

Communications and Consultation Plan

South Wigston, Wigston Fields and Wigston Magna

Proposed Selective Licensing Scheme (2025 – 2030)

Consultation Plan

[The Housing Act 2004. Section 80 \(9\)](#) requires a Local Authority to widely consult prior to considering designating an area of Selective Licensing within its Borough with two points enshrined within law, these are.

- To take reasonable steps to consult persons who are likely to be affected by the designation
- To consider any representations made in accordance with the consultation and not withdrawn.

[Section 6 of the Selective Licensing in the private rented sector: a guide for local authorities document](#), published by the Department for Levelling Up, Housing and Communities outlines the consultation requirements for any considered scheme. The guidance document outlines that the Council must undertake a full consultation for a period of at least **10 weeks**. The date for commencement for the consultation will be agreed subject to the approval of the Licensing and Regulatory Committee scheduled for 20/06/24.

Any consultation should include consultation with the following groups.

- Local Residents
- Tenants
- Landlords
- Managing Agents
- Business Operators within the designated area

Further to the groups included within the guidance document the Council will also consult with the following groups to ensure that the consultation is widely publicised.

- Leicestershire Police (Police Area and Beat Levels)
- Leicestershire Fire and Rescue
- Leicestershire County Council, Social Services (Adult and Children Services)
- All Oadby and Wigston Borough Council Elected Members
- Office of Leicestershire Police and Crime Commissioner
- Office of Member of Parliament for Harborough, Oadby and Wigston Constituency
- Chair of the Oadby and Wigston Community Safety Partnership
- Internal Council Departments that may be impacted by designation (i.e. Housing Options, Community Safety and Economic Regeneration)
- Landlord Groups/Associations (i.e. National Residential Landlord Association and Decent and Safe Homes)

- Housing Professionals (i.e Shelter)

The plan outlining the methods and nature the Council use to engage with the groups listed to widely publicise the scheme is outlined within the communication plan below.

It is essential that the consultation provides a clear and informative outline of the considered designation, as the considered designation would account for less than 20% of the total rental stock within the Borough and less than 20% of the total geographic municipal area, which means that any scheme will be considered by the members of the Council and would not require intervention by the Secretary of State for Housing. Further information on the proposed area, proposed fees and discounts and the aims of the considered designation, will be published on the Councils website, with paper copies provided to residents upon request. This approach will ensure that those individuals that are able to review the information digitally are able to do so, whilst ensuring that individuals that are unable to are still able to access the essential information, whilst limiting the environmental impact

The Council will ensure that feedback can be provided through the following channels.

- Online (Through the Councils website)
- By phone (Through the Councils Customer Service team)
- Face to Face (Through the Councils Appointment Hubs and Residents Forums)
- Email (Through the dedicated Selective Licensing Email address)
- Letter (Delivered to the Council Offices)

Following completion of the consultation period the results from the consultation and summary responses will be published on the Councils website and presented to the Licensing and Regulatory Committee showing how those comments have either been acted on or not and the justifications for doing so.

Communication Plan

The table below outlines the various consultees that are being contacted, the methods and timeframes of how this is being undertaken.

Method of contact	Nature of communication	Target / Specific Audience	Timescales and period	Method of Delivery	Potential/Actual numbers targeted
Residents and businesses within impacted areas					
Consultation Methods with variable engagement					
Consultation postcard provided to all residences and businesses within the South Wigston, Wigston Magna and Wigston Fields ward.	Postal	All residents and businesses within impacted wards to encourage comments and feedback	Delivery to commence following approval and lifting of purdah, subject to lead in times from printers Commenced by August 2024	For efficiency deliveries will be made by hand.	Number of residences 10,761 Number of residents 18,440
Presentations to be delivered at South Wigston and Wigston residents forums	Face to Face	Residents of impacted wards to encourage comments and feedback	Attendance at the first cycle of residents forums following approval and the lifting of purdah	Face to face presentation to residents in attendance delivered by the Selective Licensing team leader	Dependant on engagement at these event, to be logged upon completion and reported back to committee
Two dedicated landlord and agents events	Face to Face	Landlords and Estate Agents	To be arranged following approval and the lifting of purdah, subject to	Face to face presentation to residents in attendance delivered by the Selective Licensing team leader	Dependant on engagement at these event, to be logged upon completion and reported back to committee

			availability of the Civic Suite		
Business groups and members of the public					
Make officers available for face to face or video appointments	Face to face or Video Call	All residents, landlords or other parties that wish to engage face to face	Ongoing throughout consultation period	Appointments that can be booked through our customer services team through the main switchboard number	Dependant on engagement to be logged upon completion and reported back to committee
Article within OWbiz newsletter	Email	Businesses within the Borough	Next newsletter following approval and lifting of purdah	Gov Delivery Platform	1185 subscribers
Article on Gov Delivery Platform to following mailing lists <ul style="list-style-type: none"> • Citizens Panel • Consultations and Surveys • Council News and Information 	Email	Members of the public	Following approval of plan by committee and lifting of purdah Completed by August 2024	Gov Delivery Platform	9986 Subscribers
Publication on the Councils Social Media Platforms	Social Media	Members of the public	Completed by July 2024 following purdah	Facebook, X	X – 2682 followers Facebook – 4500 followers
Dedicated webpage	Website	All parties	Completed by July 2024 following purdah	Council Website	Dependant on engagement to be logged upon completion and

					reported back to committee
Elected Offices					
Direct communication to all OWBC elected members, through members bulletin	Email	All Elected members for Oadby and Wigston Borough Council	Completed by July 2024 following purdah	Gov Delivery Platform	26 Members
Direct communication to elected member for Harborough, Oadby and Wigston	Email	Member of parliament for Harborough, Oadby and Wigston	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Name of member of parliament, subject to result of general election 4/7/24
Direct communication to office of Police and Crime Commissioner	Email	Office of Police and Crime Commissioner for Leicestershire Police	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Rupert Matthews
Chair of Community Safety Partnership	Email	Chair of Oadby and Wigston Community Safety Partnership	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Kevin Loydall
Landlords and Landlord Group/Organisations					
Direct contact via email with existing licence holders	Email	Existing Licenced Landlords	Following approval of plan by committee	Email from Selective.Licensing@oadby-wigston.gov.uk	687 landlords

Article with the Private Sector Housing newsletter	Email	All subscribers to Private Sector Housing News (Landlords and Agents across Leicestershire)	Completed by August 2024	Gov Delivery Platform	574 Subscribers
Direct communication to National Residential Landlords Association (NRLA)	Letter	National Residential Landlords Association (NRLA)	Completed by August 2024	Letter Posted 2 nd Class	N/A
Direct communication to the British Landlord Association (BLA)	Letter	British Landlord Association (BLA)	Completed by August 2024	Letter Posted 2nd Class	N/A
Direct communication to Decent and Safe Homes (DASH)	Email	Decent and Safe Homes (DASH)	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	N/A
Direct communication with Shelter	Letter	Shelter	Completed by August 2024	Letter Posted 2nd Class	N/A
Direct communication with PropertyMark	Letter	PropertyMark	Completed by August 2024	Letter Posted 2nd Class	N/A

Professional Services					
Direct communication with Leicestershire Police Inspector for Harborough, Oadby and Wigston Policing area	Email	Neighbourhood Policing Commander	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Inspector Liz Perry
Direct communication with Leicestershire Police Sergeant for Oadby, Wigston and South Wigston Beat Teams	Email	Leicestershire Police Sergeant for Oadby, Wigston and South Wigston Beat Teams	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Sergeant Mark Body
Direct communication with Leicestershire Fire and Rescue, Fire Protection Team	Email	Leicestershire Fire and Rescue, Fire Protection Team	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Ash Hajat Community Safety Team Leader
Attendance at Joint Action Group Meeting (JAG)	Face to Face	Various professional services	Completed by September 2024	Face to face presentation to JAG members	Approximately 15 members
Presentation to Community Safety Partnership	Face to Face	External Council body	Completed by September 2024	Face to face presentation to board members	Approximately 10 members
Direct communication with internal Housing Options Manager	Email	Oadby and Wigston Borough Council, Housing Options Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Louise Taylor

Direct communication with internal Housing Manager	Email	Oadby and Wigston Borough Council, Housing Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chris Eyre
Direct communication with internal Community Safety and Wellbeing Manager	Email	Oadby and Wigston Borough Council, Community Safety and Wellbeing Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Tom Maccabe
Direct communication with internal Economic Regeneration team	Email	Oadby and Wigston Borough Council, Head of Built Environment	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Adrian Thorpe
Direct communication with internal Financial Inclusion Officer	Email	Oadby and Wigston Borough Council, Financial Inclusion Officer	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chetna Solanki-Mistry
Article in Staff Newsletter	Email	All Oadby and Wigston Borough Council staff registered	Completed by August 2024	Gov Delivery Platform	156 Subscribers
Presentation and dedicated training the internal customer services team.	Face to Face	Oadby and Wigston Borough Council staff	Early July 2024	Face to face presentation	14 staff members
Total Potential Consultees				38,277	