



**Service Delivery
Committee**

**Tuesday, 14 June
2022**

**Matter for
Information**

Report Title: Council Performance Update (Q4 2021/22)

**Report Author(s): Philippa Fisher (Strategic Director)
(Former Head of Customer Service & Transformation)**

Purpose of Report:	To provide an update on progress during Quarter 4 of the 2021/22 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in 2021. The report combines updates on key service delivery achievements coupled with the Council's key performance indications in a single report.
Report Summary:	There are 96 Key Performance Indicators for our Corporate Plan Objectives. These are categorised by each objective and service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system. There are two other ranks, a "blue" ranking and this is for indicators where work has yet to begin and a "white" ranking system where it is outside the control of the Council for delivery, and therefore cannot be ranked. Out of the 96 indicators, 84 were due for reporting as at the end of Quarter Four of the 96, 66 were green status, 14 were amber status, and 4 were red status. This equates to 79% Green, 14% Amber and 4% Red status.
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):	Anne Court (Chief Executive / Head of Paid Service) (0116) 257 2601 anne.court1@oadby-wigston.gov.uk Philippa Fisher (Strategic Director) (Former Head of Customer Service & Transformation) (0116) 257 2677 philippa.fisher@oadby-wigston.gov.uk
Corporate Objectives:	Building, Protecting and Empowering Communities (CO1) Providing Excellent Services (CO3)
Vision and Values:	"A Stronger Borough Together" (Vision) Accountability (V1) Innovation (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications directly 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 Plan 2019 -2024
Appendices:	<ol style="list-style-type: none"> 1. Housing Capital Programme (Q4 2021/22) 2. Lightbulb Performance Dashboard (Q4 2021/2022) 3. Customer Service Centre Statistical Analysis (Q4 2021/22) 4. Bi-Annual Complaints Report (Oct 2021- March 2022)

1. Introduction

- 1.1. As part of the Council's ongoing development to performance management and reporting, 2021/22 sees the next stage in how we measure and report Council performance (alongside the standard finance and statutory reporting framework).
- 1.2. The Council has produced 96 new Key Performance Measures for 2021/22, and these measures relate to each of the Council's three new Corporate Objectives as part of the Council's new five-year Corporate Plan (2019-2024).
- 1.3. These measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the Corporate 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.
- 1.4. The narrative from each service highlights the key activities, issues and outcomes that they have been working on, delivered or encountered during the last quarter and these directly correlate to achieving the Council's Corporate Plan.
- 1.5. The Community and Wellbeing Services have now been absorbed between services areas of Law and Democracy and Customer Service and Transformation. In addition, new for 2021/22 are KPI's which relate to HR and sit within the SLT service area.

2.0 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 new Corporate Objectives.
- 2.2 There are three main objectives, with these being:
 - Building, Protecting and Empowering Communities
 - Growing the Borough Economically
 - Providing Excellent Services
- 2.3 There are 96 Key Performance Indicators for our Corporate Plan Objectives. These are categorised by each objective and 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 is 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.

- 2.2 Out of the 96 indicators, 84 were due for reporting as at the end of the financial year. Although we have started to recover from the pandemic there are some areas where the Council is taking a cautious approach and continue to display responsibility to our residents on any potential risks and therefore there is some impact on reporting KPI's and the ability to deliver is recorded and the ability to deliver on these which have fallen into the white and blue categories.

Of the 84:

66 were green status

14 were amber status

4 were red status

This equates to 79% Green, 17% Amber and 4% Red status. In 2021/22 new KPI's have been compiled and approved. The following table identifies the Council's performance, by objective and service delivery section.

In comparison the third quarter of 2021(October, November and December) completed the year with percentages as follows 78% Green, 18% Amber and 4% Red.

Performance Chart One – Corporate and by Objective

Quarter Four 2021/22	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	66	79%	14	17%	4	4%
Corporate Priority						
Building, Protecting and Empowering Communities	25	81%	6	19%	0	0%
Growing the Borough Economically	13	88%	1	6%	1	6%
Providing Excellent Services	28	76%	6	16%	3	8%

Performance Chart Two – By Department

Quarter Four 2021/22	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	66	79%	14	17%	4	
Department						
Built Environment	27	93%	2	7%	0	0%
Customer Service & Transformation	12	92%	1	8%	0	0%
Finance & Resources	7	55%	4	30%	2	15%
Law & Democracy	20	69%	7	24%	2	7%

3.0 Built Environment Update

3.1. 2020-21 Housing Capital Programme

The kitchen and bathroom improvement programme has ended, and in this respect all of the Council's housing stock meets the decent homes standard in terms of these components with:

- a reasonably modern kitchen (20 years old or less)
- a reasonably modern bathroom (30 years old or less)

The financial summary covering quarter 4 of the HRA Capital Programme is provided in **Appendix 1**.

3.2. **Housing Options and Homelessness**

The homelessness position has increased to 31 households (03/04/22) being accepted by the Council as Homeless and in temporary accommodation. The following summarises the composition of the applications:

- 2 households in emergency accommodation in response to Covid 19
- 15 singles persons in temporary accommodation
- 14 family households in temporary accommodation

We are working closely with these households to find them suitable settled accommodation.

The number of homeless acceptances remains generally stable with an average of 2 to 3 new applications being made on a weekly basis.

The average number of applicants presenting as homeless is currently 2.66 per week. During the course of the year there had been a spike in the number of applicants presenting as homeless around November 2021 when the average was around 9 per week which the team attribute to the end of the moratorium on rental evictions.

3.3. **Lightbulb**

The Lightbulb Disabled Facilities Grant and Housing Support Co-ordinator Dashboards are attached at **Appendix 2**.

12 DFG's have been completed in quarter 4 with a total spend for the year at £385,168. In addition, there are jobs that have not got to approval stage but are being processed and these are estimated to be at the value of £378,963 at the end of quarter 4.

Performance is monitored monthly by the Lightbulb Tech Team Leader who also reviews cases regularly with the Tech Officer. Any cases where there is concern, particularly in relation to timescales, are flagged and escalated. This is reviewed on a regular basis.

3.4 **Impact of Diseases on Tree Stock in the Borough**

At the Service Delivery Committee Meeting on 15 March 2022 an update was given to Members regarding disease on Mountain Ash trees in the borough. Further information was therefore requested about the whole borough tree stock.

There are three main causal agents; fungi, bacteria and insects. Tree health is a complex matter and trees have evolved to have a good and helpful relationship with many fungi and insects (for example, pollination).

Priority pests and diseases to look out for:

- Emerald Ash Borer
- Longhorn Beetle – Asian and Citrus
- Sweet Chestnut Blight
- Xylella fastidiosa
- Chestnut Gall Wasp
- Oak Processionary Moth

Useful websites for the Forestry Commission and observatree will be placed on the Council's website to support residents with information.

3.4. 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.

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
Growing the Borough Economically GBE 3	We will work with the NHS and CCG to deliver a new, high quality and bespoke Health Facility to South Wigston	Submit planning application for new health facility in South Wigston by March 2022.	Officers have continued to work with the consultants, Gleeds, to finalise the viability report. A revised report is still awaited. There is continued engagement with partners about the project including the CCG, with a meeting being arranged to discuss the consultants report once received.	Amber
Providing Excellent Service PES 1	We will ensure all Council properties are compliant with gas and fire safety requirements	100% Compliance	99.66% 4 Households in legal remedy process	Amber

4.0. Finance Update

4.1. Benefits

The Benefits team is responsible for the administration of Housing Benefit and Council Tax Support as well as facilitating the implementation of Universal Credit which will ultimately replace Housing Benefit for most working age claimants.

In response to the government Test and Trace App, the government introduced a Test and Trace payment scheme, consisting of a one-off payment of £500 paid under the main and discretionary scheme. This is administered within the Benefits team and pays those who have lost income/earning or meet qualifying criteria and have been asked to self-isolate or is a guardian of a child who has to self-isolate. All applications must be decided by

April 30th. Resource has been moved from other areas to support with delivery. There are currently 95 applications outstanding.

482 payments have been made totalling £241k.

4.2. **Revenues**

The Revenues team is responsible for administering and collecting £34.6m of Council Tax and £11.2m of National Non-Domestic Rates which it does on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government as well as Oadby and Wigston Borough Council.

The Council Tax team delivered excellent service across the annual billing period, answering 86% of calls despite receiving double the enquiries. Current focus is on the delivery of the £150 Council Tax Rebate to over 20,000 residents. Support has been provided to Test and Trace, Business Grants, Business Rates and Recovery to allow all functions to continue to serve our residents.

Performance is measured through a comprehensive series of indicators which are reported to the appropriate management team. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

The Business Grants team have completed payment of the Omicron and ARG grants, and are currently developing the Covid Additional Relief Fund policy to deliver a further £900k to business affected by Covid-19.

4.3. **Collection Rates**

Collection rates for Council Tax and Business Rates both finished below target for the financial year 2021/22. There is an issue nationwide with the Department for Levelling Up, Housing and Communities launching an inquiry into council tax collection which starts on 6 June 2022. National collection rate statistics for 2021/2022 will be published on 22 June 2022. Of the 9 authorities in Leicestershire, only 3 hit the collection target for business rates, with 4 achieving the council tax collection target.

As was the case in Q3, the gap between the "target collected" and "actual collected" has continued its reduction trend and is now at its lowest figure since Q1 for business rates down to 4% from a high of 12% in August. Both the business rates and recovery teams have worked tirelessly to identify and collect large amounts outstanding, and the progress since August is tremendous. The 8% improvement is worth over £350,000 in revenue to OWBC.

Restrictions in recovery action following the COVID pandemic has added to the gap in target areas.

OWBC is in a similar position to other Leicestershire authorities with only 3 achieving the business rates target and 4 achieving the council tax target. Collection rates are down nationwide with the CAB estimating that over 3.5 million people were behind with their council tax in January 2021, with 51% of those not behind prior to the pandemic.

Target setting post pandemic is extremely difficult, and is further complicated by the cost of living crisis. This is the case for both current year and prior years targets, with a lot of uncertainty around the ability of residents to pay.

The Revenues and Benefits Manager will be working with Senior Officers in recovery, council tax and business rates to develop the approach to current and prior year collection, with a focus on ensuring initial bills are correct and follow-up action is taken without delay.

Percentage of Debit Collected (Cumulative)	Jan	Feb	Mar
	%	%	%
Council Tax			
Actual Collection Rate	93.08%	94.85%	95.35%
Target Rate	94.42%	96.76%	97.5%
Actual Collection Rate 2020/21	92.34%	94.15%	95.12%
National Non-Domestic Rates (NNDR)			
Actual Collection Rate	81.73%	88.48%	94.39%
Target Rate	90.23%	94.52%	98.5%
Actual Collection Rate 2020/21	83.64%	85.57%	87.06%

4.4. Property Statistics

March saw a 2.5% increase in direct debit take-up due to the imminent energy rebate payments. It is expected that this number will reduce in June as customers revert to manual payments once the rebate is received, but is likely to remain above February levels.

	Jan	Feb	Mar
No of Council Tax properties	23,789	23,803	23,817
No of Council Tax Direct Debits	17,926	17,940	18,385
No of Single Person Discounts	7,503	7,511	7,536
No of Businesses	1,418	1,418	1,419
No of Businesses in receipt of Small Business Rates Relief	655	657	658

4.5. Exception Report - 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 Revenues and Benefits.

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
Providing Excellent Service PES 9	Reduce former years arrears for Council Tax (debt not in recovery)	Below 3.5% of annual debit	4.55%. 1.05% short of 3.5% target. Completion of grant work brings resource back to Recovery team. Q1 2022/23 focus on recovery strategy for aged debt.	Red

Providing Excellent Service PES 20	Reduce former years NNDR (debt not in recovery)	Below 4.5% annual debit	8.19%. 3.69% short of target. Completion of grant work brings resource back to Recovery team. Q1 focus on recovery strategy for aged debt.	Red
Providing Excellent Service PES 14	Average time taken to process Housing Benefit and Council Tax support claims	15 Days	16.85 days based on 62 new claims.	Amber
Providing Excellent Service PES 17	Post COVID achieving or exceeding Council tax collection rate target	97.50%	95.35% actual collection against target of 97.5%. Difference 2.15% End of Test and Trace returns resource to Council Tax allowing target account reviews resulting in the faster identification of liable parties to increase recovery.	Amber
Providing Excellent Service PES 18	Post COVID achieving or exceeding NNDR Collection Rate target	98.50%	94.39% actual collection. 4.11% short of 98.5% target. 8% improvement against position in August. Completion of grants work (excluding CARF) returns resource to business rates.	Amber
Providing Excellent Service	Maintains a culture of prompt	95% of suppliers paid within 30 days	The Council received a total of 992 invoices	Amber

PES 42	payment by paying suppliers with a specified time	of receipt of invoice	and paid 930 within the 30 day target - I.e. 93.8% of suppliers.	
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5.0. Customer Service & Transformation Update

5.1. Customer Service Statistics

A detailed statistical analysis is attached in **Appendix 3**, giving a breakdown of call volumes, Complaints and customer satisfaction surveys undertaken across the Council.

5.2. Bi-Annual Complaints Report Analysis

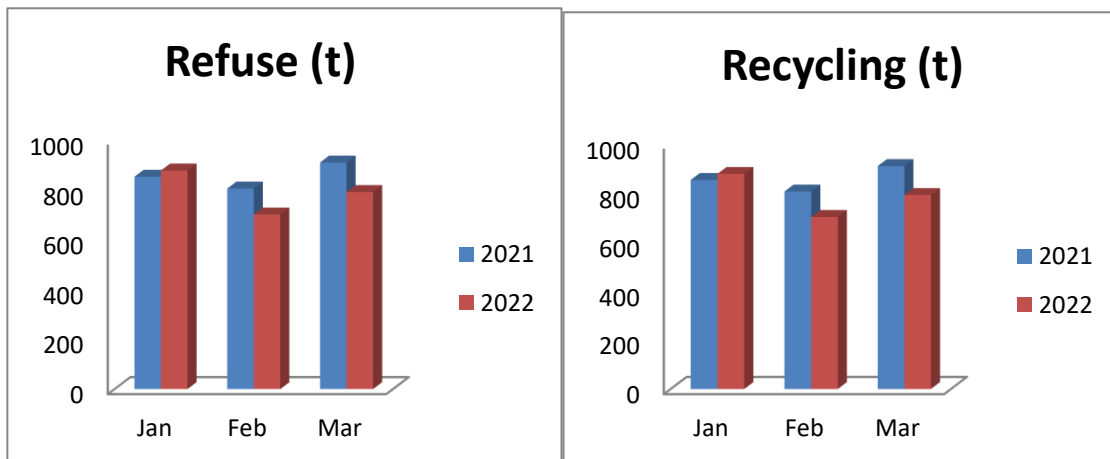
At the Service Delivery Committee in November, Members requested a Bi-Annual Report with greater detail relating to the complaints received within the Council. This is attached in **Appendix 4**.

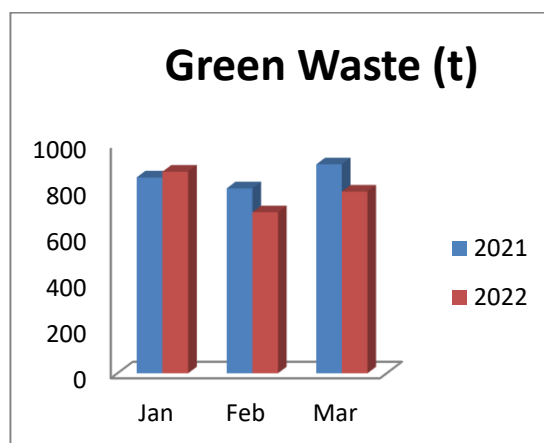
5.3. Refuse, Recycling and Garden Waste

Refuse and Recycling

Over Quarter 4 there has been an overall reduction in tonnages of some 8% of refuse waste collected. In respect of the recycling tonnages there was an overall reduction of just under 14% compared to the previous year.

For the green waste, there was a 20% increase in collection over January. However, during February and March there has been a reduction of 16% and 19% respectively, leaving an overall reduction of 13.65%.





5.4. Full Review of Refuse, Recycling and Garden Waste

Corporate Key Performance Indicator - 'Providing Excellent Service' 40 relates to 'Delivering a financially viable Refuse and Recycling Service'.

To deliver on this Key Performance Indicator, the Council continues to undertake an in-depth review of the Council's, recycling and garden waste services. This will be extensive and cover all facets of the service area and actually expands on the original KPI.

A progress report was delivered to Policy, Finance and Development Committee on 16 November 2021, which includes a policy for Household Waste and Recycling. Further updates will be delivered as the waste review progresses.

In January 2022, a survey on our waste service provision was launched and results will be available by the end of June 2022 on our website.

5.5 Exception Reporting of 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.

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
Building, Protecting and Empowering our communities BPE 5	To continue to increase the amount of materials recycled by borough residents, through educational programmes	To deliver educational programmes via Borough Forms and promotional opportunities in order to achieve a minimum recycling rate of 45%.	No Educational sessions were held due to COVID but these will recommence for 2022/2023. The overall recycling rate for 2021-22 will be confirmed by DEFRA in December 2022.	Amber

6.0. Law and Democracy Update

6.1 Corporate Assets

Car Parks – Charging for parking at 14 Council car parks came into force on 4 January 2022. Drivers have a number of options for paying for their parking across including pay and display (card or coin), paying by telephone or purchasing a parking permit. January was extremely busy for Corporate Assets staff whilst the charges were embedded. Drivers were given a 4 'grace' period where warnings were issued for non payment of the parking charge with live enforcement starting on 7 February 2022. Customer Services Staff have been trained to assist with the majority of straightforward enquiries and they successfully dealt with an initial influx of calls and emails as the new system was implemented. Full information on the parking arrangements can be found on the councils' web site together with a link to the permit purchasing portal.

During the quarter 120,374 individual parking sessions were paid for via pay and display; 11,491 individual parking sessions were paid for by telephone transactions and 2,923 permits were issued.

Transfer of Clean and Green Staff to Corporate Assets – The councils' public cleansing and grounds maintenance functions transferred to Corporate Assets during the quarter along with 15 staff. The Assistant Corporate Asset Manager has invested time with each member of staff to develop improvements to the programmes of maintenance and duties carried out.

A programme of litter bin installations (see separate report) through the Binrastructure Grant has run alongside the transfer of staff with the grant funding being spent by the deadline of 31 March 2022 and all reports filed with the funder. A stock of regularly used spare parts for play equipment have been purchased to enable staff to get play equipment back into use faster and discussions have been held with play equipment providers on upgrading and repairing equipment at Brocks Hill Country Park.

Cemetery – there has been some issues during the quarter with the installation of unauthorised kerb edgings to graves. As Members will recall, the Lawn Cemetery Policy (which did not allow kerbs at all) was rescinded in early 2020 and a standard cemetery policy of allowing the installation of authorised kerbs was introduced. Authorised kerbs are installed by a qualified memorial mason who has the necessary public liability insurance to carry out work on the cemetery. In order to obtain the authorisation, the council needs to give its' approval and a fee is involved for this process. Despite explaining this to deed holders a number of graves have had unauthorised kerbs installed during the quarter leading to Cemetery staff writing to deed holders to explain the situation and allowing deed holders a choice between removing the kerb edgings themselves or requesting the council does this on their behalf.

Allotments – the allotment waiting list which was closed to new applicants for around 12 months has now re-opened and at 31 March 2022 there were 66 people waiting for a plot. At the end of the quarter there was 5 plots vacant at Wigston Road site and 11 vacant at Aylestone Lane site. Letters have been sent out to waiting list applicants offering the vacant plots and responses are awaited. Two of the vacant plots on Wigston Road are in a poor state but now that grounds maintenance is managed by the Corporate Assets Section there is opportunity to use the grounds staff to bring these back into use. At the Aylestone Lane site, the council is working closely with Aylestone Lane Allotment Association on keeping any vacant plots clear whilst they are between tenants and this arrangement is working well. An 'open day' is being planned between the council and the allotment association for late April at which prospective tenants can look at vacant plots and gain advice on allotment gardening before taking on a plot. There were no vacant plots at Brabazon Road or Manchester Gardens at the end of the quarter.

Other work carried out by the section during the quarter includes installation of a new boiler and repairs to the floor covering at Uplands Park Pavilion, installation of a new sewage

pumping system at Blaby Road Pavilion, repairs to the Hearse House at Oadby Cemetery and the replacement of edging boards around the bowls green at Blaby Road Park.

6.2 Environmental Health and Licensing

During Q4, COVID advice for large events (particularly those with over 5000 attendees) was given, however this will not be necessary moving from April 2022 onwards as all regulations are revoked.

Food work is on track with all high-risk premises inspected in accordance with the Food Standards Agency (FSA) recovery roadmap. The work has been supported by colleagues from another authority as we are still unable to recruit to the Environmental Health Officer vacancy. A large percentage of the new food businesses established during the pandemic have now ceased (particularly home caterers). The Food Service Plan for 2022/23 will be considered at the Licensing and Regulatory Committee in June 2022.

Due to staff absences some license applications are not being processed as they should. Temporary external support has been necessary to address this and ensure we effectively regulate all our licensed businesses. One of the key tasks in the coming year will be refreshing our policies to ensure they are up to date and relevant.

There will be an update report on air quality to the Licensing and Regulatory Committee in June 2022. The air quality monitoring station along Blaby Road, South Wigston will be fully commissioned and in operation from April 2022, the delay arising from the installers.

The Selective Licensing Scheme (SLS) and the LAD (Local Authority Delivery) grant scheme (for fuel poverty across our borough) have been priorities for the private sector housing team. Considerable progress with the SLS means we now 89% engagement with the focus from April 2022 onwards on inspections and chasing those who have not engaged.

The Local Authority Delivery Programme 2 (LAD2) is now back on track following the challenges posed when the original selected contractor withdrew. From April 2022 the £300,000 scheme will progress.

The Council has made a bid for the LAD 3 scheme which is worth £580,000.

6.3 Electoral and Democratic Services

At its meeting on 21 December 2021, the Council approved adoption of the LGA model Code of Conduct with local amendments with effect from 1 April 2022. Under the authority delegated to the Head of Law & Democracy at the same meeting, all consequential amendments to the Council's Constitution have now been made and an updated version has been published on the Council's website (PES 35). Mandatory training for all Members on the new Code has been provisionally arranged to take place on Wednesday 11 May (PES 35).

The Elections Bill continues to progress through Parliament and currently sits at the House of Lords report stage. Based on current progress, it is anticipated that the Bill will receive Royal Assent in May 2022, with statutory instruments made in November 2022 and a 'go-live' date for Voter ID cards in December 2022.

6.4 Community and Wellbeing

Community Safety - At the end of Q4 all Partners reported satisfactory progress against their Tactical Actions within the agreed 2021-22 Delivery Plan. There were a number of Actions that were not possible to deliver, primarily related to 'in school' outputs, but this was anticipated by all partners including the OPCC. Forward planning to 2022-23, although with no

confirmed budget or criteria currently from the PCC, will reflect the potential for these school related barriers to still be present, with a focus on engaging with young people to be placed on 'in community' methods instead. With the support of the Council's Youth Engagement Officer, however, some barriers to 'in school' delivery are expected to be mitigated, with this route still to be referenced against some actions in the 2022-23 Delivery Plan.

In terms of Crime and Disorder the Borough did see increases (+15%) in line with national statistics, particularly around violence and sexual offences, but these are attributed to the untypical low figures in preceding years due to Covid. It has been noted by Police partners that most crimes of this nature are occurring in private addresses, so not easily patrolled, and feature a male perpetrator and a female victim. Offenders are typically white males aged 30-39. Other types of disorder, such as neighbour disputes and noise nuisance, have seen reductions as all Covid restrictions lift and people can move about the Borough more freely.

Young People / Youth Provision

Youth provision remains a core concern with the Community & Wellbeing Team, with the sector still not showing any significant signs of recovery, particularly in terms of generic youth work. As per previous updates, much of the youth provision that is operating is targeted, and accessible only to young people who have been specifically referred to it for varied reasons, including a disrupted home life, risk of entrance into the criminal justice system, health related reasons, or specialist support. This is largely outside of the scope of services OWBC can offer or commission, being the lower-tier authority, and is not reflective of the greater perceived need for youth provision in the Borough.

The work of the Council's Youth Engagement Activator is providing initial consultation opportunities with young people to help shape the offer of generic provision locally, with the officer being one of the few external bodies to be able to deliver work directly on a school campus. These early engagements with young people are anticipated to build into a wider process and feed through into the redevelopment of the Borough's Youth Council.

Leisure Contract Services

The information below relates to January to March 2022, which is normally the busiest quarter of the year for the leisure centres, when customers bring their New Year resolutions and health kicks to the fore.

Starting to see the return to 'normality' post covid with restrictions disappearing and many activities coming back to the centres it is pleasing to see that the leisure centres can still look to play a pivotal role within the community and for the health and wellbeing of the local people.

An average of over 63,000 customers per month coming through the doors was pleasing to see with a range of activity sessions taking place. Swimming certainly regaining its popularity from prior to COVID and a good range of pool sessions available to all of the community has been one of the main successes.

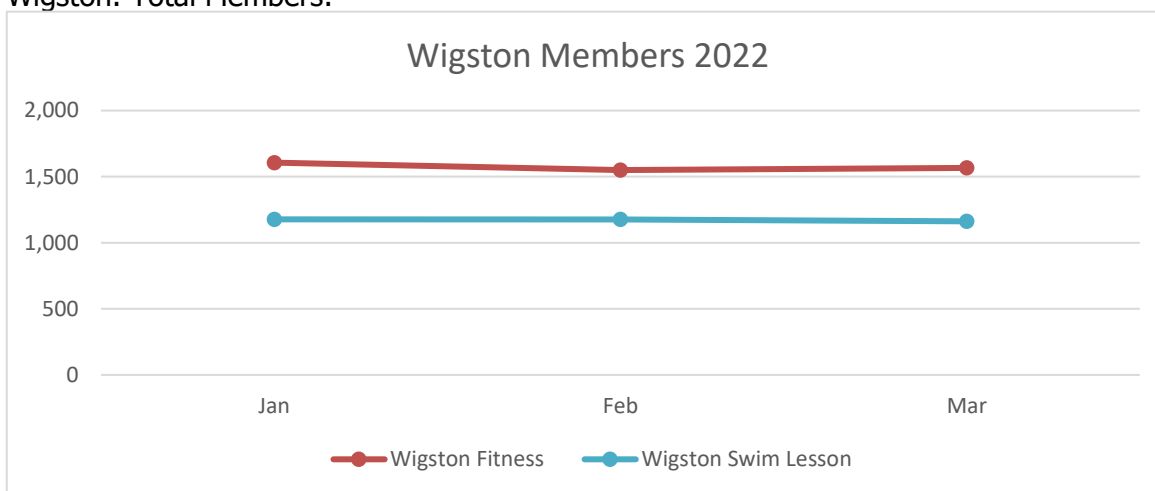
Description	Jan	Feb	Mar	Total
Swimming	22,016	21,440	23,458	66,914
Gym/Fitness Classes	26,222	25,146	28,227	79,595
Sports/Activities	3,573	3,690	2,784	10,047
Activity Total	51,811	50,276	54,469	156,556
Spectators	10,800	10,592	11,919	33,311
Events	120	616	192	928

Education	0	0	0	0
Grand Total	62,731	61,484	66,580	190,795

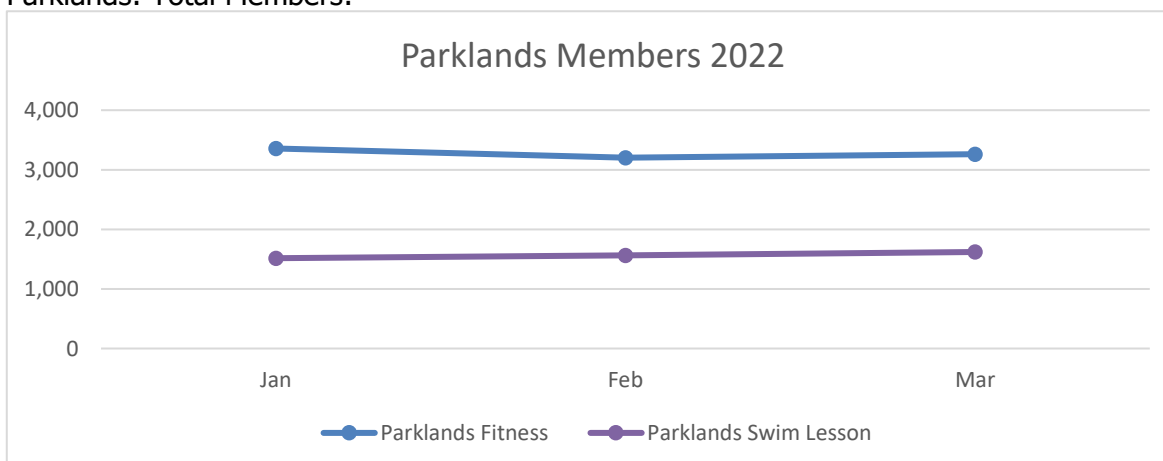
Membership	Jan	Feb	Mar	Ave
Gym	4,963	4,753	4,827	4,848
Swim Lessons	2,693	2,739	2,782	2,738
Total	7,656	7,492	7,609	7,586

Following significant growth month on month last year for fitness membership numbers, a plateauing effect recently along with a slight reduction coming into the New Year. Swimming Lesson numbers have grown and continue to do so, which is pleasing.

Wigston: Total Members:



Parklands: Total Members:



6.5 Helping Hands – Service Delivery Update

Client numbers continue to increase – 31% up on last period and 60% up on last year. Support now in place with Leicester South Foodbank –providing benefit and debt advice. 4 new volunteers onboarded in recent months. Successful audit for Advice Quality Standard (AQS) accreditation – no corrective actions.

6.6 Anti-Social Behaviour

The Council have recorded and investigated a total number of **17** new anti-social behaviour (ASB) reports in Q4 2021/22. **9** in January, **7** in February and **1** in March.

Of these 17 reports, issues relating to individuals shouting and swearing have been most commonly reported with **4** being received. Of these 4 reports, 3 specifically relate to complainants reporting issues with neighbours. This is relevant as the Council also logged **3** ASB reports relating to noisy neighbours.

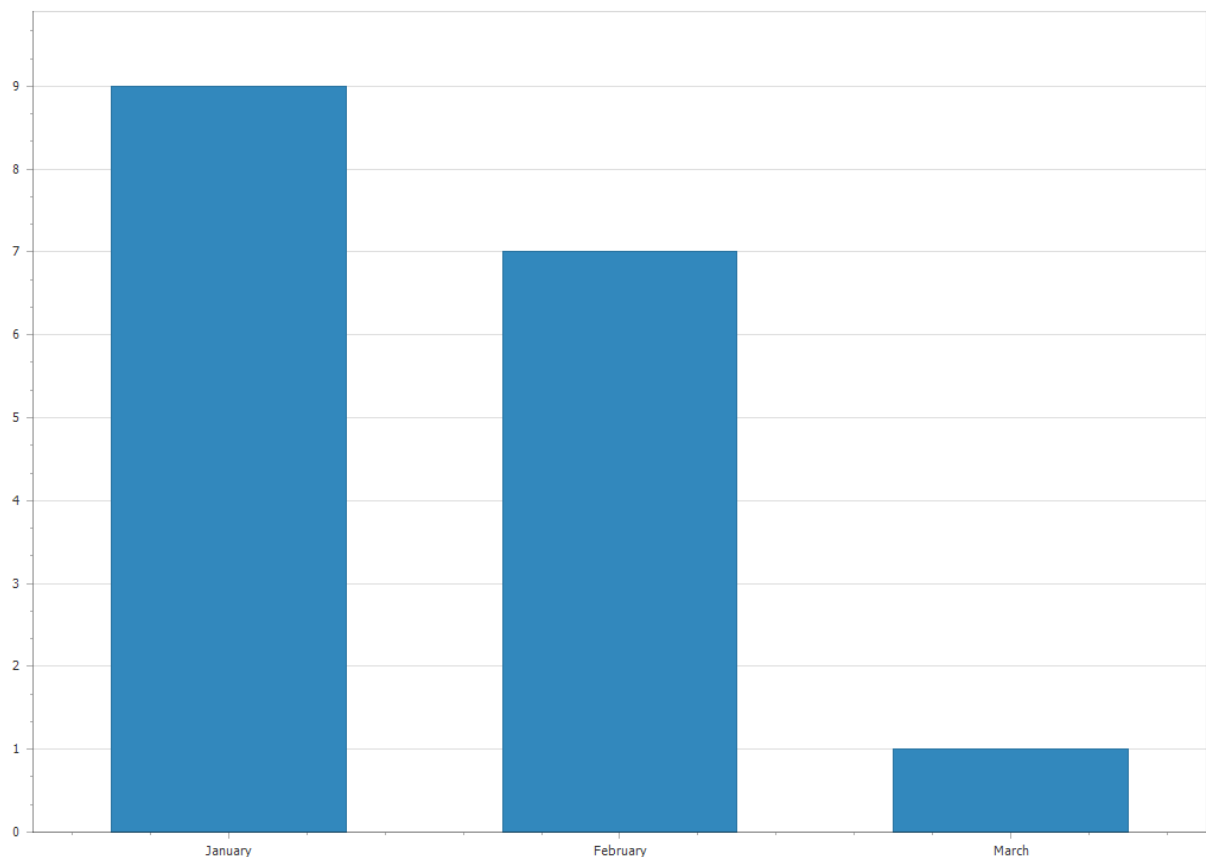
As a result of these reports, the Council took appropriate steps to address the issues which has involved issuing identified perpetrators disposals. A total number of **8** disposals have been issued either by the Council, or partner agencies. **1** identified perpetrator was given no further action (NFA).

1 Community Protection Warning Notice (CPWN) was issued under the ASB, Crime and Policing Act 2014 following a perpetrator targeting a neighbour. This case also involved Leicestershire Police. Issues subsided after the CPWN was issued.

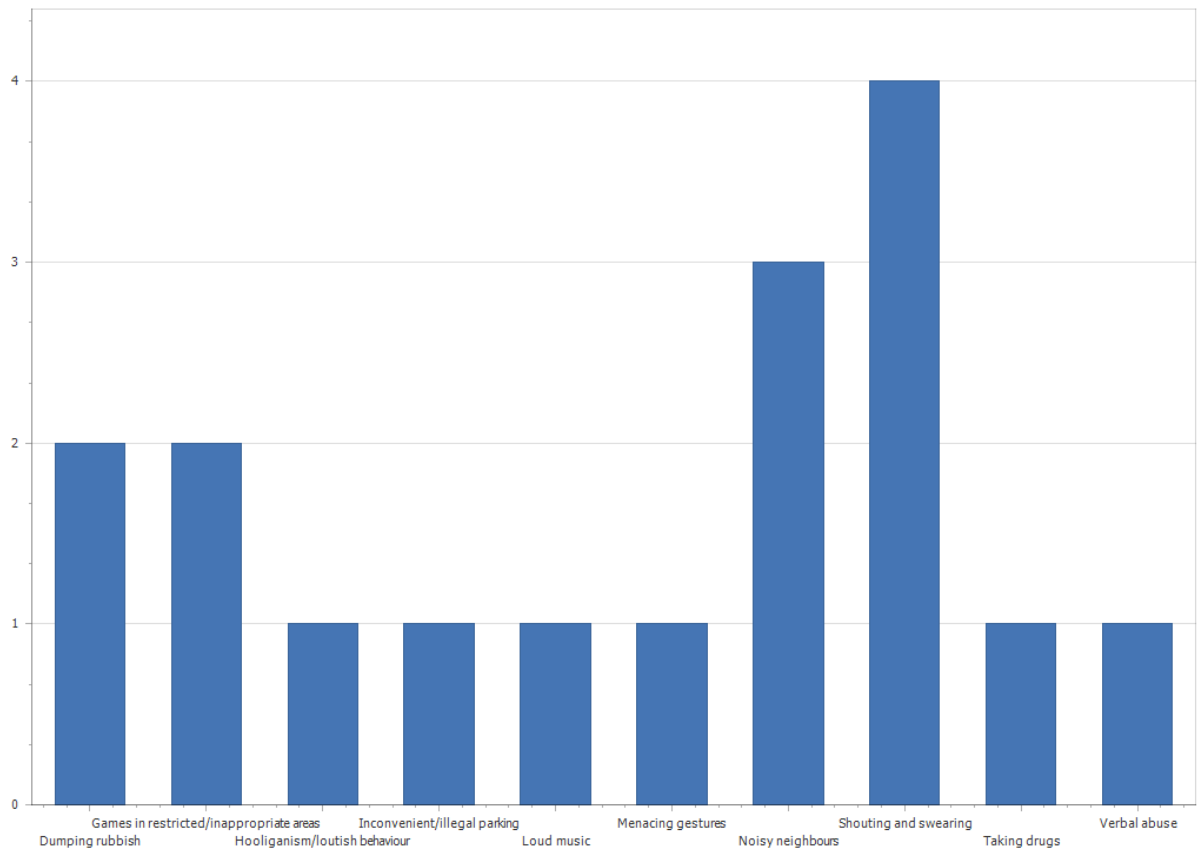
1 Community Protection Notice (CPN) was issued after the perpetrator breached his CPWN served in Q3. The Council were arranging evidence in conjunction with Leicestershire Police in order to take the perpetrator to court for breaching the CPN, however the landlord evicted their tenant prior to this taking place. This ultimately solved issues for the complainant therefore, the Council did not make an application to the courts.

The Council also advised **4** perpetrators for their behaviour, and verbally warned **1** following ASB best practice model.

ASB reports 2021/22 Q4



Types of ASB 2021/22 Q4



6.7 **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 Customer Service and Transformation.

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
Growing the Borough Economically GBE 17	To review the provision and standards of the parks and open spaces across the borough	Produce a Parks and Play Strategy that outlines maintenance and upkeep, but also identifies aspirational goals that the authority can work toward by September 2021	Timeline has slipped due to concentration on incorporating Clean and Green into Corporate Assets Section Draft will be circulated for comment by 30 April 2022	Red
Providing Excellent Service PES 37	Obtain the best value from the Council assets	Undertake a review of asset strategy by December 2021	Start delayed due to work on implementing parking charges - work to	Red

			commence March 2022.	
Building, Protecting and Empowering our Communities BPE 29	To engage the borough's Youth and Young People to realise the opportunities and support that are available.	Production of the Youth Engagement Strategy and Action Plan by September 2021	With the position of a Youth Engagement Activator now filled within the Community & Wellbeing Team, and the Officer having dedicated 'in school' working days, a new approach to youth engagement taking advantage of this job role is being developed.	Amber
Building, Protecting and Empowering our communities BPE 14	Continue to improve the quality of Private Sector Housing Rentals in South Wigston.	Implement a Landlords Forum to provide advice and support	Landlords Forum currently on hold. This will be run once Team Leader vacancy is recruited to	Amber
Building, Protecting and Empowering our communities BPE 15	Improve Air Quality in the Borough	Installation of real time air quality monitoring equipment across the borough by December 2021	Delivery date confirmed for April 22	Amber
Building, Protecting and Empowering our communities BPE 16	Improve the Air Quality in the Borough	Post installation of air quality monitoring equipment develop a remedial action plan by March 2022	Work are to be reprioritised for 2022/23 when an update will be given to Licensing and Regulatory Committee in June 22	Amber
Building, Protecting and Empowering	We will seek opportunities to bid for external	We will submit a bid for a Green Homes	Agreed a way forward with the funding	Amber

our communities BPE 20	funding to support the installation of energy efficiency improvements in residents' homes	Grant by May 2021 and implement the scheme by December 2021	providers for retrofits and the LAD2 programme. Awarded additional funding for LAD3. Measure mix adjusted and Project Plans accepted	
Growing the Borough Economically GBE 12	Ensure houses of multiple occupancy are licenced	100% of properties are licenced	Work re-prioritised for 22/23, Q1/Q2	Amber
Providing Excellent Service PES 33	Ensuring all Licensing Act 2003 applications are dealt within statutory timescales	100% compliance	There is currently a backlog in dealing with applications	Amber