



## **Service Delivery Committee Operational Updates – Quarter One – 2022 – 2023**

### **BUILT ENVIRONMENT UPDATE**

#### **Planning**

The new Local Plan production has slowed during quarter 1. However this is expected to progress with good pace in quarter 2 because we now have experienced Officers in post. The team is currently on course to meet all of the statutory Government targets as well as local Key Performance Indicators.

For planning applications during quarter 1 there was a backlog of over 8 weeks both in validation and determination. However, this backlog is now reducing given that we have a full time Validations Officer in post. Validation of planning applications has now reduced to 1 – 2 weeks.

In terms of the determination of planning applications, there is still a backlog. However due to having agency staff in post we have been able to focus on specific tasks with some, concentrating on the backlog, others on more major applications and other officers focussing on new applications. It is our intention to recruit on a permanent basis to vacant posts during quarter 2.

This first Quarter, all of the statutory Government targets have been exceeded as well as local Key Performance Indicators.

#### **Housing**

##### **2022-23 Homelessness**

The Council's position in respect of homelessness is that there were 30 households in temporary accommodation as at 30 June 2022. This comprised of:-

- 14 single/couple household
- 16 Family household

At the end of the first quarter we had accepted a main duty to 17 Households. The main housing duty owed by the authority is to someone who is homeless, eligible, has a priority need and is not intentionally homeless. This means we have a duty to rehouse the family whether this is through a social housing tenancy or a tenancy in the private sector for a minimum of 12 months.



Between 1st April and 30th June, we created 34 Relief cases. A relief case is where we are satisfied that a household applicant is homeless and eligible, this may include applicants who are not in priority need or that could be seen as intentionally homeless. The relief duty requires the authority to take reasonable steps to help the applicant to secure that suitable accommodation becomes available for the applicant's occupation for at least six months. Help to secure does not mean that the authority has to source and provide accommodation, but that it should try to agree reasonable steps with the applicant which could result in accommodation being found.

Between 1st April and 30th June, we recorded 23 prevention cases. A prevention case is where we are satisfied that an applicant is threatened with homelessness and eligible, and we have taken reasonable steps to help the applicant secure accommodation. Helping to secure does not mean that we have a duty to directly source and provide accommodation for the applicant. Instead, we provide support and advice to applicants who are taking some responsibility for securing their own accommodation.

We have renewed our focus on homelessness prevention and set prevention as our top priority for the housing option service. We have strengthened our partnership arrangements through;

- Increased the support hours we receive from Women's Aid from 10 to 16 hours per week. This is financed through the annual homelessness grant
- Building on existing partnerships with other districts and developing initiatives to end rough sleeping
- Adopting the Offender Pathway service level agreement working with prison and probation services to provide early interventions to prevent homelessness
- Producing a Care Leaver Offer and improving our communication and operational processes with the County's Care Leaver Team

#### Homes for Ukraine

We are working closely with the County Council in our response to accommodate and support those fleeing the Ukraine and providing support to those host families in Leicestershire.

We currently have 9 households in the Borough that are or have applied to accommodate families from the Ukraine.

The location of these homes are spread out in the Borough and these placements are for an initial period of 6 months.

There are a number of emerging issues coming to the fore in respect of accommodating Ukraine families and we are working with our district colleagues and the County Council to plan for any eventualities. This includes,

- Managing threats of homelessness
- The rematching process in respect of relationship breakdown
- Facilitating planned move on as placements meet their natural end



The County Council are to recruit to 3 posts that will be the first point of contact when risk of homelessness has been identified. An assessment will be carried out and the officers will pro-actively work with hosts and guests in an attempt to identify solutions through resources and services attributed to the Ukraine programme.

As of the end of June 2022 the impact of the Homes for Ukraine programme has not significantly impacted on resources within Oadby And Wigston Borough Council and this has been absorbed within existing resources for which costs have been recovered.

### Lightbulb

The Quarter One Partnership Highlight Report and Disabled Facilities Grant Performance Reports are included in this document.

In summary:

- the first quarter performance show that 25 DFG works have been completed with an average cost of £6,486 per grant (Total value £162,000)
- there are a further 29 grant requests (Including quarter two DFG) that have been processed and are awaiting contractor sign off
- there are 4 cases that are still waiting to be assessed the longest wait dating back to 22nd June 2022  
(Note: all figures as at the time of writing – 12<sup>th</sup> August 2022)

In the first quarter there was 3 applications that were withdrawn. The reasons for this being

- Applicant withdrawal
- Contribution required from applicant was too high
- Applicant contact details incorrect

This information responds to Members requests at the last meeting for this specific information to be provided.

The Home Gadgets Project provide a range of housing support solutions, aiming to help older and vulnerable people stay safe and well in their own home for as long as possible. In the first quarter the project received 8 referrals in to the scheme. With 3 cases being closed having received some equipment or smart technology or gadgets.

Examples of equipment include

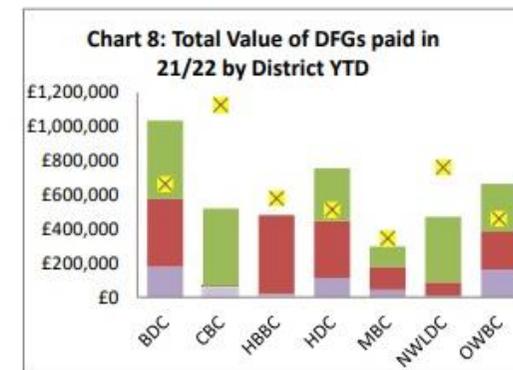
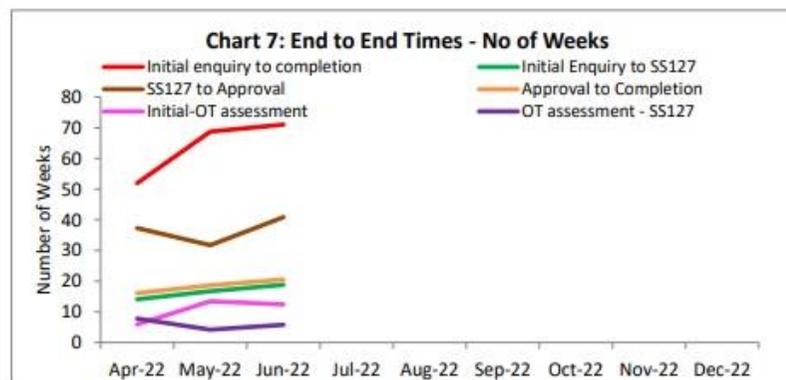
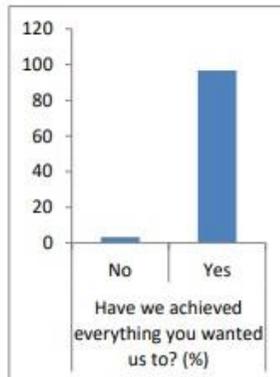
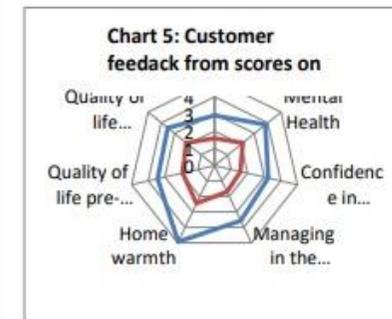
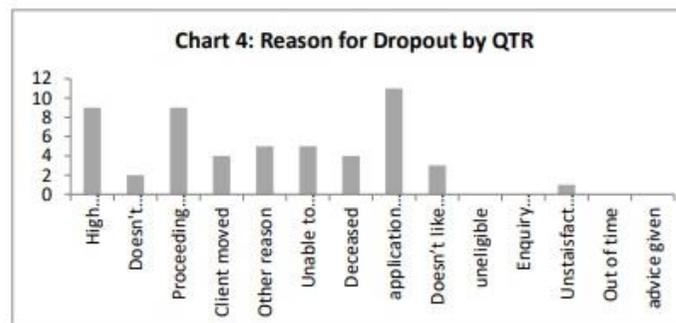
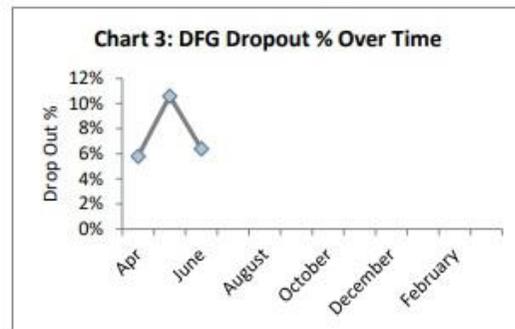
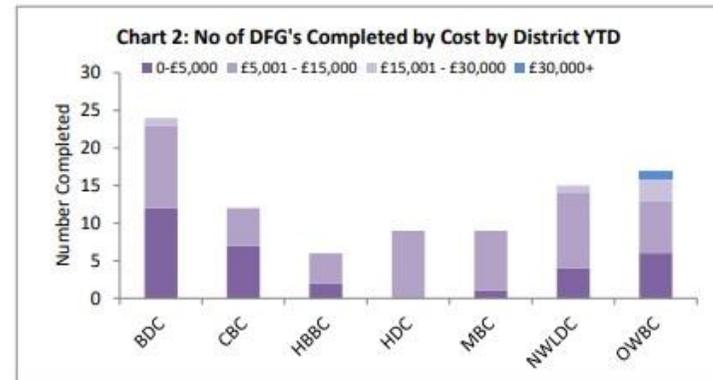
- A digital calendar displaying the date and month
- Remote control blinds
- Smart hub
- Pill dispenser
- Pen reader

The Safe Spaces project supports people affected by hoarding. The project's aim to help achieve and maintain a safer and less cluttered home environment. In the first quarter one case from within the Borough was refereed through to the scheme.



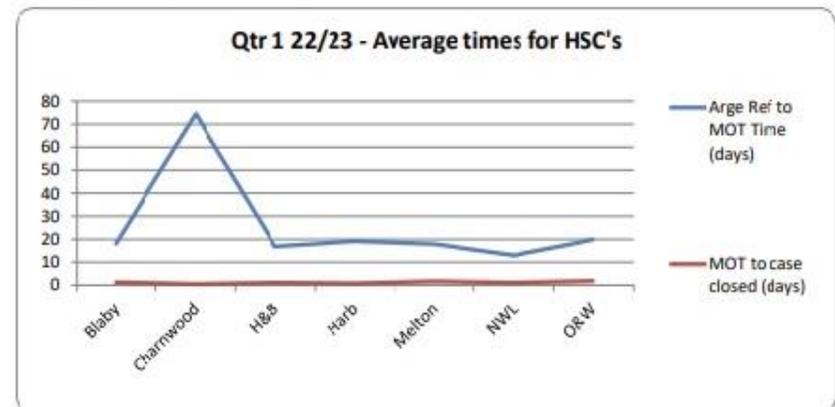
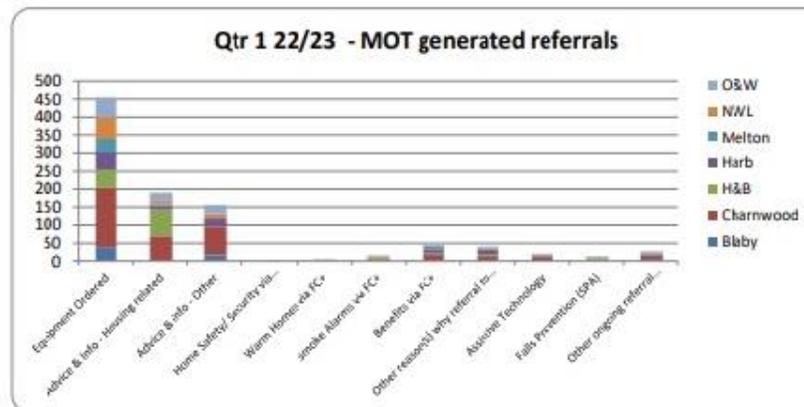
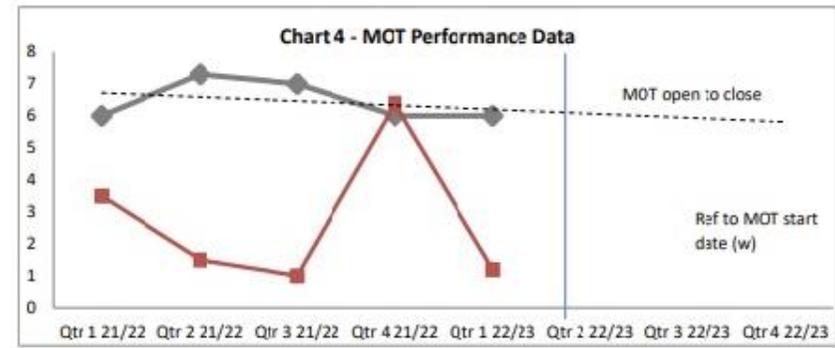
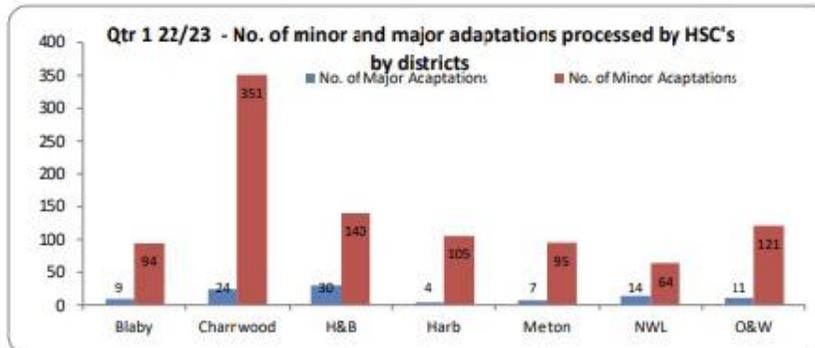
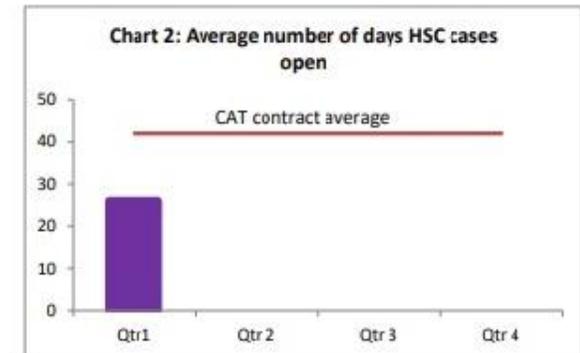
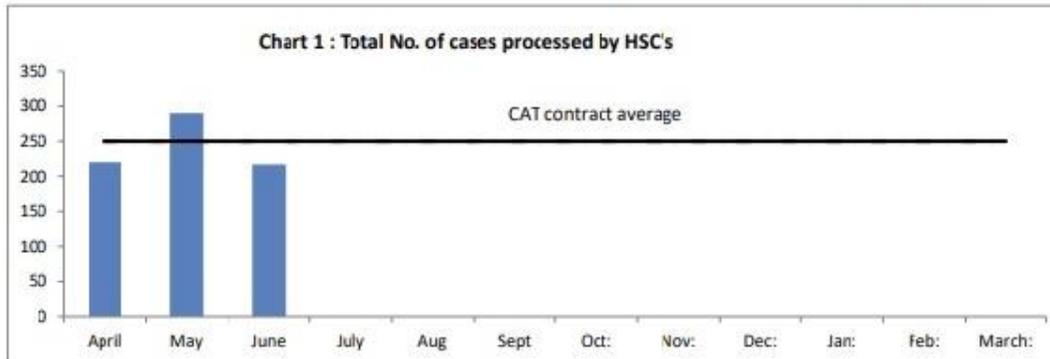
# Light Bulb Quarter One Performance Dashboard

## Lightbulb Qtr 1 2022/2023 Performance Dashboard



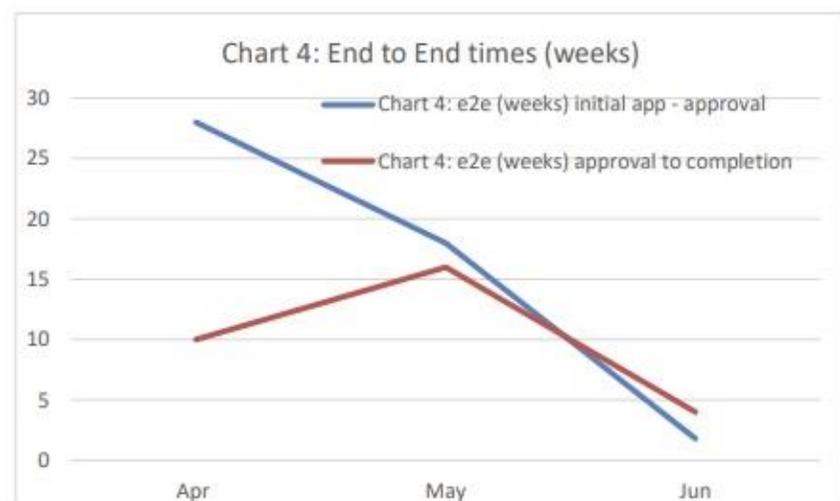
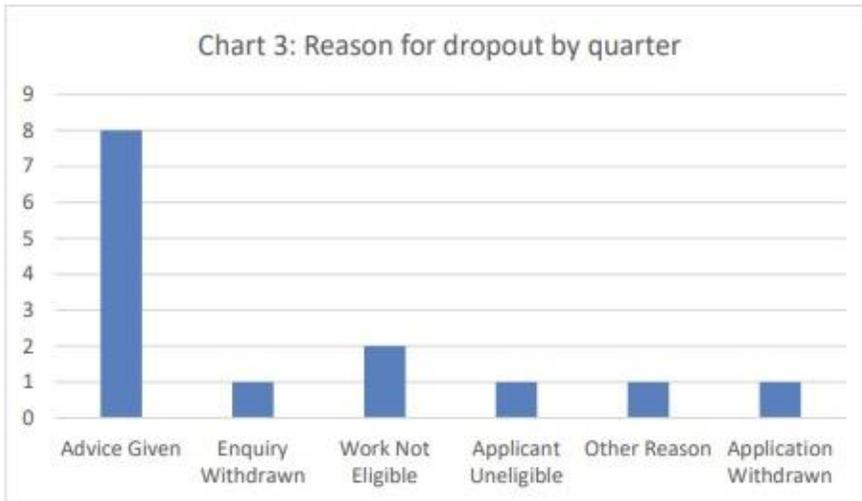
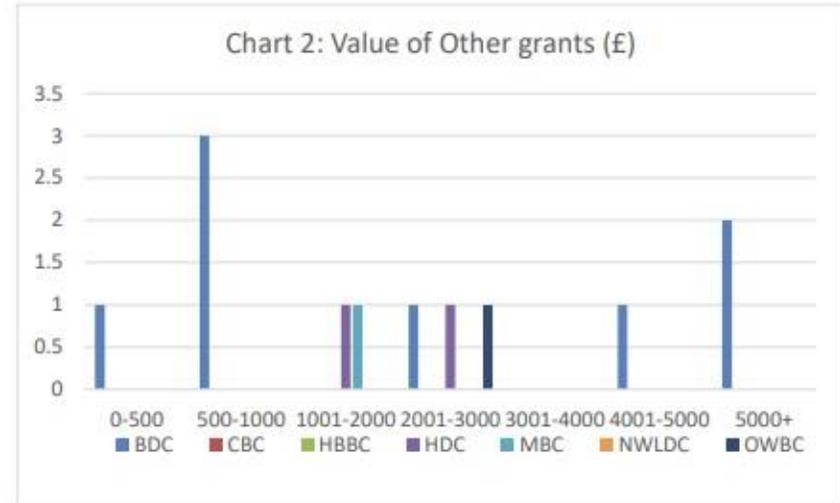
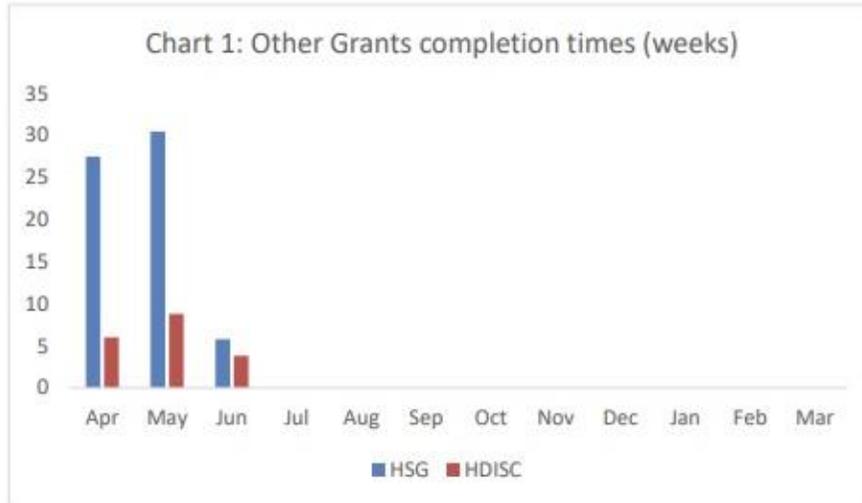


**Lightbulb HSC Qtr1 2022/2023 Performance Dashboard**





Lightbulb RRO grant data Qtr 1 2022/23





## **FINANCE UPDATE**

### Revenues and Benefits

#### 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.

The Test and Trace scheme has now finished and the audit is complete and signed off. £273,000 was issued by the team to support residents that suffered a loss of income due to COVID-19 restrictions.

#### 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 continue to deliver excellent customer service, answering 88% of calls in Quarter 1 and receiving positive feedback from 100% of callers surveyed in a recent exercise. Focus remains on the delivery of the £150 Council Tax Rebate with 97% of c.20,000 residents now paid.

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.

#### 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.

Council Tax collection rates are 0.81% short of the target for Q1, a drop of 0.34% on the same point last year. Business Rates collection rates are 2.7% short of the target for Q1, an improvement of 5.5% on the same point last year.



A cost-of-living focus group has been set up to consider the impact on residents and collection to ensure we are providing the right level of support. Alongside this is a review of our debt collection policies with the cost of living in mind.

A collection rate improvement plan has been written and will be shared at the September Service Delivery Committee meeting.

<b>Percentage of Debit Collected (Cumulative)</b>	<b>Apr</b> %	<b>May</b> %	<b>Jun</b> %
<b>Council Tax</b>			
Target Rate	10.94%	20.28%	29.39%
Actual Collection Rate	10.49%	19.66%	28.58%
Actual Collection Rate 2020/21	10.82%	19.91%	28.94%
<b>National Non-Domestic Rates (NDR)</b>			
Target Rate	11.93%	19.31%	29.33%
Actual Collection Rate	11.00%	18.31%	26.63%
Actual Collection Rate 2020/21	7.81%	15.08%	21.08%

### Property Statistics

Direct debit take-up remains high due to the energy rebate payments. This reduces the work required to collect payments.

	<b>Apr</b>	<b>May</b>	<b>Jun</b>
No of Council Tax properties	23,818	23,852	23,869
No of Council Tax Direct Debits	18,558	18,643	18,619
No of Single Person Discounts	7,537	7,561	7,577
No of Businesses	1,421	1,421	1,420
No of Businesses in receipt of Small Business Rates Relief	660	654	659



## CUSTOMER SERVICE AND TRANSFORMATION UPDATE

### Customer Satisfaction Programme

Work continues with the rollout of the customer satisfaction measurement programme, we have introduced measurement of customer satisfaction in the following areas:

- Anti-Social behaviour
- Revenues & Benefits
- Communications
- Community & Wellbeing
- Customer Services
- DPA/Compliance
- Democratic & Electoral Services
- Environmental Health
- HR
- Housing Cleaning, Lettings, Repairs Teams
- Planning

Customer insight gathered from these surveys drives continuous improvement and survey review meetings ensure teams are acting on feedback.

### Customer Champions

The Customer Champions group was formed in 2021, To promote consistency and understanding of customer service excellence across the Council. Each service area has a representative and the group works together to

- Share best practice in customer service excellence across the organisation
- To take part in any customer service initiatives
- Be a central point of contact to their section and to give advice and guidance on excellent customer service
- To identify evidence and co-ordinate submission from their department as part of the assessment process

An idea from the group was to produce a Contact Us Card to be used by staff working in the borough, to help signpost people who need help or advice to the Customer Service Team, see images below:

Front



Back







## **LAW AND DEMOCRACY UPDATE**

### Environmental Health

Food inspections continue with the support of Officers from Harborough District Council. 2022/23 Food Service Plan endorsed by Licensing and Regulatory Committee at their meeting on 16 June 2022. Focus is on high-risk premises and the continued triaging of new businesses. A Food Standards Agency (FSA) 'temperature check' will take place in Quarter 2 to ensure we are on track.

Examining options to build capacity and resilience within the service, with the possibility of creating a new Technical Officer post with the opportunity to study for the higher certificate in food. This would bring much needed help in the environmental health team and on completion of qualification to inspect food establishments.

Following a national recall of Kinder Eggs following an outbreak of salmonella the team were busy visiting and contacting all businesses to ensure the FSA guidance was followed.

Training was provided to our Officers by the FSA on Natasha's Law and the requirement for food allergen labelling changes.

Day to day work was busy and varied with the following significant areas of work – filthy and verminous case and clear up, several welfare burials, noise abatement action for a commercial premise, an industrial fabrication business and numerous community protection warnings issued.

A considerable amount of time has been spent on the Midland Mainline electrification project following notification from Network Rail and SPL their project lead. A formal application has been received under the Control of Pollution Act 1974 which will be determined in Quarter 2.

The Annual Status Report 2022 is being prepared for submission to DEFRA in July 2022. This is a statutory requirement to review and assess air quality in our area. A new monitoring station was installed on Blaby Road/Canal Street junction using developer contributions. Work will continue during quarter 2 to host data from this and the monitor along the A6 on the UK Air Quality Website.

A new and exciting project is developing with the County Public Health Team along the Blaby Road corridor leading from South Wigston High School to the Council Offices to seek to address the high prevalence of asthma and viral wheeze cases in the under 15-year-olds. It is hoped that this new partnership approach may create improvements in how we understand air pollution, reduce our contribution to it and mitigate against its risks to health in this area.



## Private Sector Housing

The team provide services which include delivery of the Selective Licensing Scheme (SLS), Local Authority Delivery Programme (green homes grants), and other work linked with the private rented sector. During Quarter 2 we will be examining the feasibility of an additional SLS and recruiting to a vacancy.

Key performance data for the quarter:

### Selective Licensing

No of rented properties	807
Applications received	733
Exemptions/empty	34
Licenses issued	598
Notices of intent issued	78
Income	£536,259

### Green Homes Grants

Scheme	Amount	Progress	Measures
LAD 2	£280,000 grant	39 applications 27 retrofits 17 completed	Loft insulation, cavity wall insulation and solar panels
LAD 3	£480,000 grant	Tenders received and being assessed	As LAD 2 plus external wall insulation
HUG 1	£50,000	Off gas properties	To be confirmed

### Licensing

Policies are being updated to ensure they reflect the latest legislation and guidance and reports taken as appropriate to the relevant committees.

During quarter 1 approximately 160 applications were made for licenses. This includes hairdressers, private hire, animal welfare, premise licenses, street collection, tattooing etc.

A driver who held a combined Hackney Carriage and Private Hire Driver's Licence had their licence revoked due to their unprofessional and unacceptable behaviour.

The Home Office provided guidance on drink spiking and needles which was brought to the attention of the Licensing and Regulatory Committee. In short, the advice was for Council's and other regulators to continue using the Licensing Act 2003 provisions to safeguard people.

An audit is scheduled for Quarter 2 on premises licenses.



## Corporate Assets

### Allotments:

- Eleven allotment plots changed hands during the quarter. There are 74 people in total on the waiting list for an allotment across all four sites and there are currently 12 plots vacant that are in the process of being re-let.
- Work has been carried out on some of the boundary trees between Aylestone Lane Allotment site and the rear of properties on Repton Road. Further work is scheduled for later in the year to complete tree works to this boundary.

### Cemeteries:

- Fifteen burials, 33 interment of ashes and 5 scatterings have taken place across the two cemeteries during the quarter.
- Assuming interment rates remain at the current level then the remaining lifespan of Wigston Cemetery is approximately 8 years for burials and 5 years for ash caskets (Garden of Remembrance) and the remaining lifespan of Oadby Cemetery is approximately 3 years for burials and 5 years for ash caskets.

### Car Parks:

- A Variation Order to the main Parking Order went out to statutory consultation during the quarter. This was required in order to add the electric vehicle charging points at Countesthorpe Road Car Park and to include Washbrook Lane as part of Parklands Leisure Centre Car Park. In both cases, including these within the parking order will allow enforcement to take place. The revised order comes into effect in August 2022 and signage and double yellow lines will shortly be installed to complete the work.
- Lighting repairs have been carried out at Parklands Leisure Centre car park
- Surface repairs have been carried out at Wigston Pool and Gym car park

### Clean and Green:

- The clean and green teams have been heavily involved in preparing for Green Flag judging and East Midlands in Bloom.
- Green Flag judging took place at Brocks Hill Country Park on 20 May and at Peace Memorial Park 7 June. Both locations have been successful in retaining their Green Flags and feedback has been received on both locations which includes recommendations for future improvements to the sites.
- East Midlands in Bloom judging is due to take place on 13 July.



#### Brocks Hill Country Park:

- The Ranger continues to lead regular volunteer sessions twice weekly with an average attendance of 14 volunteers each week.
- Council Offices, Depot, Community Centres & Pavilions:
- Fire Risk Assessments have been completed for Bushloe House and Oadby Depot.
- Legionella Risk Assessments have been completed / updated for all council owned buildings
- Structural repairs (capital works) to Biere House (Oadby Cemetery) have been completed
- Capital works to carry out floor repairs and replace carpets at Oadby Depot were completed during the quarter.

#### Community and Wellbeing

##### Crime and Disorder

##### Community Safety:

As of the end of Q1 the Partnership's funding position is unclear, with the OPCC to date not having confirmed with any Partnership across LLR their funding allocation, PCC directed strategic priorities, or any new or revised funding criteria. This prevents the Partnership from fully developing a Delivery Plan for 2022-23 until this information has been made available, with the information being chased from the OPCC by each district and borough's respective Partnerships.

For O&W the annual commitments of the Partnership, such as Sentinel licence fees and Domestic Homicide Review contributions, are covered by the Council's funding contribution to the Partnership. Statutory work set through National legislation for the Partnership is also mostly unaffected as individual Partners will still address their 'everyday' objectives within their own organisations.

Crime and Disorder in the Borough remains in line with national statistics, with crime types reverting to pre-Covid patterns. The Police and other Partners are putting longer term, seasonal plans in place which reflect this and will direct the allocation of resources through 2022-23 accordingly.

##### Anti-Social Behaviour:

The Anti-Social Behaviour (ASB) Officer in Q1 of 2022/23 has logged a total number of **24** new ASB cases. **6** in April, **9** in May and **9** in June.

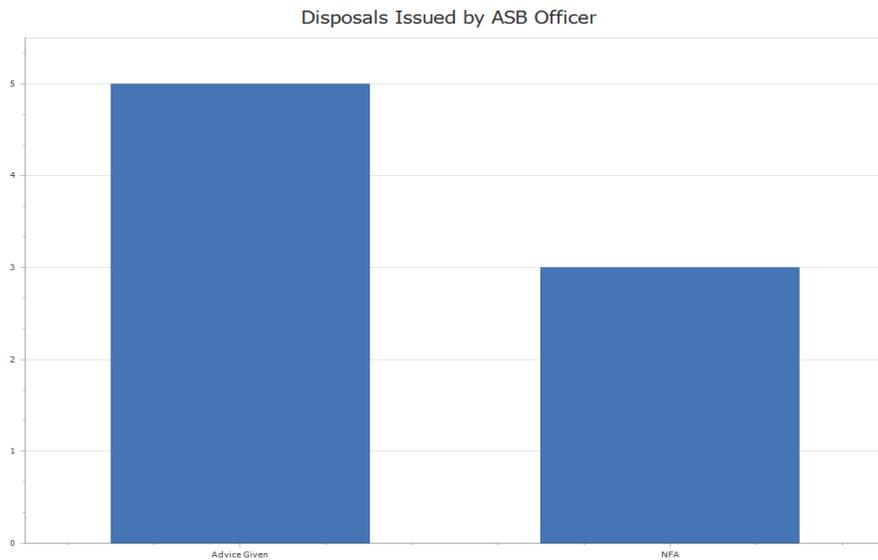
Of these 24 reports, concerns with games being played in inappropriate areas and loud music have been most commonly reported with **4** each. It is worth noting, that there has been an increase with reports of young people playing games in the street since the school summer holidays, but after liaising with complainants, I strongly suspect the young people to be innocently playing rather than purposely causing issues.



**8** perpetrators have been discovered upon investigation of each report with **5** receiving advice and **3** no further action.

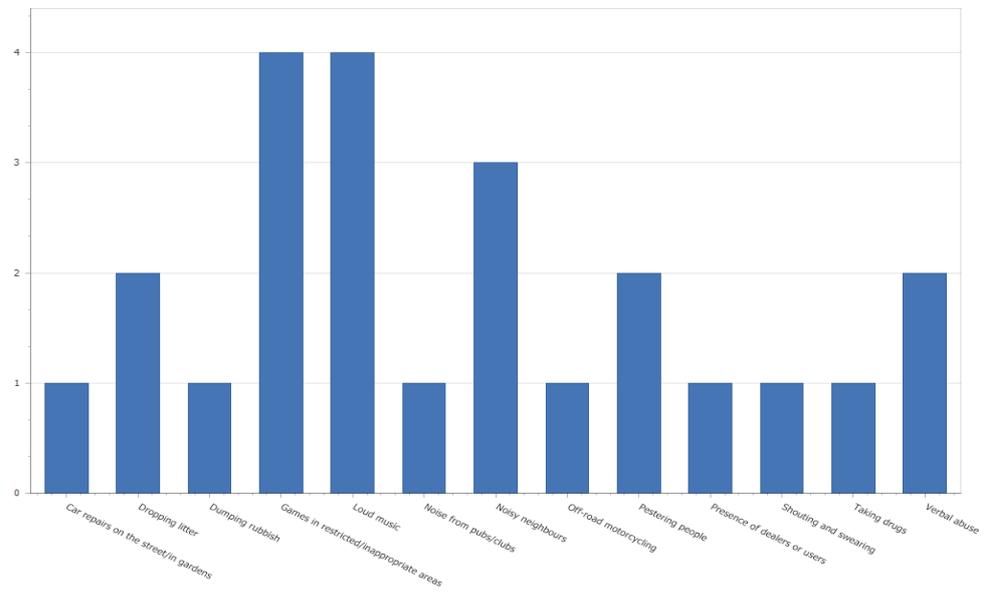
In Q4 of 2021/22, a Community Trigger meeting took place involving Leicestershire Police and the Council for a Housing led ASB case. A Community Trigger is when a victim of ASB can request for a review of their case. A result of this meeting was for all Housing ASB cases to be logged on the same system (Sentinel) that the ASB Officer and Leicestershire Police use to ensure cases were being managed effectively and to allow information to be shared. Since this was implemented, Housing have logged a total number of **18** ASB cases in Q1 2022/23, **14** in May and **4** in June. Training opportunities have been given to Housing to allow cases to be correctly logged on Sentinel, which is ongoing, with cases being reviewed monthly.

Tables showing the above results are detailed below.

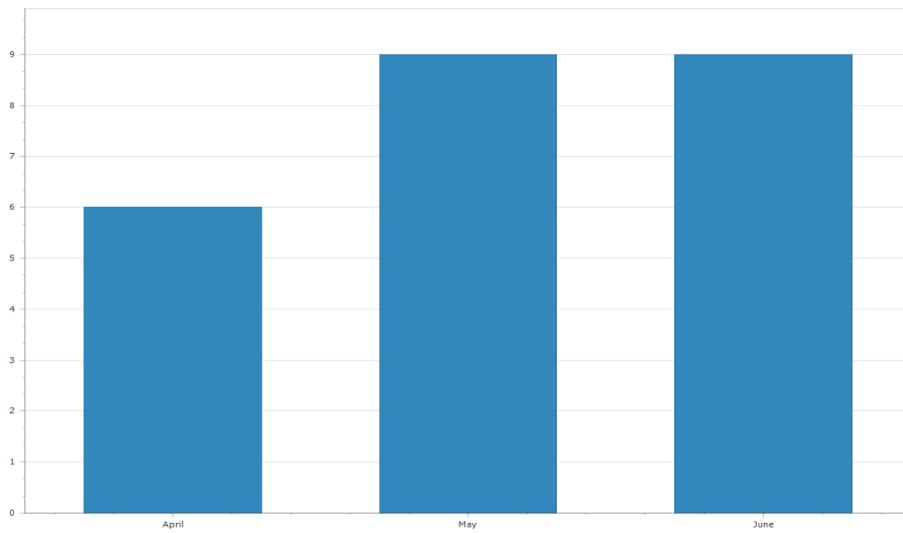




Types of ASB Logged by ASB Officer



ASB Reports Created by ASB Officer





## Youth Engagement:

### Young People / Youth Provision

Youth provision nationally remains in a poor condition post-Covid, with organisations working hard to restructure around severely depleted resources and staffing to offer a suitable service to young people. In O&W the Youth Engagement Activator continues to engage with young people inside schools, currently working out of Beauchamp College and Wigston Academy / College for one day per week respectively.

The input of these young people is shaping the work offered by the YEA, with a project running out of the Freer Centre being developed as an after-school offer to young people. This location has been chosen due to previous community profiling, utilising census data alongside indices of deprivation, with the activities on offer being developed to fulfil the YEA's remit of mental health support, and be in line with young people's wishes.

### Health and Wellbeing:

Since April, the Health and Wellbeing team have delivered 12 health and physical activity programmes. The programmes include walking groups, seated activity, ladies only and dance for diabetes. The programmes engage with a range of residents, including young people, older people, those with disabilities and ethnic minorities.

The Exercise Referral programme that is targeted for those with long term health conditions, has engaged with over 50 participants since April, offering them gym-based and community provision. Moreover, 17 events have been supported or delivered, including National Play Day, VASL Carers event, Men's Wellbeing event and the Commonwealth Games for all festival. The Health and Wellbeing team have engaged with hard-to-reach residents, through collaborative working with other departments and organisations, such as OWBC housing, and social prescribers. A range of forums and boards have been chaired and supported, including the three residents' forums, Health & Wellbeing board and the Community Engagement Forum.

The Health and Wellbeing team attend and actively support a range of task groups and meetings, including the Oadby and Wigston Integrated Leadership group, the Get Moving Together Operational Group and Active Together task groups. The Health and Wellbeing team have continued to provide support for First Contact referrals, having received 16 since April. Moreover, additional provision delivered has included engaging with sport clubs, providing staff health and wellbeing and community pop ups.



## Everyone Active Leisure Services Report:

April 2022 to June 2022

The report covers April to June 2022. There is normally a slowdown from busy Quarter 1 and the weather improving and peoples New Year resolutions starting to falter.

Everyone Active believe they have nearly returned to the new normal 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. The New normal being how the industry has embraced changes and subsequently looked to move forward for the long term.

### Review:

This review is based on the leisure centres operating for the whole quarter and no closures or incidents compared to the previous year where they were just starting to re-open following the previous three months being locked down.

An average of over 64,000 customers per month coming through the doors , up over 1000 per month over the previous quarter was pleasing to see with a range of activity sessions taking place. Swimming continues to remain popular and continue its recovery from last years closures. It is pleasing to note that the free disabled swim sessions being offered at both pools are now starting to attract more users with over 100 coming in during the period.

Description	Apr	May	Jun		Total
Swimming	21,395	23,471	23,372		68,238
Gym/Fitness Classes	23,094	28,089	26,775		77,958
Sports/Activities	2,602	3,691	3,205		9,498
Activity Total	47,091	55,251	53,352		155,694
Spectators	12,004	12,146	12,018		36,168
Events	272	156	156		584
Education	0	0	0		0
Grand Total	59,367	67,553	65,526		192,446

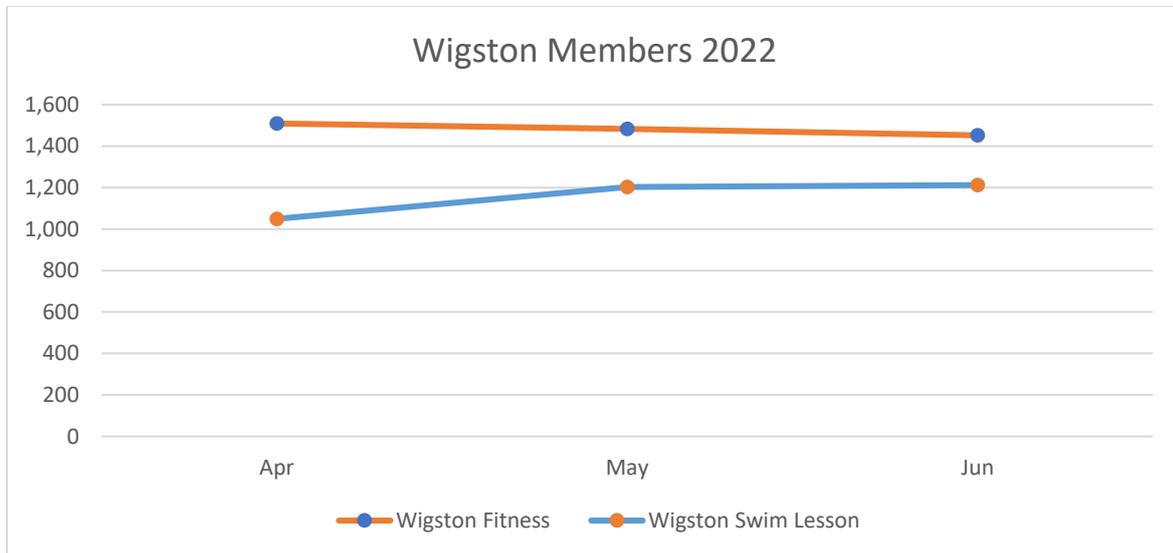


## Membership Numbers:

Following significant growth month on month last year for fitness membership numbers, we have recently continued to see a plateauing effect along with a slight reduction since the new year and into the summer period. Currently the Car Park charging effect has seen just shy of 500 additional leavers directly citing the charges as reasons for leaving and this has impacted on the sites membership growth which would have ordinarily been expected.

Swimming Lesson numbers have grown and continued to do so, which is pleasing but as we know is directly in relation to the fact that there is a missing generation almost that did not have lessons due to covid closures and these need to be mopped up along with the standard year on year turnover, so what we are seeing is almost a two-tier aged joiners with about 18 months in between starting lessons from scratch.

## Wigston: Total Members:



## Parklands: Total Members:





## Community Well-Being:

The Leisure Centres have been very busy this Quarter looking to deliver on the first part of the years Community Well Being Plan and this has included

- Free Weekly Children's soft play sessions for the Memphies Charity Group.
- Free Family Activity Sessions in partnership with Children's and Family Well Being Service and OWBC
- Free Coffee for VASL Carers
- Free Memberships for Care Leavers
- Free Memberships for PARS
- Free Memberships for Ukrainian Refugees
- Free Memberships for Parkinsons Sufferers.
- Free Swimming Sessions for Disabled Swimmers.

Sessions have been delivered for 11 Schools and over 520 children with Pond Dipping and Den Building Sessions in the country park, along with over 400 children from cubs / scouts groups etc on our climbing walls.

SLM is pleased to be able to offer these activities / memberships at small to no cost across the community as we identify the value that this brings to increase the health and well being benefits of the whole community.

## General:

The centres are busy now but could be busier. Attitudes have changed since the pandemic and society attitudes to fitness and finding alternative ways to be fit rather than the traditional leisure centres and Gyms have been taken. We need to look at our offering and see where we can accommodate those that may want to work out away from the centres or in other realms of the borough and society in general.

The next Quarter will focus on reducing the impact of people leaving the membership schemes and look to encourage more users through our mainstream and community well-being programs.

Working more closely with the Boroughs in house team in identifying and delivering to groups who find access to fitness difficult must be one of our priorities and as a company we must continue to promote access and provide free memberships to Parkinson's sufferers, Ukrainian Refugees and other identified groups that could also be afforded the same opportunity.