



Service Delivery Committee

Operational Updates – Quarter Four – 2022 – 2023

BUILT ENVIRONMENT UPDATE

Planning

Customer satisfaction in relation to planning applications and decision making has been steadily improving since March 2022. Initial surveys illustrated overall customer satisfaction of 62 per cent; this has now risen to circa 90 per cent in the January 2023 surveys. Customer satisfaction dipped slightly for the February 2023 month due to decision timescales increasing, however this was down to a number of applications being submitted during the office Christmas closure period (8 weeks prior to February).

During the same period the number of extensions of time required for planning application decisions has declined noticeably from 98 per cent in March 2022 to 38 per cent in March 2023. The team is committed in continuing the upward trend in customer satisfaction and downward trend in the need for extensions of time. In addition, during this 4th quarter, all of the statutory Government targets have been exceeded as well as local Key Performance Indicators, with 100 per cent of all major planning applications determined in time against the Government target of 70 per cent, and 92 per cent of all non-major planning applications determined in time against the Government target of 70 per cent.

Economic Regeneration

Lucy Harkins has recently joined the Council as Economic Development Officer. This is enabling us to refocus the work of the team, in particular, through the preparation of a new Economic Development Strategy. A key part of this will be looking at how the Council can best engage with, and support, businesses in the Borough. The document is still in the early stages of preparation, and we will keep Members informed and involved as the process continues.

The Team is also working on delivering the Council's UK Shared Prosperity Fund (UNSPF) Investment Plan. We are currently in year 2 of the three-year programme. The Fund has enabled us to provide two new posts filled by Sheka Richardson (UKSPF Administrative Co-ordinator) and Raheema Caratella (Town Centre Projects Officer). This is a full-time post and will work closely alongside our Town Centre Manager, significantly increasing the amount of resource the Council can provide towards supporting town centre businesses and delivering events in our town centres.

Further reports and updates will be provided to Members as the various UKSPF projects are developed and implemented.



Housing

2022-23 Homelessness Management

The Housing Options Team processed an average 21 homelessness applications per month during 2022/23. This number of applicants was managed through the following routes, which are the different levels of Homelessness management:

- **86 went into Prevention Duty** – If an applicant is threatened with homelessness within 56 days they will be owed the Prevention Duty. During the Prevention Duty we will take reasonable steps to prevent an applicant from becoming homeless, regardless of priority need status, intentionality and whether they have a local connection.
- **101 went into Relief Duty** - If an applicant has not been prevented from becoming homeless under the Prevention Duty, they will be owed a Relief Duty. During the Relief Duty we must take reasonable steps to help an applicant secure suitable accommodation. The Relief Duty lasts for up to 56 days and is available to all households who are homeless and eligible, regardless of whether they have a priority need.
- **64 went into Main Homelessness Duty** – If we accept the main homelessness duty to an applicant, we must secure that suitable settled accommodation becomes available to the applicant, providing suitable temporary accommodation in the interim. In most cases the main homelessness duty is discharged via an offer of social housing. However, under the Localism Act (2011) we can discharge our duty via a fixed-term assured shorthold tenancy in the private rented sector with a minimum term of 12 months.

Of the 64 applicants that we have accepted a main homelessness duty to in 2022-23;

- 24 households have accepted a social housing tenancy
- 2 households have accepted a private rented sector tenancy
- 1 household lost their temporary accommodation through their own actions, bring the Council's duty to an end

At year end the Housing Options Team will carry forward the remaining 37 households who we owe a Main Homelessness Duty to in addition to the 5 households carried forward from 2021-22.

Of the 42 households who are owed a Main Homelessness Duty

- 12 family households are in temporary accommodation
- 9 single/couple households are in temporary accommodation.

We use Bed and Breakfast (B&B) establishments as temporary accommodation for single/couple applicants. In exceptional circumstances we may use B&B accommodation to accommodate families, this is whilst more suitable temporary accommodation becomes available or is found by the team.



The team has made significant improvements in recovering the cost of temporary accommodation, when measured against the previous year performance. At year end in 2021-22 the recovery rate of temporary accommodation costs was approximately 71%. (£188k recovered of £266k spent),

By the end of Q4 in 2022-23 the team had recovered 98% of the costs associated with the provision of temporary accommodation, recovering £315k of £322k spent on temporary accommodation.

2022-23 Void Property Management

A property void period is defined as the time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts.

The Housing Team performance manage void times in order to ensure that properties are let as quickly as possible and the loss of rent due to a property being left unoccupied is kept to a minimum.

At year end the average time to relet a property was 43.40 days. The team is working hard to bring the average void time into top quartile performance (25 days average), and has reduced the number of days a property is void by 26 days in the last year. The intention is for the team continue on the same trajectory and to achieve upper quartile performance within the next two years.

Fiscal Year	2020-21	2021-22	2022-23
Total Days Void	4,964	5,513	2,908
Total Number of Lets	66	79	67
Average Void Time	75.21	69.78	43.40

Table 1

The Housing team has procured UK Gas Services (based in Leicester) as the preferred contractor for void works. They commenced in January 2023.

UK Gas are experienced in delivering property upgrades ranging from boiler replacement through to Kitchen and Bathroom upgrades as well as general property maintenance.

The Council processes approximately 60 void properties per year. The range of works required include minor voids which require safety checks and cleaning to major refurbishment works which could include kitchen and bathroom replacements.

This new contract partnership will look to help reduce the time properties are void during re-let works, whilst providing a quality product to the incoming tenant.

Uk Gas Services attend weekly operational void management meetings, as well as contract performance meetings.

All void works are raised and ordered by the Repairs and Maintenance Team and the Repairs and Void Inspector completes post inspections to ensure quality of work has been delivered before the property is let.



Income Management

The Income team has made significant improvement in the management of rental income and controlling current tenant arrears.

At the end of Q4 the percentage of current tenant arrears as a proportion of expected rent income (expected income £5,086,000) was 3.36% (current tenant arrears £171K).

Since 2018 current rent arrears had been steadily increasing, as illustrated in table 2.

Year End	% of rent arrears as a proportion of expected income
Mar-18	2.26%
Mar-19	3.22%
Mar-20	3.90%
Mar-21	3.89%
Mar-22	4.33%
Mar-23	3.36%

Table 2

At the end of Q4 2022-23 the team has reversed the annual trend of increasing current tenant arrears. At 3.36% we are now at pre-pandemic levels in terms of the value of current tenant arrears.

Lightbulb

The Lightbulb project helps support the residents of Leicestershire to remain safe and well in their own homes. Lightbulb brings together, a range of support such as aids and adaptations, energy advice, home safety, home improvements and support with the transition from hospital to home.

Lightbulb is a partnership of the District Councils in Leicestershire with the primary function of delivering the Disabled Facilities Grant scheme.

The Q4 Partnership Highlight Report and Disabled Facilities Grant Performance Reports are included at Appendix 2

In summary Q4 performance show that 6 major and 80 minor adaptation request have been processed by the team.

The average completion time is just under 25 weeks. There were three complex cases such as those involving children and ongoing from the pandemic that pushed up the average completion time, if these three cases were removed from the calculations the average completion time would be approximately 19 weeks.



The Home Gadgets Project is designed to support Leicestershire residents by offering a range of housing support solutions, to enable people to stay safe and well in their homes. At the end of Q4 the project has received approximately 770 referrals (42 referrals from residents in Oadby and Wigston) into the scheme.

Types of equipment that is provided through this scheme include:

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

Lightbulb Delivery Document The Lightbulb partnership is currently developing a Delivery Document. The Lightbulb scheme will be reviewing the current offer and what are the needs of the scheme going forward. Over the coming months Lightbulb will:

- ensuring that any changes in DFG legislation, health, and social care practices are included within the document and the delivery of the Lightbulb scheme
- Review current structure and what the structure needs to look like for the model going forward.
- Look at the current service delivery model and review feedback from service users and Partners
- Evaluate the pilot schemes (Safe Spaces, Home Gadgets)

Members can be expected to be consulted with over the coming months and their feedback will be incorporated into the Council's input into the Delivery Document.

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. Demand on the Discretionary Housing Payment scheme which supports those most vulnerable with their housing costs remains high, and lots of work has been done to ensure that the right people are supported through the cost-of-living crisis. Processing of change of circumstances documents by the team remains the fastest in Leicestershire, and significant work has been done to ensure DWP claim intervention targets for 2022-23 were met.

Revenues

The Revenues team is responsible for administering and collecting £34.6m of Council Tax and £12.2m of National Non Domestic Rates which is done on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council. Over 24,000 annual bills were produced and issued in Q4, and the team have handled a significant spike in telephone calls, maintaining an answer rate above 87%.



Revenues Calls

Quarter 4	Jan	Feb	Mar
Number of calls	1169	1112	1492
Number of calls answered	1048	978	1292
Percentage answered	90%	88%	87%
Number of abandoned calls	121	134	200
Average wait time before abandonment	3:37	4:17	3:56

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 are 0.64% lower than target, and 1.51% higher than the same point last year. Business Rates collection is down by 2.26% against target, but up 1.85% against the same point last year. Work continues with the collection rate improvement plan, and vacancies approved in the restructure are recruited to and the team will be at full strength in Q1 2023.

Percentage of Debit Collected (Cumulative)	January	February	March
	%	%	%
Council Tax			
Target Rate	94.42%	96.76%	97.5%
Actual Collection Rate	92.56%	94.69%	96.86%
Actual Collection Rate 2021/22	93.08%	94.85%	95.35%
National Non-Domestic Rates (NDR)			
Target Rate	90.23%	94.52%	98.5%
Actual Collection Rate	88.67%	92.57%	96.24%
Actual Collection Rate 2021/22	81.73%	88.48%	94.39%

Property Statistics

Direct debit take-up remains high due to the energy rebate payments, which reduces the work required to collect payments. The drop in DD take-up expected post energy rebate has not materialised.

	January	February	March
No of Council Tax properties	24,023	24,048	24,066
No of Council Tax Direct Debits	18,544	18,472	18,565
No of Single Person Discounts	7,585	7,603	7,613
No of Businesses	1,420	1,418	1,422
No of Businesses in receipt of Small Business Rates Relief	668	641	643



CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Customer Service Improvement

The Customer Service improvement team have been working with heads of service and managers to stretch or improve service standards targets for 23/24 . These new standards are more ambitious and fully auditable ensuring improved efficiencies and continuous improvement in day to day performance.

Work has started on improvements to our Learning Pool platform to make it more user friendly and relevant to staff. A Learning Pool focus group has been created to train and develop a group of staff to be able to write, change and update E Learning courses. This will increase resilience in this area across the Council ensuring courses are up to date and customised. The group will also work together to ensure learning materials (both mandatory training and development training) are fit for purpose and relevant to staff.

Communications and Marketing

Our email subscription service

Measure	Q4 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	6,785	+40.6%	16.2%

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 24,038 household properties in the borough.

Measure	Q4 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	84.1%	+9%
Open rate	56.4%	+8.1%
Bulletins sent (in quarter)	58	-5
Email delivered (in quarter)	57,981	+0.64%



Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	109	No change
Community & Voluntary Sector	1,747	+36.2%
Community Safety, Crime & Anti-Social Behaviour	226	N/A (new topic)
Consultations & Surveys	1,912	+31%
Council News & Information	3,832	+142.1%
Health, Wellbeing, Sport & Leisure	3,356	+17.2%
News for Businesses	790	+9.7%
News for Council Tenants*	465	+25%
Private Sector Housing News	574	No change
Recycling, Refuse & Bin Collections	3,519	+157.4%
Sports Clubs	13	No change
What's On & Events	2,001	35.9%

* 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.

[Leisure centres open as warm hubs](#)

[Borough council secures £1.3m for local investment after agreeing UKSPF Investment Plan with Government](#)

[Photo ID is being introduced for local elections in May](#)

[Oadby businesses support town's campaign for Plastic Free status](#)

[Proposal to dispose of land in Oadby Reflection Garden rejected following consultation](#)

[Oadby & Wigston's blooming success recognised nationally](#)

[Borough Council sets its 2023/24 budget](#)

[Councils team up to boost sports and well-being activities](#)

[Queen Elizabeth II memorialised in Wigston tree planting ceremony](#)



Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	3,964	+3.3%
Number of posts	120	+9.1%
Post reach*	43,577	+18.9%
Engagement – reactions, comments, likes and shares	2,300	-3.3%

Measure	Twitter	Comparison to previous quarter
Number of Followers	2,616	+1%
Number of posts	103	-6.3%
Post impressions*	36,700	-1.6%
Engagement – reactions, comments, likes and shares	546	-52.8%

*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.

IT Team

Throughout Q4 the IT team have been ensuring all end of year processing for relevant teams were complete and have been planning/configuring the new network at Brocks Hill to ensure the building matches the needs of the users. Bushloe House network is still being minimised in anticipation of the office relocation to Brocks Hill. Preparation work to ensure all users devices and external hardware is ready for the May election was also carried out in Q4.

See key information of service delivery below:

	Type	Jan	Feb	Mar
Number of contacts	Phone	204	185	205
	Walk-in	10	8	11
	Email	3	13	5



Standard	Target	Jan	Feb	Mar
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	0.9 days	0.7 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

	Jan	Feb	Mar
Major changes completed by IT team	Academy patching for year end Integra patching/upgrade Completed Mobile Phone replacement Uniform Live Upgrade complete	Document management system patches and category amendments Orchard externally hosted network configuration Other IDOX patches	Uniform CCF Upgrade For planning Changes required to proceed with Council Tax & Benefits end of year processing Configuring Depot ready for more users

Refuse and Recycling

There has been an overall reduction of 61.68 tonnes in the refuse collected, this is a 2.5% reduction compared to Q4 2021-22.

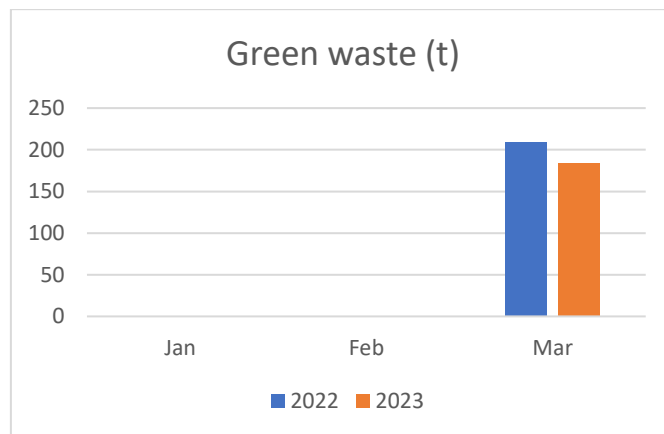
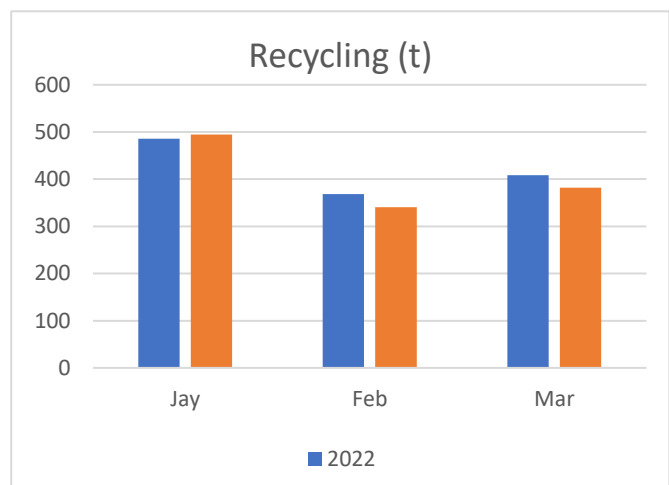
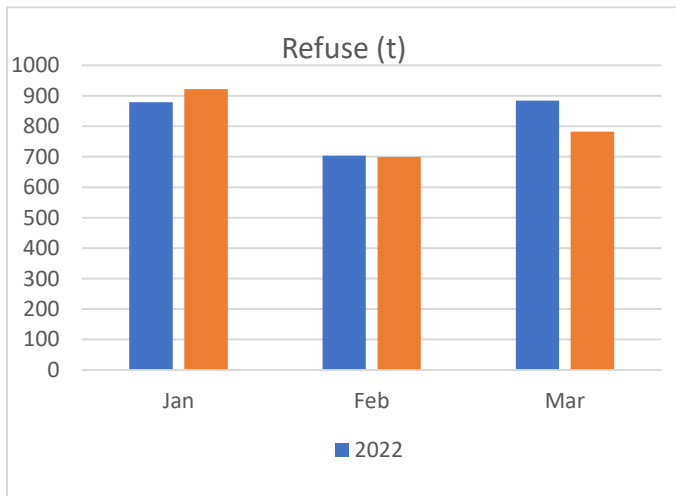
For the recycling tonnages, there has also been a reduction of 44.66 tonnes in Q4 2022-23 compared to Q4 2021-22. This translates to a 3.54% reduction of recycling collected between these periods.

Comparison for green waste during January and February is unavailable due to the non-collection over the winter months. The amount of green waste collected during March 2023 has reduced by 24.48 tonnes compared to March 2022, this equates to a reduction of 11.72%.



Officers were requested to report back as to why recycling rates had dropped. The general consensus is that recycling rates have dropped from 2021-22 to 2020-2021 is that during COVID there was an increase in waste generally, and this was because more people working from home. In 2021-2022 the recycling rate has decreased to what it was near to pre-COVID.

A benchmarking exercise was completed across the whole of Leicestershire. All Councils but one, send their recyclables to Casepak and their recycling rates have all fallen. The one Council that has seen its rate rise, processes its own recycling at their depot and therefore they are able to capture more recyclables.



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

Waste Type	Jan		Feb		Mar	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	0.00*	N/A	21.00*	1.91%	184.46	13.06%
Recycling	494.86	33.55%	340.80	30.99%	382.00	27.04%
Refuse	922.36	62.54%	699.50	63.61%	782.78	55.41%



*Garden waste collection service ceased 05/12/22 for winter collection break and restarted 27/02/23

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

All the high risk food inspections for the year and the backlog since 2020 (pre covid) have now been completed. The remainder (low risk) are being programmed for completion during 2023/24. Compliance rates are good with 90% achieving satisfactory or higher. Focus will be on the poorer performers and new businesses that have been triaged. On business is now subject to legal proceedings due to issues with management and waste.

Sampling from food businesses will commence in 2023/24 to ensure food which is produced is safe to eat and this will complement our inspection programme. Food Standard Agency checks on our performance throughout the year have been positive.

In 2023/24 we will undertake a duty of care campaign to support our smaller businesses and ensure they can comply with the waste requirements.

At the next Licensing and Regulatory Committee the annual Food Service Plan will be shared with members and officers will be present to talk through the recently approved Food Safety Enforcement Policy and how it is applied practically to our work.

Day to day work was busy and wide ranging with a number of welfare burials to process, fly tips to investigate and service requests to investigate. The Council will take part in a countywide campaign during 2023/24 with the aim to raise awareness of fly tipping, its impact and cost. This will be supplemented by greater use of covert cameras in known county hot spots to deter would be offenders and hopefully catch those who flout the law.

All businesses regulated for pollution control (petrol stations, dry cleaners and lead smelters) have been issued new permits.

Recruitment has started for the Apprentice Regulatory Compliance Officer role based in the environmental health team. It is envisaged that the successful candidate will study part time for a qualification while working with us to become a future Environmental Health Technical Officer.

A new contract to provide our dog warden services started on 1 April 2023. Our provider will be Animal Care Services Midlands Ltd and officers visited the new facility to finalise arrangements for handling our strays and patrol requirements.

The Blaby Road air quality project run jointly with Public Health, Leicestershire County Council, GPs, CCGs (Clinical Commissioning Groups) the South Leicestershire School Sport Partnership and the Respiratory Working Group has been finalised. This will deliver a number of interventions across the school year and involve the collection of more real time particulate data. This work stream will now be recognised as a key part of the Joint Strategic Needs Assessment (JSNA) revisions and update.



Private Sector Housing

LAD3 and HUG1

The Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG) (for off gas properties) delivery highlights below. These programmes are designed to fund energy efficiency measures such as cavity wall insulation, loft insulation, solar panels and external wall insulation for households who are on low income.

HUG is currently beginning the close down process.
Grant Funding Allocated - £583,000
Grant Funding Spent/Committed - £467,844.43
Properties Completed - 42
Measures Installed – 86
Properties Outstanding - 9
Measures Outstanding – 9

Additional funding of £298,000 has been requested and this will come from an underspend pot held by Midlands Net Zero Hub. We are currently awaiting an award letter.

Selective Licensing update

Q4	Licenses issued	Income
Number of rented properties - 816	Pending – 108	£595,344
Number of applications received - 803	Issued – 664	
Number of Exemptions – 1 Number of empty properties – 16	Withdrawn – 31	

Enforcement activity continues with 39 notices of intent served. Of these 25 are now being progressed where we are either investigating or considering further enforcement action.

Empty Homes

The Empty Homes Strategy was approved in March and the first update report will be made available after quarter 1.

Social housing decarbonisation programme

The team are working with our Housing Team to deliver this 2 year project for our housing stock.

Ongoing service requests

There are 63 ongoing cases the team are involved including filthy and verminous premises, general disrepair issues and dealing with houses in multiple occupation.



Licensing

Work to improve our systems commenced and along with other changes planned during 2023/24 this will ensure we can offer a service which ensures all businesses are licenced and regulated appropriately.

During 2022/23 over 480 applications were processed for private hire and taxis and we currently have approximately 150 premises licences, 696 personal licences and 10 club premise licences.

Several enforcement matters were handled from dealing with a magistrates court appeal against a refusal to issue a driver's license (which was upheld) to working with immigration and trading standards on an investigation into a licensed premises in South Wigston and joint working with the Police on an illegal animal breeding investigation.

Community Lottery

Work progresses on setting up our new community lottery and we now have a licence from the Gambling Commission. There will be a good cause launch during quarter 1 to promote followed by the first draw in July 2023.

Corporate Assets

Following the resignation departure of the Cemetery Admin Assistant at the end of Q3, recruitment has led to a new officer being appointed to the role. The new officer started during the 3rd week in January and spent much of Q4 training and learning the skills required to cover this role and that of the Allotments Officer.

In addition the cemetery Sexton announced his retirement which took place at the end of April. Through succession planning, the Sexton role was taken up by the in-post cemetery assistant and that job was subsequently advertised for.

Clean and Green has one member of staff on long term sickness – the small pavement sweeper driver role. The sweeper has been off the road as a result of the sickness and breakdowns since July – and has only operated for approximately four weeks. We cannot plan longer term for this role as yet on a permanent arrangement.

The two vacant Clean & Green roles were advertised and recruited to in Q4 – one member of staff each for clean and also green. This will prevent the need for the cleansing roles to be covered by Green team members along with capacity to provide an adequate level of maintenance on the grounds.

A Clean & Green team Supervisor role was also appointed to.

The winter work programme was completed across most of the parks and green spaces and machinery and equipment was serviced as required in preparation for the 'growing seasons'.



Corporate Assets facilitated a number of office moves in preparation for moving out of Bushloe House with resources being applied to both the Depot and Brocks Hill.

Car parking. East Street had a break-in/theft from the parking machine on site resulting in the cash box/contents being stolen. Quotations were sought for the replacement of the cash box and the installation of additional security measures on the machines.

Preparations are ongoing for the coming season and assistance continues to be given to the Project team to ensure a smooth transition to the new Brocks Hill offices.

Community and Wellbeing

Leisure Services

The report covers the start of the calendar year which is notoriously one of the busiest periods for the Leisure industry as customers come out of the Christmas period having indulged somewhat and decided to join the local health and leisure provision to make amends. It also covers the first full quarter following the heavily invested refurbishment of the Gym at Wigston and the opening of a major competitive fitness offering near the parade in Oadby.

We continue to deliver on a wide ranging offering of facilities and activities and to aid this have recently appointed into a new role of Active Communities Manager whose position is to engage within the community to provide for a greater offering and one that is tailored to delivering on the councils health and wellbeing strategies and initiatives.

Review:

This review is based on the leisure centres operating for the whole quarter and no closures.

An average attendance of 53,000 per month, came to the leisure centres during the quarter which is in stark contrast to the previous year where the average attendance was over 57,300 customers per month coming through the doors, we attribute this downward trend on two major factors which was the introduction of car parking charges in January of 2022 and the opening of the New Gym Group in Oadby. This trend has continued from the previous quarter where we reported a downward turn of over 16,000 users like for like on the previous year.

Description	2023				2022				Variance
	Jan	Feb	Mar	Total	Jan	Feb	Mar	Total	
Swimming	26,492	23,741	23,917	74,150	27,240	25,844	29,569	82,653	-8,503
Gym/Fitness Classes	23,322	20,919	22,973	67,214	26,222	25,146	28,227	79,595	-12,381
Sports/Activities	6,220	6,637	4,802	17,659	3,573	3,690	2,784	10,047	7,612



Activity Total	56,034	51,297	51,692	159,023	57,035	54,680	60,580	172,295	-13,272
Spectators	12,300	11,615	12,592	36,507	10,800	10,592	11,919	33,311	3,196
Grand Total	68,334	62,912	64,284	195,530	67,955	65,888	72,691	206,534	-11,004

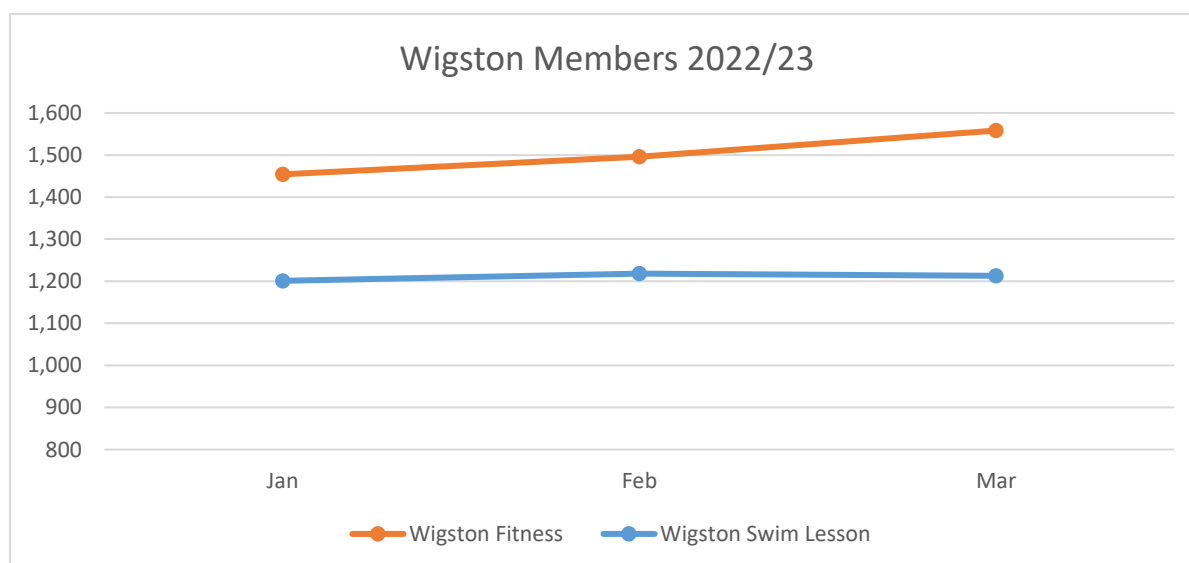
Membership	Jan	Feb	Mar	Ave	Jan	Feb	Mar	Ave	Variance
Gym	4,457	4,368	4,373	4,399	4,963	4,753	4,827	4,848	-448
Swim Lessons	2,949	2,975	2,950	2,958	2,693	2,739	2,782	2,738	220
Total	7,406	7,343	7,323	7,357	7,656	7,492	7,609	7,586	-228

Membership Numbers:

Fitness and Health Membership numbers have dropped by over 500 through the year like for like on January 2022, although we have noted an increase in Swimming Lesson provision at the centres as we continue the follow up post covid where a generation of children were not afforded the opportunity to learn to swim and parents attempt to catch up with delivering on this life skill.

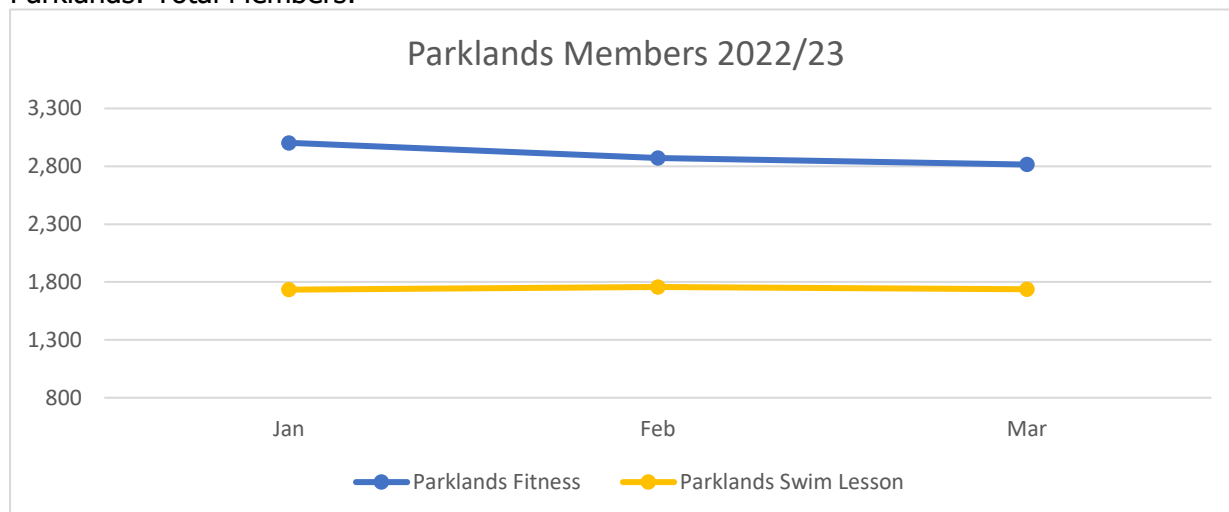
Membership numbers dropped particularly at Parklands despite our maintaining of the price point throughout the year. This following significant growth month on month in the previous year for fitness membership numbers, which we believe can be wholly attributed to the Car Park charging effect which has seen significant leavers directly citing the charges as reasons for leaving. This has impacted on the sites membership growth which would have ordinarily been expected particularly in January and February of the year. In addition the opening of 'The Gym' in Oadby in November of last year which we had not been made aware of has had a significant effect on new joiners and leavers, as they offer considerably cheaper membership prices coupled with free parking that we cannot offer.

Wigston: Total Members:





Parklands: Total Members:



Community Well-Being:

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

- Free Weekly Children's soft play sessions for the Memphis 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 (2 participants referred)
- Free Memberships for PARS
- Free Memberships for Ukrainian Refugees and over 50 free memberships distributed.
- Free Memberships for Parkinson's sufferers and their carers with over 40 free memberships provided for
- Free Swimming Sessions for disabled swimmers (just over 800 in the quarter and shy of 2000 for the year).

We have provided for over £19,000 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:

We continued to be pleased with the centres delivering a vital community role and engaging with many thousands of people throughout the year but note as in previous reports that from history that we could be a lot busier.

There are a number of factors that has caused the centres not to return to numbers that we once hit pre COVID, including

- car parking charges being introduced which has certainly impacted on numbers through the door.



- The budget gym opening on the doorstep of the sites with free parking
- The cost of living crisis which is certainly making users look at their leisure spend more so than ever before.

We then couple the declining usage with increased costs to operate particularly utility costs which have risen some 50% in the last year on and it makes for a difficult picture moving forward. However we have tried to mitigate some of these issues with significant investment into the Wigston Gym Refurbishment Programme which included a full decoration and complete equipment replacement in November at a cost of over ¼ £million. We have also invested in over £70,000 of green initiatives including lighting and building management systems to help ease the burden of the utility rises as we are further continuing to explore how we can attract users back through the door and our extensive community wellbeing plan, although doesn't help in income generation, does help with increasing participation and means that we can look to meet the needs of the vulnerable community members further.

Health and Wellbeing

Q4 saw Active Oadby and Wigston continue their **14** programmes within the local area. This included re-establishing the ladies only walk in Oadby with the lighter evenings and better weather. This as well as joining up with a local Pilates instructor to further add an offer to the Active Ladies community that has been building over the past 8/9 months.

Active Oadby and Wigston has supported the Primary Care Network along with providing equipment support for the weekly ran Hub Club sessions in Wigston. Also, the team completed a community pop up event with LCC's Men's Weight Management team to promote an upcoming programme they are establishing locally. **10** new walk leaders were successfully trained (offering both face to face and online training) to lead our community walks moving forwards.

Numbers across all sessions are high with many being at full capacity. Planning is underway for a walking hockey session in Oadby after the team undertook CPD training and received equipment from England Hockey.

Referrals continue to be received from GP's, physio's, First Contact and other health professionals (as well as self-referrals) for members of the public in need of support with health, well-being and physical activity.

Youth Engagement

Youth Engagement remains a difficult workstream in line with the County and National pictures. The draft Youth Engagement Strategy prepared in Q3, laying out how the Council will work to address a depleted youth landscape, is now being refreshed ahead of PFD in June 2023 with newly available 2021 Census data.

This data became available to interrogate from a 'multi-variable' position in late Q4, enabling in-depth data analysis by Ward such as ethnicity by age, ethnicity by gender, and qualifications by age. These are all datasets utilised in the drafting of the Strategy that drew upon Census 2011 data which, being pre-Covid, no longer accurately represents the youth community in Oadby & Wigston. This data, once collated, will also be useful for a number of



internal and external partners whose input into the workstreams of the Youth Strategy will be invaluable.

Long-term, the Youth Council and associated workstreams are intended to restart following the May 2023 elections, and be tied heavily into the Youth Prevention and Diversion workstreams of the Community Safety Partnership as part of the Police and Crime Commissioner's current strategic plan.

The Council gained a Youth Engagement Activator (YEA) 1 day a week until the end of the school academic year. The YEA has commenced provision at South Wigston High School, working with students who are struggling mentally. Thus far, activities linked to boxing and tai chi have taken place across the year groups with positive feedback.

Community Safety

The budget figures given in the Q3 Service Delivery update are expected to remain accurate at the conclusion of the final 2022-23 tactical actions in the Community Safety Partnership's Delivery Plan. From Q1 2023-24 the Office of the Police and Crime Commissioner will be retaining the Partnership's funding allocation, as part of their Countywide funding reforms, with the Partnership required to submit 'bids' to the OPCC for funding for proposed projects. This will reduce the value of underspends in the Council's own budgets, with funding only being released for successful bids, with the full funding amount not being sent to the Council as a lump sum.

As of the end of February 2023 **135** responses had been received in the CSP Survey, with the survey to close on 19 March 2023. A large number of 'spam' responses were required to be removed from the data prior to the figure given being reached however, in what was a time consuming process; it is believed that these were attracted by the prize draw component of this year's survey, with steps being taken on the 'technical back-end' of the survey to prevent the volume of spam responses reoccurring. At present the top public concerns regarding community safety are 'Littering and Fly-tipping', 'Motor Vehicle and Traffic Concerns', and 'Drugs and Drug Related Issues'; all of these will be reflected in the CSP's plans in 2023-24.

Anti-Social Behaviour

The Anti-Social Behaviour (ASB) Officer has logged and investigated **17** reports of ASB in Q4, please see chart below for monthly breakdown:

Q4		
Number of ASB logged/investigated by ASB Officer: 17		
Number of incidents per month		
Jan 23	Feb 23	March 23
8	4	5



Of these 17 ASB reports, issues remained that of a wide range. Most common reports included 'Presence of drug dealers or users' and 'Verbal abuse'. Reports also included 'Inconvenient/illegal parking', 'Loud music' and 'Noisy neighbours'.

Investigations into each report lead to:

- **4** perpetrators being identified
- **3** perpetrators after investigations took place received no further action
- **1** perpetrator received a Notice of Seeking Possession from their landlord
- **1** perpetrator on a case noted on Q3's update as well as being served a Community Protection Notice has also been served a Notice of Seeking Possession by housing provider PA, due to continued ASB reports.

The Council's Housing Department continue to log ASB on the Sentinel system, please see chart below for monthly breakdown:

Q4 Number of ASB logged on Sentinel by Housing Department : 2		
Number of report logged per month		
Jan 23	Feb 23	March 23
1	0	1

The Council therefore in Q4 2022/23 have recorded and investigated **19** reports of ASB, please see chart below for number per area breakdown:

Q3 Total number of ASB reports: 25		
Oadby	South Wigston	Wigston
7	5	7