if a customer is entitled to a Council Tax Disabled Band Reduction.

FIO referrals Q1	Apr	May	Jun
Number of referrals completed	54	54	46

Business Rates



The Business Rates Team is responsible for the administration and collection of over £12.6m of National Non-Domestic Rates. The Team has a duty to correctly bill over 1,400 non-domestic properties.

The Team has a number of assessments held with the Valuation Office Agency, where they have raised Billing Authority Reports to amend the Rating List or bring new assessments into Rating, for example, the VOA have attended Brocks Hill Offices to assess for Rating. Once these amendments are received the team are trying to produce bills timely, to ensure in year collection.

Business Rates Calls

Quarter 1	Apr	May	Jun
Number of calls	66	58	22
Number of calls answered	61	52	15
Percentage answered	92.42%	89.65%	68.18%*
Number of abandoned calls	5	6	7
Average wait time before abandonment (m:ss)	5:22	6:40	10:52

*Please note in June there was a telephony system error that effected the percentage of answered calls, once this was identified, it was fixed but the monthly average was heavily affected.

Council Tax and Recovery

The Council Tax Team is responsible for administering and collecting £41.2m of Council Tax. Revenue is collected on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council. The team have a duty to ensure the correct billing of over 24,500 households within the borough.

The Recovery Team are responsible for collecting unpaid Council Tax, Business Rates and Housing Benefit Overpayments. The Team issue reminders, final notices, summons and liability orders to customers for unpaid Council Tax and Business Rates.

Q1 Council Tax Recovery	Apr	May	Jun
Reminders	423	1194	1719
Finals	27	9	29
Summonses	26	118	552
Liability Orders	90	17	87

Q1 NNDR Recovery	Apr	May	Jun
Reminders	148	50	22
Finals	59	38	21



Summonses	57	29	8
Liability Orders	7	32	17

Council Tax Calls

The Customer Services Team answer the first tier of Council Tax calls, this include enquires such as occupations and vacations of properties, simple discount/exemption and billing enquiries. The more complex queries are transferred onto the Council Tax Team.

Q1	Apr	May	Jun
Number of calls	235	236	172
Number of calls answered	213	209	161
Percentage answered	90.63%	88.55%	93.60%
Number of abandoned calls	22	27	11
Average wait time before abandonment (m:ss)	3:22	1:43	1:51

Recovery Calls

The Council Tax Recovery Team deal with calls regarding unpaid Council Tax and overpaid Housing Benefit.

Recovery

Quarter 1	Apr	May	Jun
Number of calls	619	449	497
Number of calls answered	568	411	453
Percentage answered	91.76%	91.53%	91.14%
Number abandoned calls	51	38	44
Average wait time before abandonment (m:ss)	4:55	4:55	2:28

Collection Rates

Performance of the Council Tax and Business Rates Team is measured through a comprehensive series of indicators. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

Percentage of Debit Collected	Apr	May	Jun
(Cumulative)	%	%	%
Council Tax			
Target Rate	10.94	20.28	29.39
Actual Collection Rate	10.45	19.40	28.46
Actual Collection Rate 2023/2024	10.83	19.81	28.88



National Non-Domestic Rates (NDR)			
Target Rate	11.93	19.31	29.33
Actual Collection Rate	10.13	20.31	28.74
Actual Collection Rate 2023/24	10.46	21.95	32.76

Property Statistics

The number of properties within the Borough continues to rise month on month.

The timely working of NDR VOA Schedules of amendment to List and balancing totals and number of hereditaments ensures we bill accurately against the current 2023 Ratings List.

Q1	Apr	May	Jun
No of Council Tax properties	24,362	24,521	24,532
No of Council Tax Direct Debits	18,837	18,969	19,037
No of Single Person Discounts	7,624	7,649	7,632
No of Businesses	1,412	1,412	1,414

IT Team

Throughout Q1 the IT team have prioritised the election system, processes and ensuring the infrastructure, software and hardware were ready for the planned PCC election and then the General election (due in Q2).

The Teams attention has also been focusing on maintaining the service standards whilst the organisation went through staffing changes. There has also been a significant period of 'change freeze' to prevent unforeseen issues that may have arisen so that the organisation could prioritise the elections running smoothly.

The section has replaced the mobile phone contract to a more suitable and cost-effective model, with roll out planned for August 2024. There has also been system upgrades that were required following year end processing.

See key information of service delivery below:

	Type	Apr	May	Jun
Number of contacts	Service Desk	80	75	73
	Email	20	27	28
	Walk in / Phone	28	35	9

Standard	Target	Apr	May	Jun
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	0.9 days	1 day	0.9 days



Turn-around time for new starters set up	5 working days	All within 5 days	All within 5 days	All within 5 days
Overall system uptime	99.9%	100%	100%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

Major changes completed by IT team	Apr	May	Jun
	Major change freeze due to Elections	Major change freeze due to Elections	Major change freeze due to Elections

Communications and Marketing

Our email subscription service

Measure	Q1 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	12394	+8.7%	29.5%

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up.

There are currently 24,532 household properties in the borough.

Measure	Q1 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	79.6%	+1.6%
Open rate	50.5%	-4.5%
Bulletins sent (in quarter)	51	-11
Emails delivered (in quarter)	166,889	+30.4%

Subscribers by topic (email subscription service)



Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	104	-1.8%
Community & Voluntary Sector	3073	+4.8%
Community Safety, Crime & Anti-Social Behaviour	1339	+8.7%
Consultations & Surveys	3173	+5.3%
Council News & Information	6879	+6.8%
Health, Wellbeing, Sport & Leisure	4761	+3.6%
News for Businesses	1195	+3.1%
News for Council Tenants*	1005	+4.1%
Planning	96	N/A – new topic
Private Sector Housing News	573	-0.3%
Recycling, Refuse & Bin Collections	5975	+7.1%
Sports Clubs	13	No change
What's On & Events	3548	+5.5%

* There are 1,203 council properties in the borough

Press releases

The following links are to press releases sent by the authority during this time period.

[Public drop-ins planned as borough council opens consultation on new Local Plan](#)

[Menphys awarded top prize in borough's Easter shop front competition](#)

[Beacon lighting to commemorate 80th anniversary of D-Day in Oadby & Wigston](#)

[Open-air Shakespeare and more planned for summer events at Oadby oasis](#)

[Medieval fair headlines St Wistan's Day celebrations in Wigston](#)

[New mayor appointed as community leader is recognised for contributions to the borough](#)

*No press releases were sent in June due to purdah restrictions

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	4382	+42
Number of posts	131	+13.9%
Post reach*	132,423	+129.7%



Engagement – reactions, comments, likes and shares	1,800	+48.2%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2692	+13
Number of posts	51	+2%
Post impressions*	16,100	+26.1%
Engagement – reactions, comments, likes and shares	162	+86.2%

*Facebook and Twitter use different terminology to track similar figures. In using 'Reach', Facebook are telling us the number of **unique people** that saw at least one of our posts. In using 'Impressions', Twitter is telling us the number of times our tweets were seen overall.

Policy, Performance and Transformation

The Policy, Performance, and Transformation Manager has continued working with both the Clean and Green team and the Revenues and Benefits team as part of the Service Review process. The Clean and Green review has involved supporting the team through organisational changes to redesign the service amidst reduced staffing levels. The Revenues and Benefits review is focused on improving systems to reduce processing times and enhance performance management.

Additionally, the Manager's compliance responsibilities include overseeing complaints, preparing biannual complaints reports, managing EIRs, FOIs, and Member enquiries alongside the Secretarial Support team, as well as handling Data Protection tasks.

Work has also resumed on the Customer Service Excellence Award, which is essential for achieving the award for a fifth consecutive year.

HR Team Update

Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q1 (30.06.24)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q1 (30.06.23)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	173	164	185	176



Number of Temporary Staff (Agency Workers)	1	1	6	6
Total	174	165	191	182

There has been a significant reduction in the number of agency workers, particularly within Planning, IT, Revenue & Benefits, within the previous 12 months.

In addition to the agency workers listed above there were also 325 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

Reason for cover	Number of agency days worked
Sickness	68
Annual Leave/Contractual Bank holidays in lieu	81
Replacement for Permanent Staff	53
Extra Agency staff to cover extra Monday & Tuesday rounds & compost	123
Total	325

Leavers

Quarterly Comparison Q1 2024/25 Leavers between 1/04/24 – 30/06/24		Quarterly Comparison Q1 2023/24 Leavers between 1/04/23 – 30/06/23	
Number of Permanent/Fixed Term Staff	12	7	
Number of Temporary Staff (Agency Workers)	2	4	
Total	14	11	

Leavers (Permanent/Fixed Term Employees) by Service Area Quarterly Comparison		
Teams	Q1 2024/25 Leavers between 1/04/24 – 30/06/24	Q1 2023/24 Leavers between 1/04/23 – 30/06/23
Clean & Green	3*	1
Communications & Marketing	0	0
Community & Wellbeing	0	0



Corporate Assets	0	1
Customer Services	1*	1
Economic Regeneration	0	0
Finance	1	1
Health & Safety	0	0
Housing	1	0
HR	0	0
IT, Projects & Procurement	1*	1
Legal & Democratic Services	0	0
Planning Policy & Development	1*	0
Policy, Performance & Transformation	0	0
Regulatory Services	1*	0
Revenue & Benefits	3*	1
Waste Services	0	0
SLT	0	1
Total	12	7

*The majority of the leavers in these areas were due to the voluntary redundancies as part of the Service Transformation.

As you will see from the table below staff turnover has continued to decrease over the previous 3 years although we are slightly above the median local government rate of 14%.

Staff Turnover - Yearly comparison			
	2023/24	2022/23	2021/22
Average Head Count for the period	177.5	178	171
Number of Leavers	28	29	32
Staff Turnover	15.77%	16.29%	18.71%

Staff Sickness

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Service Area		
Quarterly Comparison		
	Q1 2024/25	Q1 2023/24
Teams	Sick Days between 1/04/24 – 30/06/24	Sick Days between 1/04/23 – 30/06/23
Clean & Green	67*	80
Communications & Marketing	1	1
Community & Wellbeing	0	0



Corporate Assets	2	3
Customer Services	40	0
Economic Regeneration	0	0
Finance	0	1
Health & Safety	0	0
Housing	61	10.5
HR	0	1
IT, Projects & Procurement	0	2
Legal & Democratic Services	0	1.5
Planning Policy & Development	0	2
Policy, Performance & Transformation	0	3
Regulatory Services	15	13
Revenue & Benefits	91*	25
Waste Services	68	71
SLT	0	0
Total	345	214

*The majority of absence in these areas relate to leavers who have now left the organisation through either redundancy or ill health retirement.

Our sickness absence is consistently high in areas where we employ manual workers (Waste/Clean & Green/Housing) although there has been a significant increase in the Revenue & Benefits team which is partly due to the recent service transformation.

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Sickness Reason		
Quarterly Comparison		
Sickness Reason	Q1 2024/25 Sick Days between 1/04/24 – 30/06/24	Q1 2023/24 Sick Days between 1/04/23 – 30/06/23
Accident	0	18
Auto-immune Diseases	11.5	0
Chest/Respiratory Conditions	0	4
Covid	5.5	5
Coughs, Colds and Flu	6	3
Fatigue	36	18
Fracture/Sprains	28	11
Gastro-Intestinal problems	4	0
Genito-urinary/gynaecological	12	0
Headache/migraine	12	7



Heart/Blood Pressure/Circulation	0	3
Joint Disorders (including Osteo-arthritis)	30	42
Mental Health Conditions (including stress, depression and anxiety)	45	0
Musculoskeletal Problems (including back, neck and upper limb problems)	62	13
Operation/Surgery	0	26
Other	89	44.5
Pregnancy Related	3	1.5
Sickness, nausea and diarrhoea	1	18
Total	345	214

Our most common reasons for absence have included musculoskeletal issues, mental health conditions, joint disorders, fatigue and fractures/sprains.

Some of this is linked to specific individuals who have now left the organisation so this should improve over the next reporting periods.

The Office of National Statistics highlights that minor illnesses followed musculoskeletal issues and mental health conditions were the most reported reasons for sickness in 2022 so we are fairly consistent with the national averages.

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

The Food Standards Agency (FSA) have made it clear that capacity within local councils needs to be retained for food inspections and we have two officers who are competent to undertake such inspections under the Food Standards Agency Code of Practice. There is a backlog of inspections currently due to staff absences so we are working on a risk priority basis and endeavouring to catch up.

During quarter 1, 28 inspections took place. 13 new businesses have registered with 8 triaged and 5 not opening or operating yet.

Overall compliance rates are high, with 90% of all registered food businesses achieving a score of 3 (generally satisfactory) and over 70% achieving a score of 5 (very good). In terms of the poorer performers there are 3 who fall below the generally satisfactory standard and work continues with these to improve standards. Overall there are 38 new businesses to be inspected.

There have been 12 food and health and safety complaints investigated in this period.

The team are continuing to work with the FSA, the Food Crime Unit, and Trading Standards in relation to food being sold and repacked without the correct labelling or controls in place and joint visits are taking place.

In the first quarter a further 4 welfare burials were handled.



Officers attended the briefing from the government about Funeral Director practices following the reported police investigation into Legacy Independent Funeral Directors and their practices. As a result, 6 inspections have now been carried out in our area. They assessed standards of hygiene, the facility conditions and operational capability; the traceability and transparency measures in place; the dignity and condition of deceased people in their care and also checked if they have sold or are selling pre-paid funeral plans. Of the 6 in all but 1 standards were good using the guidance drawn from industry experts. The 1 where improvements are needed focussed on facility conditions and a number of suggestions to improve traceability of the deceased in their care. A report has been provided to this company and this will be followed up with a further visit during Q2. There are a further 2 Funeral Directors to visit in Q2. On conclusion a summary report will be provided to the government.

Monitoring continues to be carried out in relation to a noise abatement notice issued on a commercial premises for noise from musical and vocal entertainment.

Over 28 abandoned vehicle complaints have been received in this quarter and all have been investigated. 22 noise complaints were received with 3 relating to commercial noise. All have been provided with advice and action relating to their issue.

A presentation on the Blaby Road air quality pilot progress will be given to the Licensing and Regulatory Committee in September 2024 (delayed from June due to the election and County colleagues availability).

The Licensing and Regulatory Committee (in June) approved a new fly posting and graffiti policy which provides guidance to all officers on how we tackle and prioritise such incidents when they arise.

The Annual Status Report (ASR) on air quality was submitted on time to Defra. The appraisal process will follow. The ASR confirmed that there are no current exceedances of air quality objectives for pollutants in our area. As the Council has no declared air quality management areas we will need to produce an Air Quality Strategy. This work is scheduled for Q3/Q4. We are still seeking developer contributions towards air quality monitoring and measurement and have been allocated £30,000 linked to proposed housing development off Welford Road, Wigston. Leicestershire County Council are currently consulting on a Cyclops (cycle optimised protected signals) junction at the end of the Parade, Oadby where it joins the Harborough Road. The Council have registered an interest in taking part in a VOC (volatile organic compounds) study jointly with the University of Leicester which is designed to measure VOCs and model with health and deprivation data.

An annual Environmental Polluting Processes return was satisfactorily submitted to the government in Q1 and this has been accepted.

Private Sector Housing

The team are dealing with 77 ongoing cases linked with empty homes, disrepair, energy standards and houses in multiple occupation.

Selective Licensing Scheme

Summary in the table below

Number of rented properties	839
Applications received	882



Number of exemptions, empty homes undergoing renovation	18
Licenses pending	24
Licenses issued	758
Licenses withdrawn	98
Income	£638,514
Enforcement cases	5 penalties served (£3,000 each) Notices of intent served - 39

Empty Homes

There are currently 46 long term empty properties which we are engaging with to try and bring them back into use. The list below breaks these down into the length of time empty:

1. Greater than 20 years – 1
2. 10 to 20 years – 7
3. 5 to 10 years – 9
4. Less than 5 years – 29

Energy Grants

Summary below of the energy efficiency grant projects the Council is delivering.

Homes Completed

In LAD 3, our Council was 1 of 12 (out of 39 projects) that delivered over 100% of its original target, with 120% completed.

The Council delivered the 9th highest percentage of its original target within the consortium.

Measures Installed

In LAD 3, our Council was 1 of 3 (out of 39 projects) that delivered between 60% - 80% of its original target, with 61.11% installed.

Capital Spend

In LAD 3, our Council was 1 of 12 (out of 39 projects) that delivered over 100% of its original target, with 167.27% spent.

The Council delivered the 4th highest capital spend against original target within the consortium.

HUG 1 Stats from Midlands Energy Hub

Homes Completed

In HUG 1, our Council was 1 of 24 (out of 34 projects) that were unable to deliver up to 60% of its original target, with 40% completed.

Measures Installed

In HUG 1, our Council was 1 of 28 (out of 34 projects) that were unable to deliver up to 60% of their original target, with 50% installed.



Capital Spend

In HUG 1, our Council was 1 of 3 (out of 34 projects) that delivered 80% or more of its original target, with 87.13% spent.

A number of Local Authorities struggled to deliver measures under HUG1 due to the demographic of their areas, as properties could only be funded under HUG 1 if they did not have access to mains gas. In addition, as a small Authority, the statistics are based on a small sample size. For this project we projected installation into 10 properties and engaged with over 3,000 potentially suitable properties, as can be seen the majority of the consortium faced similar challenges regardless of district size.

Licensing

The hairdressers and barbers project is nearing completion with any outstanding applications being chased and processed. A total of 92 premise and personal licenses have now been issued.

Integration of licensing forms and system integration work continues with NWLDC. This is likely to continue now until Q4.

The original temporary rules introduced during COVID relating to pavement licenses have been made permanent. A licence permits the business to use furniture placed on the highway to sell or serve food or drink and/or allow it to be used by people for consumption of food or drink supplied from, or in connection with the use of the premises. Checks are being made and applications encouraged to ensure compliance.

All fees and charges for licenses are being updated where appropriate.

Following changes to the taxi and private hire policy in January 2024 (after Committee approval) a drivers handbook is now being prepared. This will provide clarity on the rules and procedures to promote compliance for drivers.

Competency tests will in future be run from Brocks Hill. Animal welfare inspections are ongoing.

Q1 licenses processed

New and renewal vehicles	93
New and renewal drivers	54 (doubled since Q4)
New and renewal operators	1
<u>Street collections</u>	1
Small society lottery	2
House to house	3
Other licences	14



Licensing Act	18
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Community Lottery

The lottery started on 5 August 2023 and we have sold over 22,700 tickets which is generating an annual £13,620 for good causes in our area. The Licensing and Regulatory Committee in June agreed to the future use of the good cause money for a grant scheme accessible only to those who take part in the lottery. In addition this year (November 2024) a volunteer celebration/awards evening will take place to mark the first anniversary of the lottery and recognise the 50 years of the Oadby and Wigston Borough Council.

We are now required to provide quarterly returns to the Gambling Commission. Q1 return will be made in July 2024.

Corporate Assets

Corporate Assets commenced Q1 with a number of staffing variables resulting from voluntary redundancy staff losses and interruptions due to a retirement and ensuing recruitment programmes.

Recruitment was required for the Premises Officer role (on hold from January)

Recruitment was required to cover the tractor driver (retired in May)

Recruitment was required for the Admin and parking officer (on hold since October 23)

Clean and Green permanently reduced FTE by 4 staff between April and mid-May

2 members of staff (One left mid-May) were absent due to long term sickness

The corporate assets team supported as necessary in the two elections.

There is an ongoing Clean & Green service delivery review with the emphasis very much focussed on efficient operational staffing to carry out the statutory street (and green) services across the Borough – taking into account the staff reductions.

Land ownership enquiries and further land identification is ongoing.

CA received 310 enquiries through the DASH system. Numerous further enquiries came direct to CA team members through calls, and other communications through regular channels.

In addition the routine FOI's, complaints, request and members enquiries were also received. As has been consistent throughout the previous year, DASH and other enquiries are currently flagging up many land ownership searches and concerns.

Response times were stretched due to added pressures of staff available to review the services and whilst supporting the service review.



Property related general and one-off maintenance was ongoing as usual with the maintenance of Bushloe House still added into that.

Continued input following from the office move to Brocks Hill, from both the property management, building compliance and Health and Safety implications, and significantly dealing with the ongoing process of 'snagging'. With the many teething issues such as aircon, plumbing, toilets, alarm and sensors, natural light etc, this took the team right up to the 1 year snagging period and full handover – of which there are some items still outstanding.

Significant pressure on the Clean & Green team which has been a challenging period partly due to the weather which has provided ideal humidity for grass growing conditions with rain heavy and constant enough to prevent areas being cut. A reduction of the grounds team of one gardener position being redundant and another long term sickness has had an impact on the bowling green early preparations, seasonal cricket preparations and an extended football season (partly due to rain postponed matches).

The retirement of the tractor driver and subsequent month delay for replacement meant a number of areas going uncut (but growing fast) which required the hiring of an alternative mower to address the grass length. Ongoing periods of rain has hampered some winter works as well as access to some sites and sports pitch marking and maintenance.

In addition, ongoing necessary maintenance for the green flag judging's. The preparations for EMiB always put a strain on the service due to it being at the same time as other seasonal demands with a main focus on the route for the judges and in particular picking up on the non-statutory works - such as removing weeds on footpaths and gullies and other one-off non contracted works from a visual perspective.

The cleansing service has been under pressure due to the reduction in staffing with front line challenges still to be addressed, such as maximising the mobilisation in the service. In addition a reduction in Environmental Health means an ongoing focus on some areas that may not have been an impact previously.

Parking continues to provide the regular enquiries – car park surface maintenance and lighting of note this winter. In addition, concerns regarding the maintenance and attendance to maintain the machines has now been readdressed with Metric as our support provider.

The Corporate Assets team continued to attend to the machines in the absence of a Premises Officer or parking assistant.

A programme of repairs and line marking has been initiated in the car parks which commenced with works at Parklands.

Cemetery maintenance has been under increased scrutiny last year, particularly on the grounds maintenance works so additional emphasis has been put on the operations to reduce complaints.



Operational property such as community centres and pavilions are being prepared for increased promotion for hire – which has been delayed due to reduced staffing in the office and coordination of cleaning.

Replacement vehicle and fleet items are overdue and being planned for.

A substantial programme of training and competency has been completed to ensure operational compliance across most works. The H&S officer has supported with a suite of H&S and related training within the team.

During Q2, the Corporate Assets team should be up to full staffing capacity.

Community and Wellbeing

Leisure Services – supplied by SLM Ltd

Following on from the previous quarter where much of our business was effected by the weather, Quarter 1 April through June has followed a similar trend with the inclement weather playing a significant role in bringing customers into the indoor environment for their leisure time particularly in April and May and then having a marked turnaround in June as the weather improves, this is particularly the case for swimming.

The site teams continued commitment to drive activity and to engage with the community has helped in showing a marked increase in total attendances and this is also testament to delivering a strong service with an activity package at the right price. We are pleased to show that over the quarter we recovered on the like for like of last year with just under 10,000 additional users from the previous year.

We continue to deliver on a wide ranging offering of facilities and activities which is without doubt the widest in the area and as we further develop our activity package with the launch of Walking Football to complement Pickle Ball from the last quarter.

Review:

An average attendance of 75,795 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was over 72,572 customers per month coming through the doors. We know that this can be a difficult quarter as the weather changes and people review their activities from indoors to outdoors and this has definitely shown as we slowed from April through to June.

Description	Apr-24	May-24	Jun-24	Total	Apr-23	May-23	Jun-23	Total	Variance
Swimming	31,707	31,746	30,265	93,718	26,222	28,261	28,473	82,956	10,762
Gym/Fitness Classes	29,114	26,967	26,141	82,222	25,417	29,520	28,845	83,782	-1,560
Sports/Activities	5,347	5,713	4,692	15,752	5,044	4,248	4,031	13,323	2,429



Activity Total	66,168	64,426	61,098	191,692	56,683	62,029	61,349	180,061	11,631
Spectators	11,703	12,143	11,847	35,693	12,417	12,877	12,362	37,656	-1,963
Grand Total	77,871	76,569	72,945	227,385	69,100	74,906	73,711	217,717	9,668

Membership:

Over the last three months the continued downwards trend on core activities, monthly fitness and Swimming lessons has unfortunately continued with Gym / Fitness Members down 49 from the same period last year and Swimming Lessons 47. The main contributing factor to this unfortunately being raised by the general public is the car park charges for using the facilities and that the local budget operators are cheaper and without the additional expense of car park charging.

Membership	Apr-24	May-24	Jun-24	Average	Apr-23	May-23	Jun-23	Average	Variance
Gym	4,318	4,344	4,324	4,329	4,392	4,355	4,386	4,378	-49
Swim Lessons	2,800	2,762	2,800	2,787	2,756	2,779	2,967	2,834	-47
Total	7,118	7,106	7,124	7,116	7,148	7,134	7,353	7,212	-96

Community Well-Being:

The Leisure Centres had yet another great quarter where we continue to deliver on this year's Community Well Being Plan and the addition of further colleagues into our community wellbeing team has certainly allowed us to provide a greater more consistent variety of sessions, with increases across the board in all health and wellbeing categories, hitting targeted groups from young people to ageing adults and people with health inequality issues.

Children & Young People

- The HAF Junior Gym membership programme had a total of 27 users over the Easter break at Parklands. This programme has been such a success that many other Everyone active sites have started to run this programme
- There are 51 care leavers and care experienced young that are currently accessing the gyms in the Oadby & Wigston Borough. This is broken down into 46 care experienced & 5 cared for children.
- In the Oadby & Wigston contract we have had 2 referrals through the LCFC violence reduction programme.

Healthy Ageing

- Through the quarter, the senior sessions have been fantastic with 626 attendances. These include New Age Kurling, Senior Badminton and Walking Football. The walking football figures picked up at the end of June. This will get a fresh push in the next quarter and hopefully there will be enough numbers for a full-size game.



Healthy Communities

- Our unique partnership with the Leicestershire FA has been fantastic and we are continuing this for the second year.
- In the last quarter we ran a Pickleball leaders' course locally and through hosting this course, we managed to train 3 staff members, which has now allowed us to launch 3 new Pickleball sessions.
- This quarter the women's no strings badminton session had 160 attendances at Parklands.
- Over the course of quarter 1 we have attended lots of events where we have attended as guests, delivered activities or supported with health and wellbeing information. These events include;
 - FA county cup final games where we were the match ball sponsor as part of our bigger partnership with the FA. We also attended their recognition awards evening.
 - Diabetes Leicestershire Event.
 - World Mental Health Day Event at Fosse Park.
 - Seagrave LCFC football tournament.
 - Riverside Festival.
 - Beauchamp College Health Checks & Staff day at Parklands using the climbing wall. We will be going back into the school after the summer holidays to run some more health checks with the both the teaching staff and the support staff.
 - Supporting two family days sessions at Brocks hill.

Healthy Lives



- The exercise referral scheme has had 15 initial consultation and 12 join as members.



- The award-winning Parkinson’s memberships offer currently has 65 members.
- The steady steps maintainers programme this quarter has had 98 attendances.
- The heartsmart programme had 455 attendances over the the quarter.

	Apr-Jun	Apr-Jun		
Targeted Groups	2023-24	2024-25	Variance	% Variance
Exercise Referral	1,682	1,984	302	18%
Children and Young People	12,496	15,847	3,351	27%
Community	573	1,313	740	129%
Older Adults	2,817	2,067	-750	-27%
Total	17,568	21,211	3,643	21%

This is on top of the below activities we deliver for free in the local community.

- Free Weekly Children’s soft play sessions for the Menphys Charity Group.
- Free Coffee for VASL Carers
- Free Memberships for PARS

We have provided over £6000 worth of free activities included within the above and It is pleasing to be able to offer these activities / memberships at small to no cost across to the community as we identify the value that this brings to increase the health and wellbeing benefits of the whole community.

General:

In general it is pleasing to see a continuation to our return to activity levels that we last saw pre covid. Indeed we are some 30,000 users up on the contract year for the same time frame as last. We also note that our continued strategy of trying to keep our pricing low in light if the extreme challenges faced with increased operating costs has had a positive effect on users coming through the door.

We continue to be pleased with the centres delivering a vital community role and engaging with many thousands of people throughout the year and that although facing many challenges in our delivery and competing on a level playing field with our competitors our teams dedication and drive to succeed is second to none and shows in the results of our delivery.

Our commitment to work with in the local community continues and we will push the customer service level of our delivery to local people with our aim to become the customer number one choice for activity.

Health and Wellbeing



The draft Community Health & Wellbeing Plan, which has been produced by the Integrated Care Board, is in the process of being written up and signed off. The draft plan has been sent to partners for comment. The plan's draft priorities include:

- Housing quality
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risk Behaviours in Teenagers & Young Adults Mental Health
- Encouraging a 'whole family' approach to managing mental health and wellbeing
- Reducing health inequalities for those experiencing chronic mental health issues
- Men's mental health
- Children & Young People

Following the Community Health and Wellbeing Plan work and local insights, officers have been working with partners to set up a food pantry in South Wigston.

Through HAF funding from Leicestershire County Council a weekly food pantry will start from 11 July 2024 at Elliott Hall.

Officers will continue to work with partners to increase the scope of this provision, e.g. bring in benefits and welfare support for service users, and to apply for longer term funding.

On 22 June, there was a Community Fun Day hosted by CEL sports at South Wigston High School.

Through UKSPF funding, the Council financially supported this event as well as officers attending with health and wellbeing resources and activities. The event was really well attended and supported, with around 700 residents attending.

The team have been working with Public Health colleagues to support with the Strategic Health Impact Assessment (HIA) on Oadby and Wigston's local plan.

We helped hold a stakeholder event with professionals to gather local knowledge and feedback about the plans. Work will continue to support with the writing of the HIA.

Through NHS data sets, it has been identified that certain screening uptake in Oadby and Wigston is below the England average. We are working with NHS and Public Health colleagues to further understand the reasons behind the low uptake and plan to use the Community Health and Wellbeing Plan to address this issue with the help of partners.

Sport and Physical Activity – supplied by Blaby District Council

Referral Data

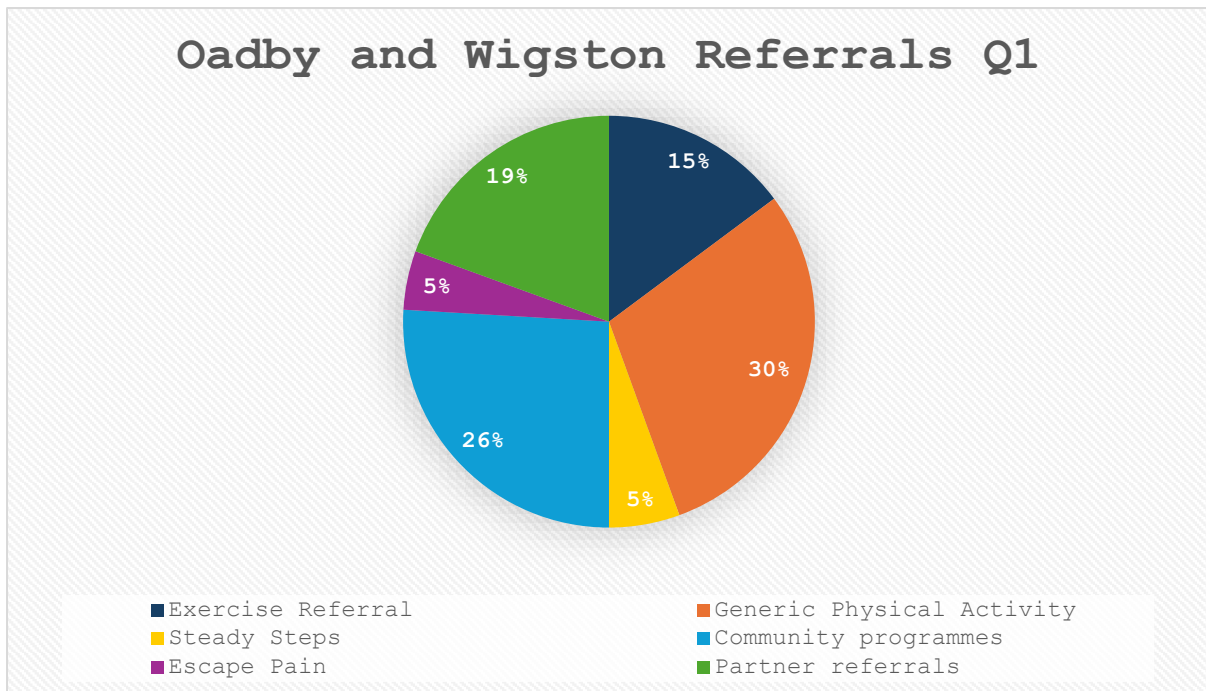
We have successfully processed a total of 108 physical activity referrals from residents for Q1.

This can be broken down into 82 self-referrals through the new pathway and 21 referrals directly from health care professionals.



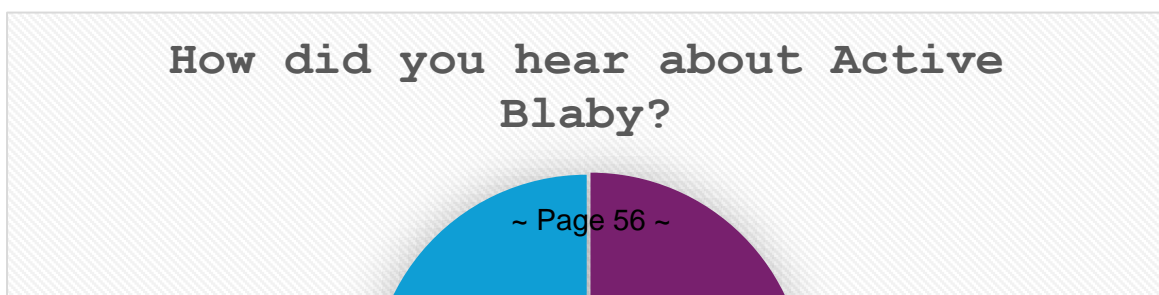
In chart 1 there is further break down of what residents referred into the Active Blaby, Oadby and Wigston service for, with generic Physical Activity advice (30%) and the Active Blaby, Oadby and Wigston Community programmes (26%) being the most common.

Chart 1- Referral reasons



Overall, we have seen a 33% increase in referrals from Q4 23/24 through the self-referral pathway. When looking at how people refer into the service in chart 2 below, the most common was through a health care professional (39%), closely followed by word of mouth (34%). Work has been done to improve referrals through GP's in Oadby and Wigston by promoting the service to local surgeries and Local Area Coordinators, with numbers increasing from 28% of referrals in Q4 of last year to 39% for Q1 24/25 as a result (11% increase).

Chart 2 – How residents heard about the service





Community Programme Feedback

End of quarter feedback from our community programmes has been very positive, with 100% of respondents saying they would recommend our programmes to a friend. 92% said they agree/strongly agree they are more physically active as a result of being involved.

When looking at further benefits, the most frequently mentioned was socialisation/friendship, with 39% saying this is the biggest factor in why they attend, closely followed by learning new skills (24%).

All community (Level 2) programmes are now volunteer led, which has increased the sustainability of the sessions and reduced officer time.

New programmes

This quarter, we have started a further Steady Steps Plus programme in Oadby, with six participants attending the first session, with there now being two Steady Steps Plus programmes running within the borough.

Escape Pain, an arthritis focused exercise programme, has successfully been delivered at Parklands Leisure centre, with 13 participants attending and plans to deliver a further two courses in 24/25.

Q1 Attendance

This quarter, we have had a total of 776 attendances across our Level 2 community programmes and over 541 attendances across our targeted health condition programmes (Level 3 and 4).

Individual attendance figures are shown in the tables below:

Participation Numbers - Level 2 Programmes

Session	Location	Started	Attendance
Walking Football	Wigston Academy	Ongoing	62



Walking Netball	Wigston Academy	Ongoing	80
Walking Cricket	Beauchamp College	Ongoing	92
Walking Hockey	Uni of Leicester Sports	Ongoing	107
Health Walks	5 x walks across borough	Ongoing	435
Total			776

Participation Numbers- Level 3 Programmes

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	263

Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	16 Participants
Steady Steps Plus	Oadby St Pauls Church	25 th March 2024	38
Steady Steps Plus	Wigston Freer Centre	25 th June 2024	6 Participants

Participation Numbers- Level 4 Programmes

Steady Steps			Participants	Attendance
Oadby 2	St Pauls Church (Oadby)	23- Jan	8	96
Total				96



Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	10 completed

Youth Engagement

The Leicester Riders Positive Future programme finished at the sports hall located on the grounds of South Wigston High School in April. The aim, to offer a positive diversionary activity for young people to prevent involvement in crime and ASB. Numbers have varied each week in attendance. Those in attendance completed a survey where results are currently being collated. Staff attending the sessions received positive verbal feedback from young people who reported to have enjoyed them.

UKSPF funded boxing sessions to support both male and female students at South Wigston High School finished at the end of Q1. To recap, the boxing sessions were targeted at students who was struggling with poor mental health, low attendance, lack of confidence or had been behaving poorly. The sessions although focussed on boxing as the activity, provided much greater outputs. Surveys have been completed with the young people where full results are being collated. Feedback verbally from students and staff have been extremely positive, however.

Due to recent successes with boxing at South Wigston High School, the team provided UKSPF funding to the South Leicestershire Sport Partnership to extend the offer into Wigston Academy in Q1. Thus far, 39 Wigston Academy students have taken part in the boxing with 2 students as a result joining a local boxing gym. Wigston Academy maintain a points system for behaviour and attendance. The boxing sessions have seen behaviour points improve for every student attending the boxing and attendance improving for 18.

The Team have been consulting with Streetvibe and their youth bus with respect of youth engagement during the school summer months on Blaby Road Park. An update will be offered in Q2's report.

Community Safety

The Council has now taken delivery of the 15 new HD CCTV units purchased as part of the Safer Streets 5 funding bid, and received confirmation that the 2 ANPR-equipped Speed Indicator Displays have finished the build process with delivery to now be arranged. Structural testing has now taken place on 65 street light columns with 60 having passed and 5 failing due to ground movement; LCC Highways have been provided a copy of the findings report for these works in order to move on to the electrical testing phase of the works.

25 columns have, to date, undergone an electrical test with all having passed. Of these 25 only 12 require conversion works in order to host cameras with the majority already having commando sockets installed for other purposes. Due to this there is an underspend in the Safer Streets funding allocated to these works that is to be repurposed for the purchase of a higher-spec column for the Wigston and Oadby cemeteries.

LCC Highways have now been asked to perform electrical testing on the remaining 40 columns that also passed the structural testing as it is likely a large number of these will also not require conversion works, enabling the initial deployment of the CCTV units to be moved up.



Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **13** reports of ASB in Q1, please see chart below for monthly breakdown:

Q1		
Number of ASB logged/investigated by ASB Officer: 13		
Number of incidents per month		
April 24	May 24	June 24
0	7	6

Of these 13 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Noisy neighbours'. Other reports included 'Dropping litter', 'Trespass', 'Taking drugs', 'Damage to Vehicle', 'Verbal abuse' and 'Dumping rubbish'.

Investigations continue into some of the reports. Two perpetrators have been provided with an Advice Letter, another verbal advice and one suspect received no further action.

The Council therefore in Q1 have recorded and investigated **13** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q1		
Total number of ASB reports: 13		
Oadby	South Wigston	Wigston
7	3	3

Helping Hands Update

During May 2024 and June 2024 A total of 320 residents from Oadby & Wigston used Helping Hands services. In total the Trust saw 769 people meaning that 42% of clients were Borough residents. The financial outcomes gained in the period for OWBC residents was £192,758.

Summary Data – May/June 2024

Financial Outcomes

£192,758

Clients	This Period	Previous Period		Last Year	
	May-June 2024	Feb-April 2024		May - July 2023	
Total	769	983	-28%	862	-12%
OWBC	320	441	-38%	472	-48%
OWBC %	42%	45%		55%	
Issues					
Total	1325	1501	-13%	1503	-13%
OWBC	432	630	-46%	691	-60%
OWBC Issues per Client	1.35	1.43		1.46	



Breakdown by Electoral Ward

Electoral Wards	This Period		Previous Period		Last Year	
	Clients	Matters	Clients	Matters	Clients	Matters
Oadby						
Brocks Hill	7	10	22	22	26	34
Grange	11	11	15	15	18	29
St Peters	30	34	37	52	25	35
Uplands	21	30	27	35	38	54
Woodland	17	27	24	33	25	43
South Wigston	86	122	103	167	130	196
Wigston						
All Saints	28	36	47	64	58	82
Fields	47	57	59	73	73	105
Meadowcourt	39	61	56	90	50	65
St Wolstans	34	44	51	79	29	48
Total	320	432	441	630	472	691

New Contract

This commenced on 1st July 2024 and we have already had an initial meeting with Thomas McCabe to discuss the way forward in developing further the relationship we have OWBC across all relevant departments.

This contract will be headed by our CEO, Amy Davies, going forward and the intention is to produce reports at the end of each quarter – September, December, March & June.

We are looking to provide useful and meaningful data so would welcome feedback on the format we have developed in the past and what data would be helpful going forward.

We have already discussed the supply of case studies which will bring our work to life.

We continue to work with many partners who are operating in the Borough. In addition to those who provide funding for us we have a great working relationship with the Local Area Co-ordinators, the Social Prescribers (from O&W PCN) and other charities such as Menphys, Real Purpose and The Bridge (a Leicester based charity who use our premises on a weekly basis)

One of our strategic aims is to increase our outreach work. We are conscious that some people find it difficult to enter a advice centre, many have not needed such services in the past.



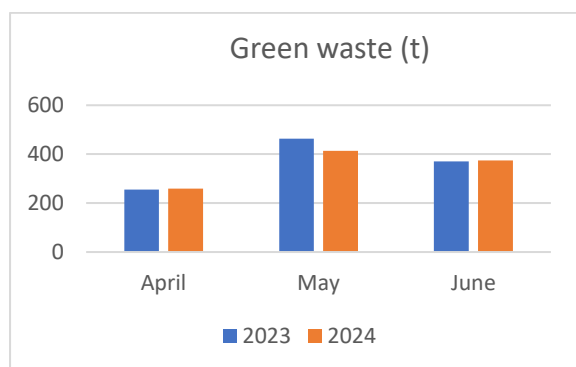
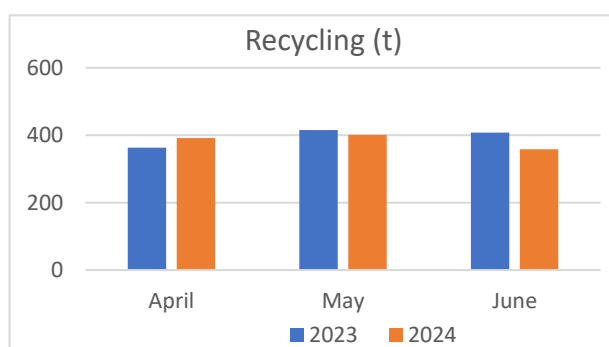
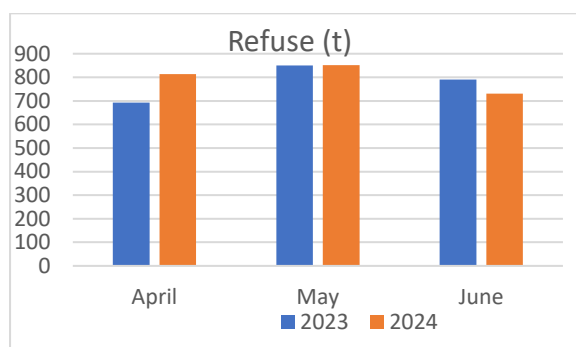
We are keen to ensure that we are available within groups where people already feel at ease – we already attend the regular Hub Club (at the Kings Centre) and we are keen to explore ways to increase this activity as it will increase our reach.

Refuse and Recycling

In Q1 2024 there has been an overall increase of 62.14 tonnes in the refuse collected, this is a 2.66% increase compared to Q1 2023.

For the recycling tonnages, there has been a reduction of 27.34 tonnes in Q1 2024 compared to Q1 2023. This translates to a 2.30% reduction of recycling collected between these periods.

For the green waste collected there was a reduction of 42.46 tonnes in Q1 2024 compared to the Q1 2023, which equates to a 3.90% decrease.



The chart below shows the breakdown of tonnage of the total waste collected per month.

Waste Type 2024	April		May		June	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	259.14	17.06	413.62	23.95	373.88	24.75
Recycling	392.02	25.81	401.32	23.23	366.14	24.24
Refuse	813.06	53.52	851.54	49.30	730.48	48.35
Other	54.94	3.62	60.76	3.52	40.18	2.66



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Waste Transformation

Bin swaps have taken place during August and calendars explaining collection dates have been sent to all households.

Up to 6th August 2024 we have had 2284 residents purchase a larger black household waste bin.

Our Customer Service Team has been very busy during the last few months dealing with customers enquiries and providing information to our residents about the changes.

The Waste project and operational teams continue to work hard to ensure the transformation programme is delivered effectively.

Enquiry Date

01/04/2024

30/06/2024

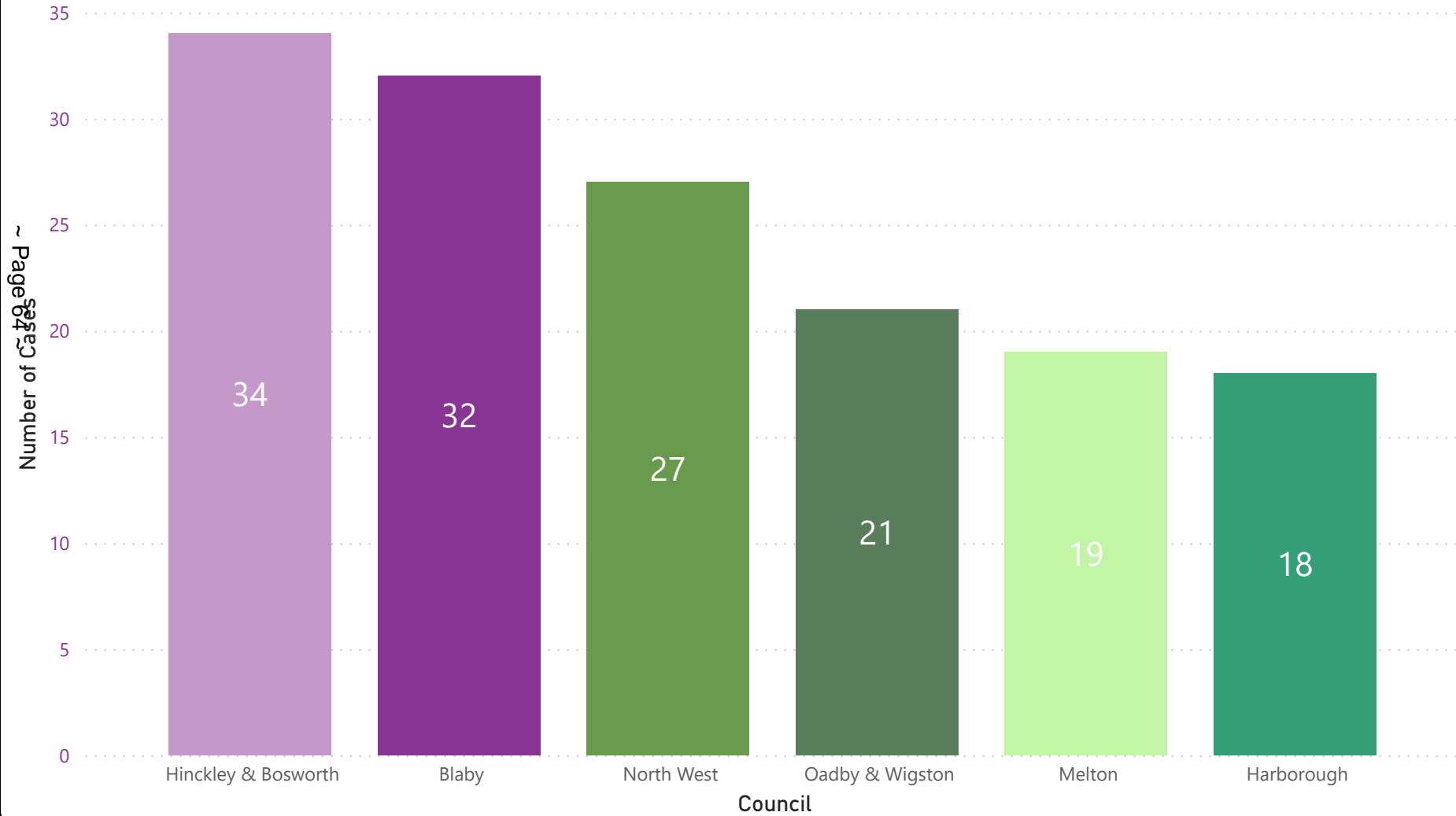
Case Type

Multiple selections

Status

All

Cases Received By Council Area



Approved Date

01/04/2024

30/06/2024

Case Type

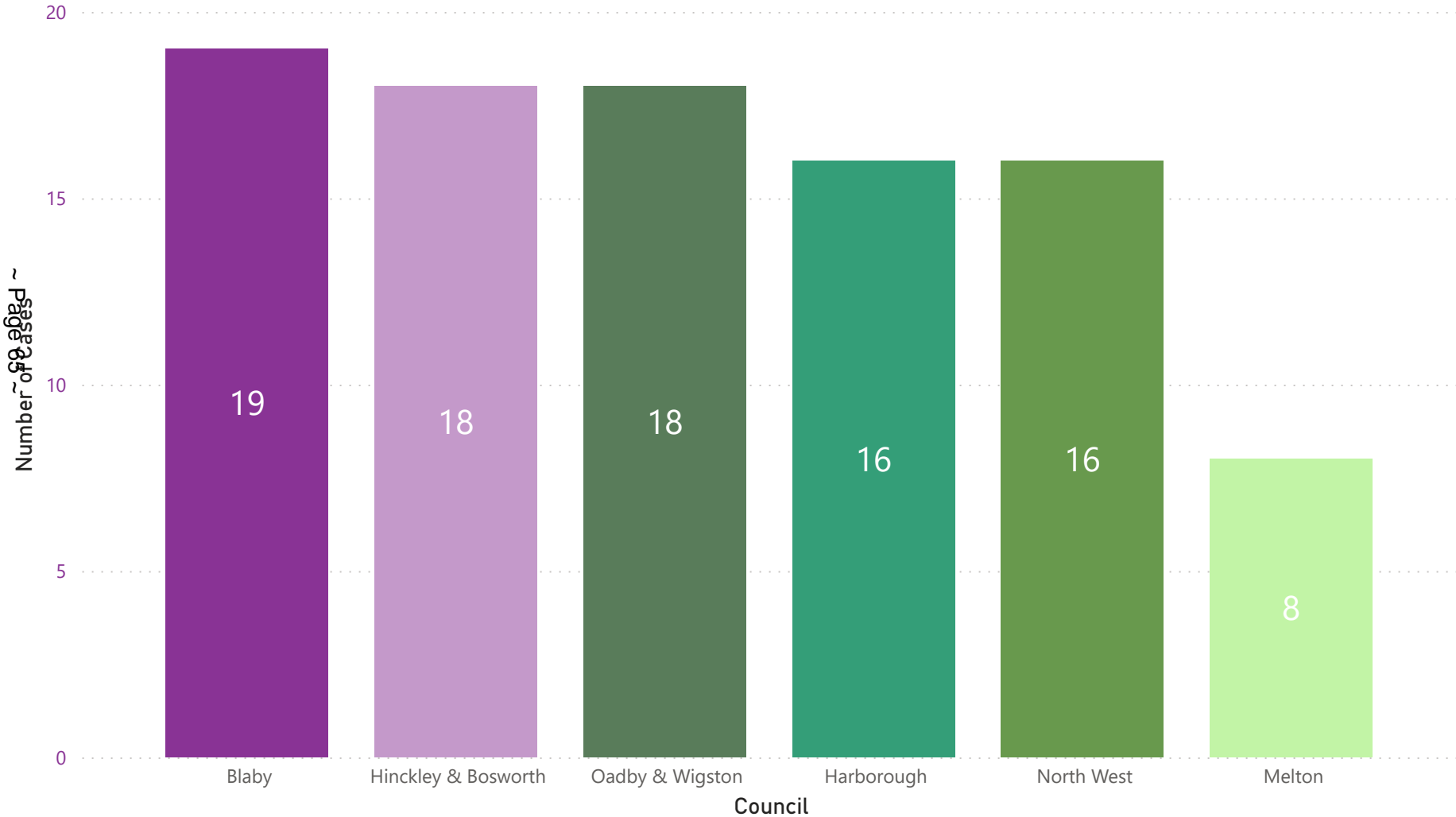
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Status

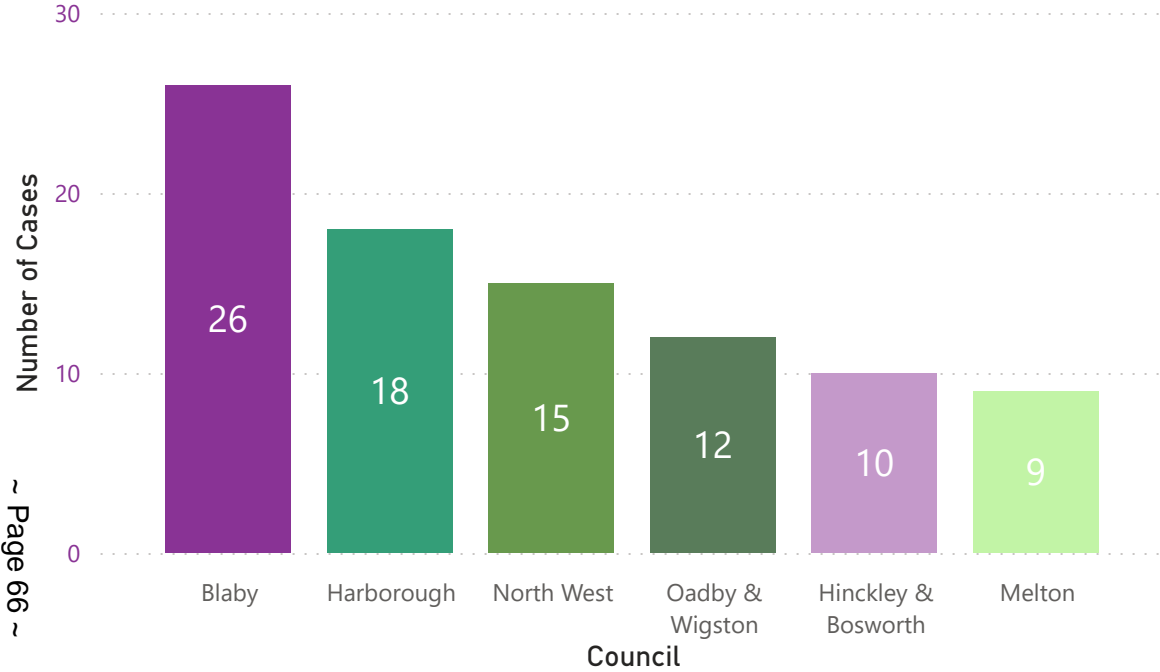
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Cases by Approved By Council Area



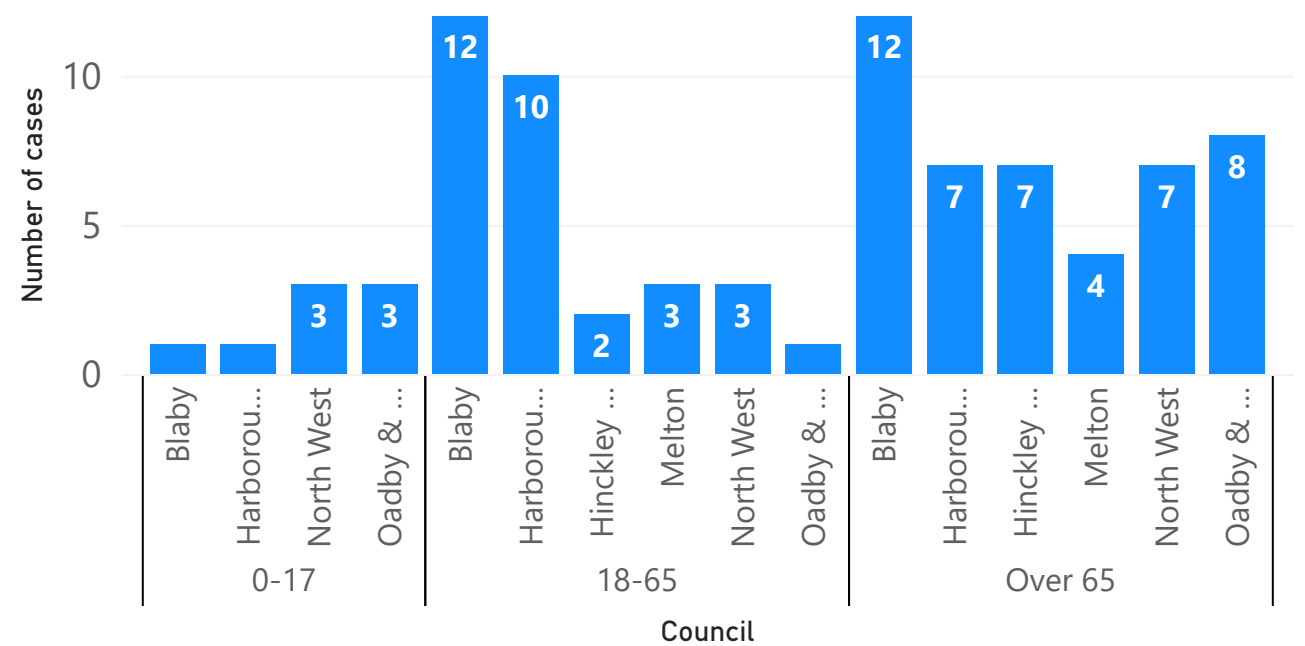
Cases Completed By Council Area



Case Type

Multiple selections

Cases Completed by Age Group & Council Area



Signed off (Completed) Date

01/04/2024

30/06/2024

Signed off (Completed) Date

01/04/2024



30/06/2024

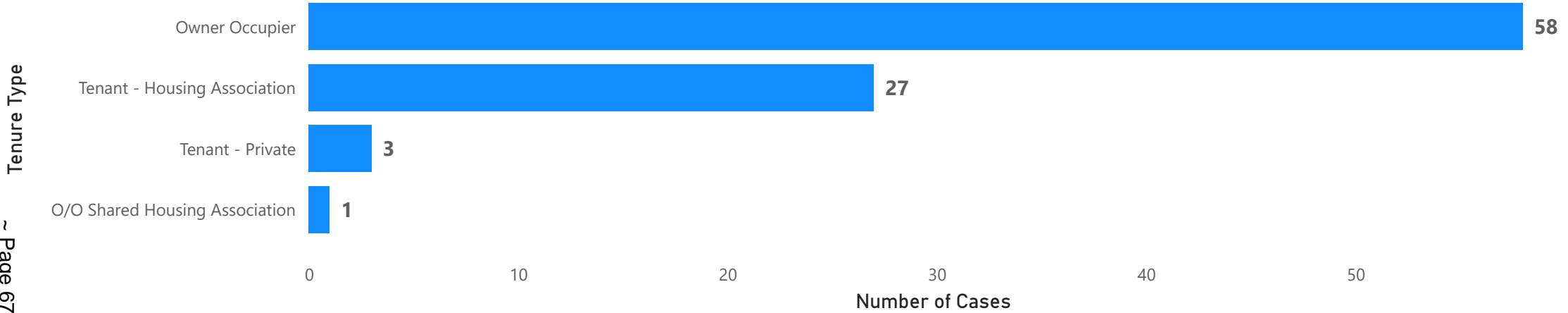


Case Type

Multiple selections

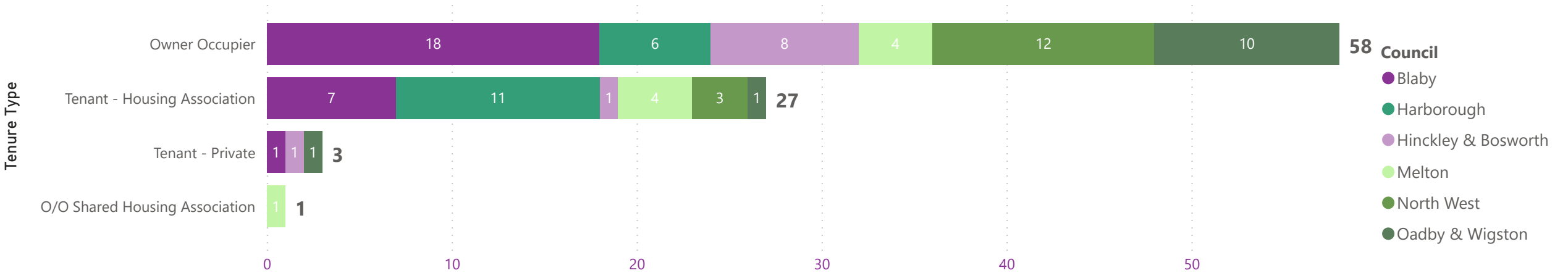


Cases Completed by Tenure Type





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Cases Completed by Tenure Type & Council Area





Enquiry Date (Stage 2)

Case Level (HAREC) ▼

01/04/2024  30/06/2024 



Enquiry Date (Stage 3)

Case level (HAREC) ▼

01/04/2024  30/06/2024 

Enquiry Date (Stage 4)

Work pack level (HAWORKPACK) ▼

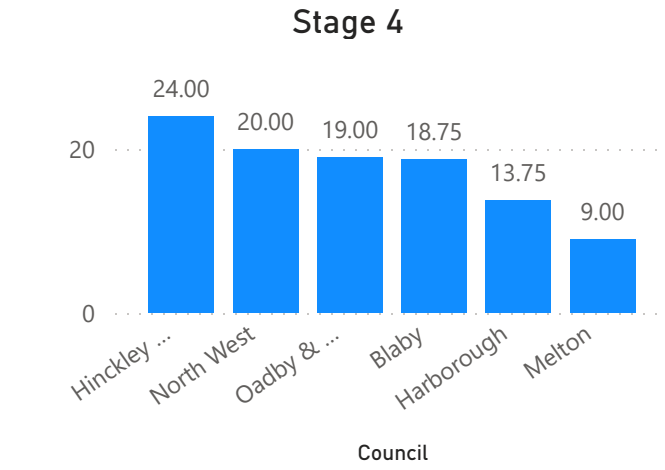
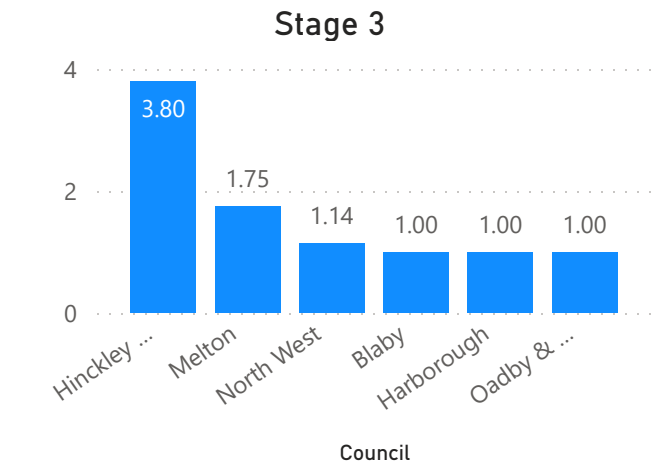
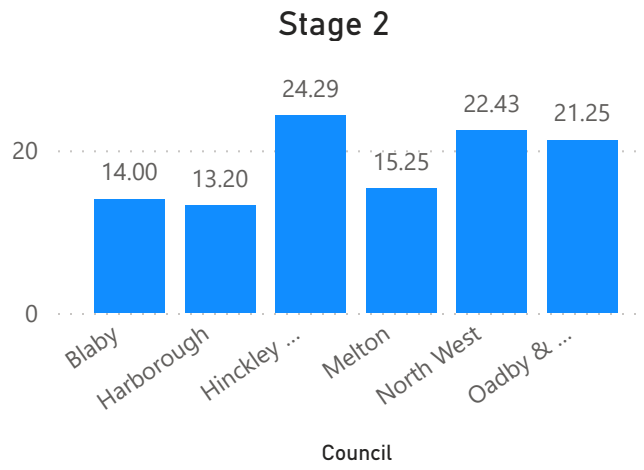
01/04/2024  30/06/2024 



Council	Stage 2 - Average days Enquiry to Valid	No of cases
Blaby	14.00	4
Harborough	13.20	5
Hinckley & Bosworth	24.29	7
Melton	15.25	4
North West	22.43	7
Oadby & Wigston	21.25	4
Total	19.19	31

Council	Stage 3 - Average days Valid to Approval	No of cases
Blaby	1.00	4
Harborough	1.00	5
Hinckley & Bosworth	3.80	5
Melton	1.75	4
North West	1.14	7
Oadby & Wigston	1.00	4
Total	1.62	29

Council	Stage 4 - Average days Approval to Complete	No of cases
Blaby	18.75	4
Harborough	13.75	4
Hinckley & Bosworth	24.00	7
Melton	9.00	1
North West	20.00	5
Oadby & Wigston	19.00	3
Total	19.33	24



Signed Off Date (Stage 2)
Case Level (HAREC)

01/04/2024 30/06/2024

Signed Off Date (Stage 3)
Case level (HAREC)

01/04/2024 30/06/2024

Signed off Date (Stage 4)
Work pack level (HAWORKPACK)

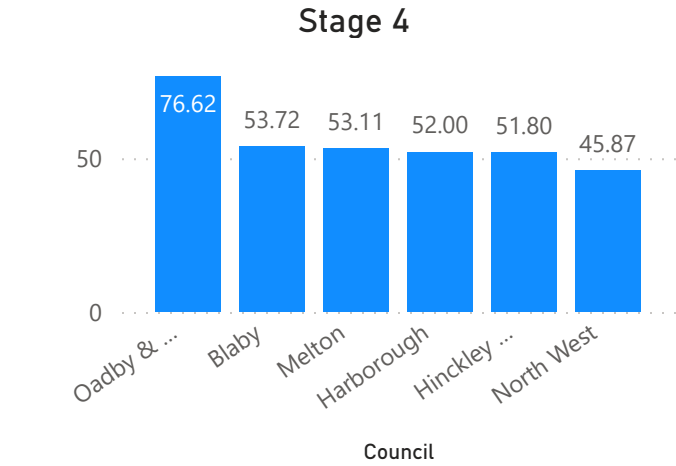
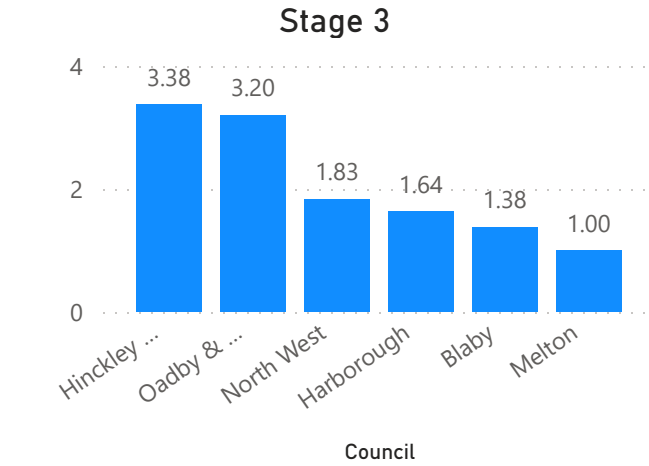
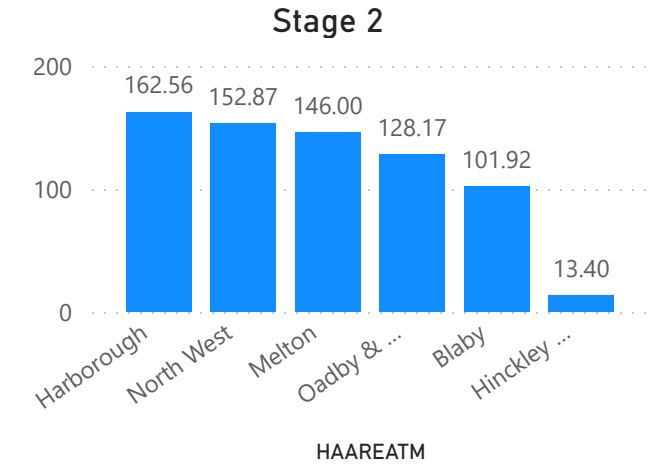
01/04/2024 30/06/2024



Council	Stage 2 - Average days Enq to Valid	No of cases
Blaby	101.92	26
Harborough	162.56	18
Hinckley & Bosworth	13.40	10
Melton	146.00	9
North West	152.87	15
Oadby & Wigston	128.17	12
Total	120.61	90

Council	Stage 3 - Average days Valid to Approval	No of cases
Blaby	1.38	21
Harborough	1.64	11
Hinckley & Bosworth	3.38	8
Melton	1.00	7
North West	1.83	12
Oadby & Wigston	3.20	10
Total	1.96	69

HAAREATM	Average of GoAhead to work complete	Count of REFVAL
Blaby	53.72	25
Harborough	52.00	19
Hinckley & Bosworth	51.80	10
Melton	53.11	9
North West	45.87	15
Oadby & Wigston	76.62	13
Total	55.07	91



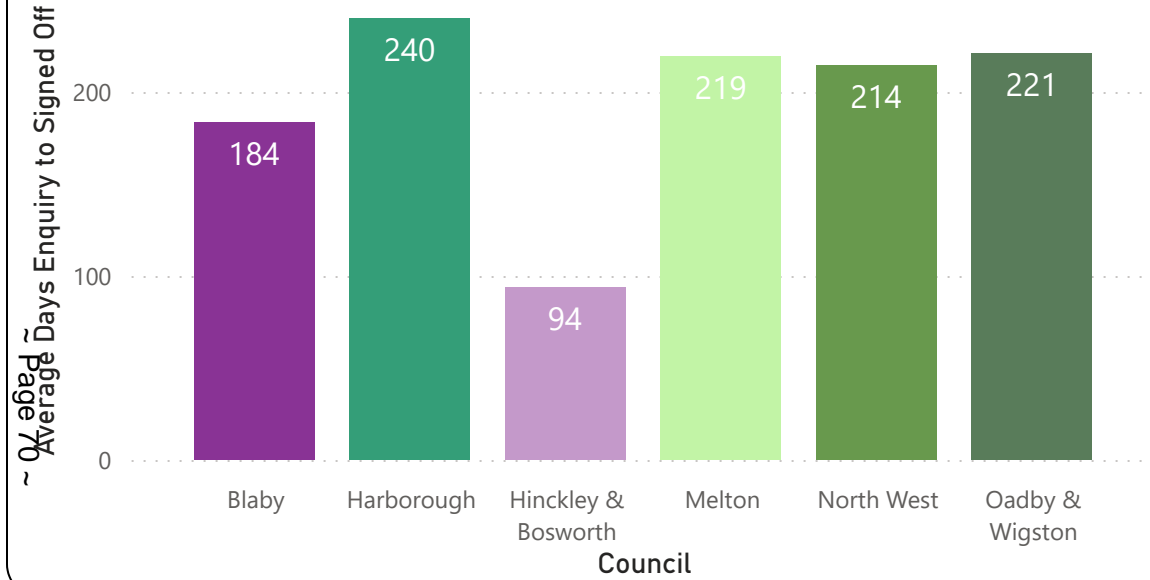
Signed Off Date

01/04/2024 📅

30/06/2024 📅

These visuals relate to DFG's and DDFG's only - Assistance Type breakdown relates to individual work packs and therefore may be higher than the number of cases



Average Days From Enquiry to Signed Off Date by Council



Council	Average days Enquiry Date to Signed Off date	No of cases
Blaby	183.50	26
Harborough	239.89	18
Hinckley & Bosworth	93.80	10
Melton	219.33	9
North West	214.40	15
Oadby & Wigston	221.08	12
Total	198.56	90

Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	Total
Level Access Shower	9	8	1	5	9	5	37
Stair Lift	9	5	6	2	4	3	29
Other	5	2		1		1	9
Other - Child	1	1			2	1	5
Level Access Shower - Child		1		1		2	4
Lift (through floor)		1	2				3
Wash/Dry Toilet	2	1					3
Access Steps	1						1
CAT C						1	1
Concrete Ramp		1					1
Modular Ramp			1				1
Wash/Dry Toilet - Child						1	1
Total	27	20	10	9	15	14	95

Enquiry Date

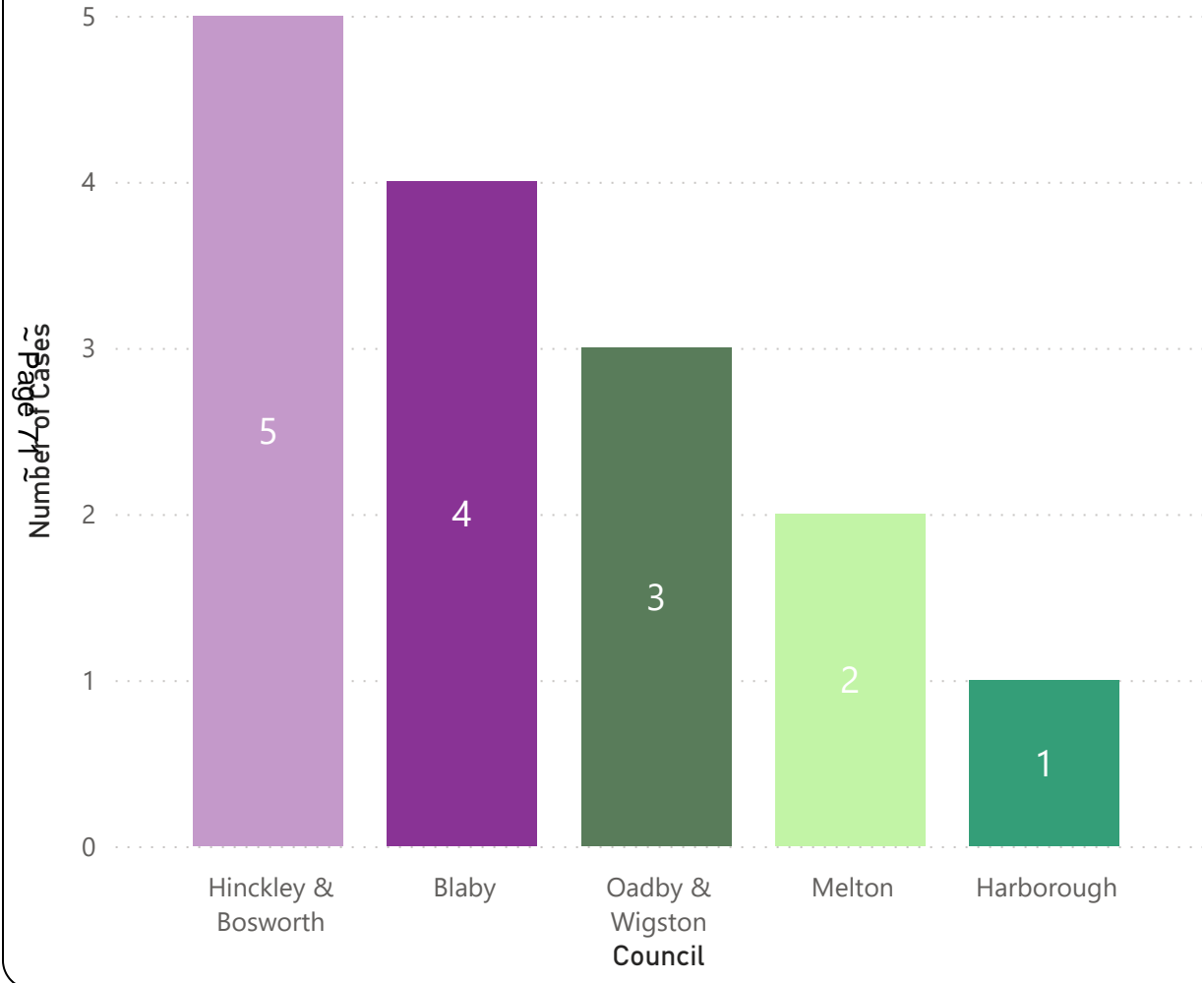
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Case Type

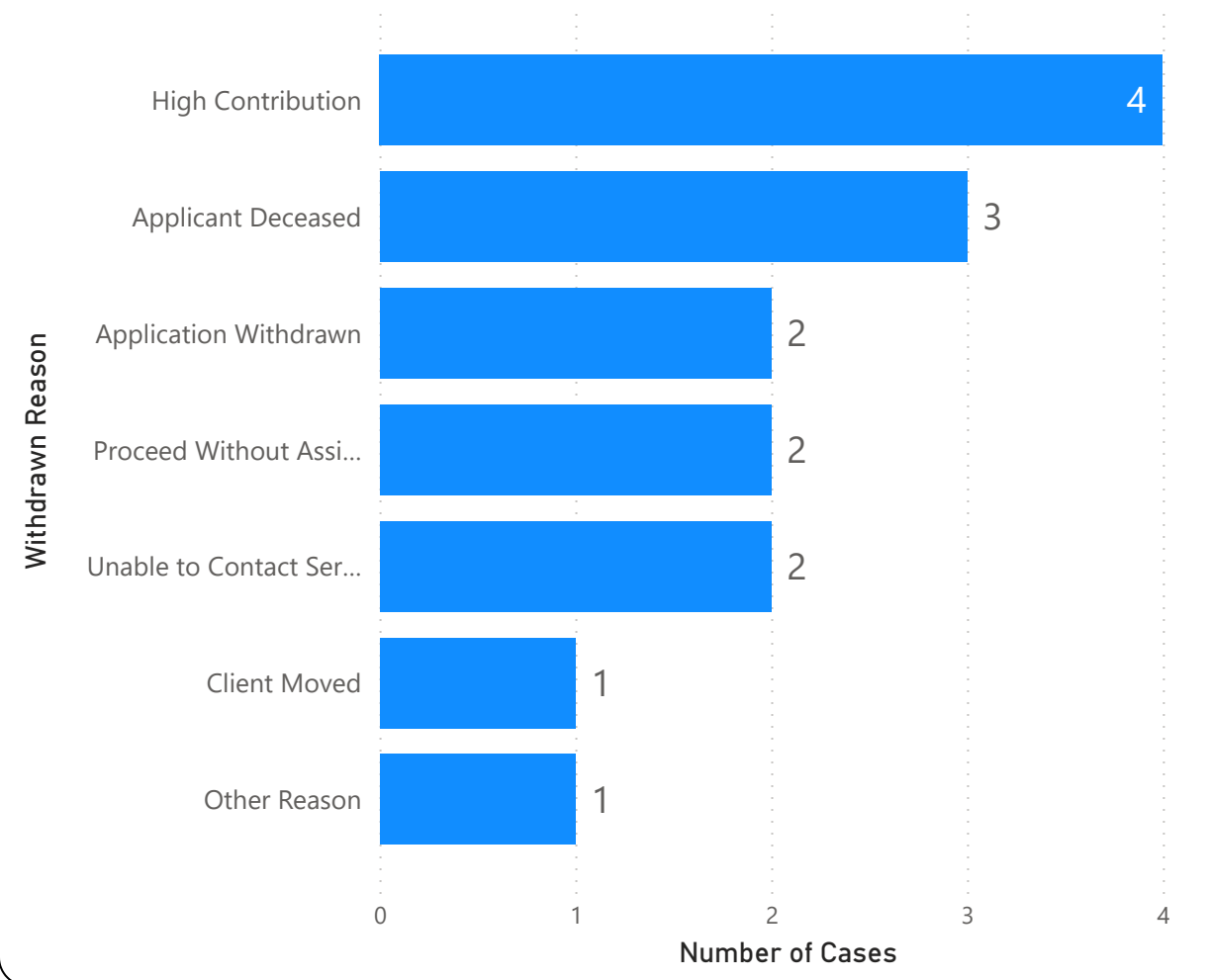
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Cases Withdrawn by Council Area



Cases Withdrawn by Withdrawn Reason



Appendix 5

Customer Service Statistical Analysis

Quarter 1 2024-2025

Introduction

This document gives a detailed analysis of all the tasks undertaken by the Customer Service Centre and the role of the Technical Officer. This includes volumes of calls or items processed, an explanation and any action that has been taken to address where performance is not meeting the required standard or where improvements have been made.

Oadby & Wigston Borough Council is committed to delivering a high standard of service to all our customers and to improving the services we provide. We have a Customer Charter which covers the whole Council which is available on the website.

The Customer Service Centre also has a published service standards agreement along with all other front facing services.

While the Customer Service Centre offers the traditional call centre provision it also provides far more. Our Technical Officers are multi-disciplined staff, trained with expertise in all the key services areas provided by the Council.

Email/Contact Us Online

The Customer Service team is targeted to acknowledge receipt of customer email and contact forms within 1 working day and to fully reply within 3 working days.

The vast majority of online/email enquiries are answered the same day.

Quarter 1	April	May	June
Number of emails	338	423	324
Number of contact us forms processed	148	167	169
Number of complaints triaged	7	13	16
Average response time	1 Day	1 Day	1 Day

Online forms

Our digital customer group continues to grow, and we offer a range of online forms for customers to use to self-serve.

Online Forms Q1	Apr	May	Jun
Garden Waste Renewal	693	428	151
Garden Waste Sign up	79	19	22
Contact Us Form	148	167	169
Direct Debit Form	110	106	80
Council Tax Occupation Form	57	57	53
HB & CTS Application	73	69	49
Council Tax Vacation Form	25	32	24
Arrange Clinical Waste Collection	34	30	29
Taxi Vehicle Application	36	24	29
Single Person Discount	44	38	28
Other Council Tax Discount/Exemptions	20	13	24
Council Tax Moving within the Borough	5	16	9
ASB and Noise report	5	15	10
DHP Application	21	19	11
Selective Licence Payment	0	0	0
Compliments, Comments & Complaints form	4	5	8
Book a Competency Test	29	32	1
Abandoned Vehicle Report	4	3	12
Garage Waiting List Enquiry	6	7	10
Taxi Driver Renewal	8	7	16
HB Change of Circumstances	4	3	2
Electoral Job Enquiry	0	0	2
Early Bird Bin Swap	0	566	691
Monthly Total	1405	1656	1430
Q1 Total	4491		

Calls

Although channel shift has taken place, telephone contact remains the most popular access channel to the Council. The Customer Service Team work hard to reduce waiting times and answer calls quickly.

The primary role of the Customer Service Technical Officer is to answer customer enquiries. However, as previously stated they also provide essential admin support to other service areas in the Council and to reflect this they are targeted to answer at least 80% of calls 75% in peak periods, with an average wait time of no longer than 7 minutes.

It does not include onward transmission to other service areas such as Revs and Bens or Housing which is considered a secondary contact point, and a further wait could be incurred.

Quarter 1	April	May	June
Number of calls	5365	4940	5289
Number of calls answered.	4384	4120	4067
Percentage answered.	82%	83%	77%
Number of abandoned calls*	981	820	1222
Average wait time	2.37	1.51	3.10

Definition of Abandoned Calls

Abandoned calls are calls that are terminated by the customers before they are answered by a customer service technical officer.

There are many reasons for customers choosing to abandon their call, the most common ones include:

- The wait time being too long.
- The customer has picked wrong option or has misdialled.
- The customer changes their mind and hangs up.
- Systems stating that calls are recorded, and callers are reluctant to have their calls recorded.

All call centres have abandonment rates. Benchmarking with other councils shows us that these vary between 10% and 20%.

Face to Face

As part of the work on our Customer Experience Strategy and following on from customer feedback we have increased our face-to-face service provision. In June 2023 Appointment Hubs were introduced in the following locations in each of our town centres:

Location	Day	Time
South Wigston Elliot Hall	Tuesday	9am – 12pm
Oadby Trinity Methodist Church	Wednesday	10am – 1pm
Wigston King's Centre	Thursday	1pm – 4pm

We continue to promote the appointment hubs in the following ways:

- In the latest edition of Our Borough
- Prominent signage and information leaflets provided in all hub locations.
- Council contact us page has details on how to book an appointment.
- Regular posts about hubs on our social media accounts including Facebook and twitter. .
- Reminders about appointment hubs are included in relevant emails to email subscribers through Gov Delivery

Hub Appointment Stats			
Quarter 1	April	May	June
Number of appointment request enquiries	2	1	0
Number of booked appointments.	1	1	0

The two appointments which were booked were for customers who needed assistance from Housing Options and the Financial Inclusion Officer. Both appointments were at the King Centre in Wigston. The other requested appointment was for Financial Inclusion Officer, where a home visit arranged.

Reception

Our reception point at Brocks Hill deals with basic customer enquiries.

Reception Stats			
Quarter 1	April	May	June
Number of Quick Enquiries	483	408	478
Full Enquiries (Waste, Housing, Clean & Green)	17	24	49

Quick Enquiries Breakdown			
Enquiry Type	April	May	June
Visitors/contractors	93	83	111
General basic council enquiries	174	149	145
Handing in post/documents & photo copying proofs	70	75	116
Request to use toilet	1	8	6
Jenno's enquiry	15	4	1
Refer to back office/assistance with customer phone	40	39	37
Key Collection/drop off	19	8	11
County Council Issue	7	5	0
Issue Pride of Borough card	1	2	2
Appointment Hub Enquiry	1	0	0
Form issued	11	2	3
Delivery	39	27	46
Signpost to another Agency	0	2	0
Garden Waste Assistance	9	4	0
Reference number given	3	0	0

Customer feedback regarding the reception point remains positive. To monitor this, surveys are carried out and customers are asked to score the following factors out of 10.

- Officer Customer Care Skills
- Wait Time
- Officer Knowledge
- Overall Satisfaction with reception

During Q1 overall customer satisfaction rating for the reception surveys was 100% in all areas.

Service Area Administration Support

The Customer Service Team carry out a variety of admin tasks for teams across the council.

This involves them:

- Running/producing reports to direct work e.g., the depot like delivery/collection of bins and issuing garden waste permits
- Logging/allocating work to the Environmental Health team, registering food businesses.
- Booking appointments for the Licensing team
- Raising invoices
- Processing applications for housing and taxi vehicles
- Acting upon referrals and information received via First Contact and Tell Us Once.

Quarter 1	April	May	June
Number of Taxi vehicle apps processed	36	24	29
Number of competency tests booked	30	35	39
Number of EH admin tasks	51	64	82
Number of Waste reports run/processed	275	275	264
Number of Housing apps processed	67	0	33
Number of Homelessness admin tasks	84	95	59
Number of First Contact Requests	0	0	0
Number of Tell Us Once Requests	37	42	26
Number of Sport Pitch Invoices raised	8	13	6
Number of Facilities email/contact forms	80	64	78

Customer Service Centre Team - Output summary

Quarter 1	April	May	June
Number of emails/online contacts answered	338	423	324
Number of calls answered	4384	4120	4067
Number of admin work items processed.	749	690	614

Customer Service Satisfaction

Monthly Customer Satisfaction Surveys are carried out across the Council. These are conducted via various mediums:

- Telephone
- E Mail
- On-line

Customers are asked to score our Customer Service Team performance out of 10 in relation to each factor.

Q4	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Apr 24	94%	97%	97%	97%	97%	98%
May 24	96%	98%	99%	98%	98%	98%
Jun 24	97%	100%	100%	100%	100%	100%

Other updates

In November we launched Customer callback (automated callback). This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call. When a customer's select this, they can hang up and keep their place in the virtual queue, an Agent will call them back when it would have been their turn, this is proving to be popular with customers and is well used during peak times.

Virtual Video Call back went live on 28th March. This now enables customers to see a member of the Customer Services virtually via Teams. The customer can request an appointment either for a same day call back or a pre bookable call back within the next 7 days. Whilst take up is low, we continue to actively promoting this new access channel.

Appendix 6



OWBC Forward Planning Events Calendar – 2024/25

Events			
Date	Overview	Type	Details
Every Thursday 18 July to 22 August	Youth Bus	Recurring event	3.30pm – 5.30pm at Blaby Road Park. Ages 13-19.
Saturday 20-21 July	Performances of Errol's Garden for children aged 3-8	Supporting role in partner event	Held at the botanic gardens – more info online
Saturday 27 July	Comm Fest	Supporting role in partner event	11am – 3pm Gloucester Crescent, South Wigston. Lots of family activities.
Sunday 28 July	Armed Forces Afternoon Tea	Council funded event	11.30am to 3pm at Elliott Hall, South Wigston
Saturday 10 August	Olympics in the Park	Council event	12 noon to 8.30pm in Blaby Road Park.
Saturday 31 August	Oadby Food Festival	Council event with partners	12 noon to 4pm – The Parade, Oadby
Sunday 1 September	University of Leicester Community event	Supporting role in partner event	Details TBC
Sunday 10 November	Remembrance	Parade & services	Wigston (AM) South Wigston (AM) Oadby (PM) Times/details TBC
Monday 11 November	Remembrance Day	Service	Peace Memorial Park Wigston 11am

Observance *all will be acknowledged on the council's social media channels		
Date	Overview	Details
19 August 2024	Raksha Bandhan	Hindu holiday
8 September 2024	Samvatsari	Jain holiday
3 – 12 October 2024	Navaratri	Hindu Festival
11 November 2024	Remembrance Day	Remembrance day