



Oadby and Wigston Borough Council

TO COUNCILLOR:

G S Atwal
L A Bentley
A R Bond
G A Boulter (Chair)
J W Boyce

Mrs L M Broadley
F S Broadley
D M Carter
K Chalk
Miss M V Chamberlain

Mrs S Z Haq (Vice-Chairman)
T Khong
K J Loydall
R H Thakor

Dear Sir/Madam,

I hereby summon you to attend a meeting of the **SERVICE DELIVERY COMMITTEE** to be held in the Council Offices, Station Road, Wigston on **TUESDAY, 13 OCTOBER 2015 at 7.00 pm** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
5 October 2015

Chief Executive

AGENDA

Page No's

- | | | |
|-----|--|---------|
| 1. | Apologies for Absence | |
| 2. | Appointments of Substitutes | |
| 3. | Declarations of Interest | |
| 4. | Minutes of the Last Meeting held on 7 September 2015 | 1 - 17 |
| 5. | Petitions and Deputations | |
| 6. | Action List | 18 - 19 |
| 7. | Committee Budget Review - April to August 2015 | 20 - 22 |
| 8. | Fees and Charges 2016-17 | 23 - 35 |
| 9. | Impact on Housing following Government Budget Announcement | 36 - 41 |
| 10. | Community Update | 42 - 45 |
| 11. | Housing Related Support | 46 - 49 |
| 12. | New Build Programme/Refurbishment | 50 - 56 |

13.	Choice Based Letting System - Residency Changes	57 - 58
14.	Disabled Facility Grants	59 - 67
15.	Update following Closure of Kennedy House Hostel	68 - 69
16.	Corporate Enforcement Update	70 - 71
17.	Achievements at Brocks Hill and Operations since July 2015	72 - 76
18.	Leisure Management Update	77 - 81

MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE COUNCIL OFFICES, WIGSTON ON TUESDAY 07 JULY 2015 COMMENCING AT 07:00 PM

<p><u>IN ATTENDANCE:</u> Chair - G A Boulter Vice Chair - Mrs S Z Haq</p> <p>Councillors: G S Atwal; L A Bentley; Ms A R Bond; J W Boyce; F S Broadley; Mrs L M Broadley; D M Carter; Ms K Chalk; K J Loydall; and R H Thakor.</p> <p>Officers in attendance: Mrs A Court; C Raymakers; Ms A Pathak-Mould; and S Ball</p>
--

Min Ref.	Narrative	Officer Resp.
1.	<p>APOLOGIES FOR ABSENCE</p> <p>An apology for absence was received from Councillors Miss M V Chamberlain and Dr T Khong.</p>	
2.	<p>APPOINTMENTS OF SUBSTITUTES</p> <p>None.</p>	
3.	<p>DECLARATIONS OF INTEREST</p> <p>None.</p>	
4.	<p>MINUTES OF PREVIOUS MEETING HELD ON 10 MARCH 2015</p> <p>A Member enquired as to whether a verbal update was to be given at this meeting in respect of Bennett Way (Min Ref. 62). The Chair confirmed this was to be included in the Community Update by the Head of Community.</p> <p>RESOLVED: That the minutes of the previous Committee meeting held on Tuesday 10 March 2015 be taken as read, confirmed and signed.</p>	
5.	<p>PETITIONS AND DEPUTATIONS</p> <p>None.</p>	
6.	<p>COMMUNITY UPDATE</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 6 - 12) which should be read together with these minutes as a</p>	

composite document.

Rent Arrears

The Head of Community reported that rent arrears were comparatively higher at the end of this March and measures were to be implemented to examine services to enable collections and support tenants experiencing difficulties in paying. She advised Members that the issue of arrears did not involve significant numbers of bedroom tax cases but rather implicated the “working poor”. Members were advised that the Community Team are liaising with other service-areas in order to maximise the incomes of those affected and to facilitate tenant re/payment plans. The service was noted to be worked by temporary officers with an aim to seek permanence staffing levels to ensure greater stability. The work was considered to be a priority for the Community Safety Manager who continues to monitor the situation on an ongoing, weekly-basis.

A Member enquired as to the exact quarterly percentage for rent arrears with reference to the 3% target (at page 9). The Head of Community advised that the percentage for rent arrears currently calculated at above 3.5%.

A Member was of the opinion that the issue of rent arrears was likely to worsen given the government’s budget to render the working poor marginally poorer and *vice versa*. There was uncertainty as to ongoing housing benefit entitlement, suggesting the need to devise an action plan (to include the resources to service the same) relating to the collection of rents. A more realistic budget provision and collection target was also sought in this respect (at page 7).

The Head of Community commented that the comparative analysis work undertaken district-by-district concluded that the Borough had the highest proportion of “working poor” suggesting more residents were in lower-paid employment. It was cited that the Chartered Institute of Housing advised a 98% rate of collections for those top-performing organisations, from which a recommendation was being sought to incorporate into the HRA business plan.

Gas Safety

The Head of Community gave an update on gas safety performance as requested by Members that this is a Standing Item.

A Member sought clarification as to the Council’s assurance regarding gas contractors’ compliance, gas safety certification and that all fitters are qualified.

The Head of Community reassured Members that gas safety certification was a prerequisite to contract procurement, adding that contractors were auditing on a monthly basis and that a 100% rate of compliance was recorded until the end of July.

Update on Capital Programme 2014/15 and Decent Homes

The Head of Community directed Members' attention to Appendix 1 of the report (pages 11-12), adding that the volume of work has been achieved within the Capital Programme across several areas. Work at Boulter Crescent was reported to be at a halfway point and other projects such as subsidence works are completed.

A Member noted the achievements made and commended the Officers on their hard work.

Boulter Crescent Community House

The Head of Community stated that an opportunity was to be explored to further improve the community facilities following the House's recent refurbishment as part of the Capital Programme. She advised that the scheme was taking longer than anticipated due to consultations with the community/residents. She noted the Officer's work at Elizabeth Court and invited Members to attend upcoming Community Housing events for additional information.

A Member congratulated the work at the House insofar as the objectives set by the Community Partnership in terms of reducing anti-social behaviour.

Aids and Adaptations in Council Properties

The Head of Community outlined the aids and adaptations made to Council-owned properties (at page 8) from Occupational Health referrals, forming part of a waiting list held by Landlord Services. No backlog was reported save for those significant adaptations requiring the necessary planning permission.

Supporting Leicestershire Families (SLF) and Early Help

The Head of Community reported that these areas were at their greatest change at County-level in respect of mid-term financial strategies to consolidate services. She advised Members that discussions had been held in terms of services not being duplicated within the Borough, and the targeting of those services to end-users, with lesser rhetoric on the cutting of services to find savings. She said the Council would continue to work in partnership with Leicestershire County Council during this transitional phase in the hope that a more definite structure will follow. The feedback received was positive and she stated it may warrant the possibility of a closer, working partnership with Officers in this Council as opposed to being relocated elsewhere. It was said that a report was to be brought forward to this Committee detailing the support received by families in this Borough once that information was made available by Supporting Leicestershire Families.

A Member stated that it would not come as a surprise if Early Help was due another spending cut stemming from the government's budget implications. He stated that although the logic was sound in the long-term to provide a saving, that saving would not accrue back to this Council. It was hypothesised that if the service was to be presented in a

stand-alone report, it would struggle to win approval given the inability to clearly identify its advantages or disadvantages. It was said this was not necessarily a critical reflection of its workers.

It was suggested that a review of the service take place at the next meeting of this Committee and at the meeting of the Steering Group on 29 September 2015, with a view to ascertain:

- (i) what financial contribution is currently being made by this Council;
- (ii) the estimated financial contribution to be made by the Council in the future;
- (iii) to cross-reference those contributions *vis-à-vis* the tangible output in the Borough; and
- (iv) to devise a plan to mainstream some elements of the existing service into this Council's own. It was said that a significant amount of work was necessarily required.

The Head of Community confirmed that the Council's contribution over a three year-period amounted to £23,000 per annum, furnishing three workers and a team leader based at the Council Offices who would work in partnership with other service-areas. She advised that to employ a single Housing Officer at the £23,000 would not achieve the same work requirements as the above. The cost benefit analysis was said to be outstanding from Leicestershire County Council which, once made available, would enable an evaluation for better service-delivery.

The Member asserted that the said cost benefit analysis has been on-promise for the last two years, suggesting that initial reports seen presented a cost benefit yet failed to identify the beneficiary. He stated that although the current arrangements yielded a greater return to the Council from its investment, this return was not guaranteed therefore prompting a need to put the appropriate budgetary provisions in place to provide a contingency.

A Member stated that significant funding had been provided by the government to facilitate this project, raising unanswered questions as the prudent use of such funds and the need for a further subsidy provided by this Council and. He added that a presentation delivered at Leicestershire County Council had purported to use the cost benefit analysis to forecast an overspend on a district-level, thus suggesting no overall cost benefit. The Member also enquired as to which agency the benefit would/saving accrue in view of a deficit. If not to the Council. A meaningful analysis of input *versus* output was therefore required.

Housing Related Support for Older People Update

The Head of Community reported that progress for housing-related support was contingent on the receipt of staff consultations, having had the funding confirmed for the end of September. A structure was to be put in place to provide tenancy support across the Borough, incorporating homelessness and complications arising from the private-sector, however noted there was a marginal delay in its implementation given the recent turnover of new staff.

Dog Fouling

The Head of Community stated that in response to a negative press release regarding dog fouling within the Borough, a joint-initiative between Corporate Enforcement, Environmental Health and Community Housing had been launched. The high visibility patrols were said to be positively received by residents of the Borough and would continue to operate along-side the "Keep Britain Tidy" campaign.

The Chair stated that the protocol for the removal of graffiti from private property was still outstanding. The Head of Community confirmed that such a protocol had been the subject of discussion as the latest Corporate Enforcement Team Meeting and would be noted on the Action List.

The Chair commended the Officers in respect of the dog fouling initiative.

A Member further congratulated the dog fouling initiative, yet emphasised the need for continuity and consistency to guarantee its ongoing effectiveness. He added that should a prosecution arise, it ought to be publicised to strengthen the initiative's deterrent effect within the Borough. The Member enquired as to several omissions made in the report in respect of where and when these patrols were to be deployed in order to ascertain the initiative's impact.

The Head of Community confirmed that a comprehensive analysis had been conducted into fouling "hotspots" citing an example of a park in Oadby (whereby a patrol had attend between the hours of 7-9 am) and activity reported outside school-areas. Further discussions at the latest Corporate Enforcement Team Meeting also proposed the training of members of the "Clean and Green" Team in addition to Officers on-the-ground. The first patrols were noted in the first instance to be an educative exercise, with any prospective prosecution serving as validation behind the issuing of fixed penalty notices.

A Member presented a dog fouling bin-bag scheme currently implemented by Falkirk District Council, citing a 50% reduction in dog fouling in that district area. She recommended that this Council emulate a similar scheme, whereby bags would be readily distributed to the public a various Council outlets. It was opined that such a scheme could be a potential cost-effective solution. The Head of Community requested that a bag sample be provided for inspection.

A Member raised a concern regarding the deteriorating condition of dog foul bins across the Borough. She suggested that foul should not be disposed of in the ordinary bins. Urban foxes were also said to be problem insofar as they would strew the contents of refuse bins whilst foraging.

A Member supported the initiative and enforcement action and suggested a rota be implemented to systematically patrol the parks in the Borough, citing numerous fouling incidents he had witnessed dog-

walking in Knighton Park. He further raised a concern in respect of the inaction taken to remove graffiti from private property within the Oadby Uplands Ward, rendering the affected areas less attractive and emphasising the anti-social nature of such activity.

The Chair referred to several failing agreements entered into with companies to remove graffiti from privately-owned junction and post boxes, impressing the need for the aforementioned protocol to be made available imminently to address the matter. He confirmed that the FPN for dog fouling was now £100.

A Member stated dog fouling was not limited to parks and school-areas, but implicated neighbouring streets prompting residents to affix “No Fouling” signage to their front-gates, thus requesting patrols to be widely deployed.

The Chair invited Members to direct any information of areas likely to be affected by dog fouling to the Head of Community.

A Member enquired as to whether a grant was available in order to facilitate the bin-bag scheme earlier referred to by another Member. The Head of Community confirmed that revenue streams existed in the Community Safety budget under the remit of dog fouling being tantamount to anti-social behaviour. She reiterated that the issue was a community-wide problem requiring partnership action and pooled resources in order to overcome.

A Member suggested that the issue be brought before, and the scheme potential sourced from, the three Residents’ Forums in the Borough.

A Member stated that if a cost effective bin-bag solution was to be implemented, that the necessary budgetary provisions be put in place.

Community Payback Scheme

The Head of Community reported that the Community Payback Scheme had recently provided for the painting of approximately 30 lamp posts, whereby materials had been supplied by the Council and the labour by payback offenders. The Scheme been had extended into other service-area (e.g. Support Leicestershire Families) with further areas to be explored.

The Chair suggested that works to bus shelters be added to the Scheme.

Heat or Eat

The Head of Community reported that “Heat or Eat” was a Local Welfare Fund which has had success in the Borough in identifying individuals and families requiring heating vouchers and/or food parcels, with a regrettable increase in the latter. The service was described overall as a good and responsive one.

RESOLVED THAT:

	<ol style="list-style-type: none"> 1. The report be noted by Members. 2. The targets set for rent arrears be agreed. 	
7.	<p>CHOICE BASED LETTING SYSTEM</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 13 - 14) which should to be read together with these minutes as a composite document.</p> <p>She stated that the report was for information only in terms of the district-wide sub-group's progress in securing an IT-based choice-based letting system without a formal recommendation as a decision had yet to be made.</p> <p>The Vice-Chair described the scheme as notable example of a good-working partnership and enquired as to whether it had impacted on re-housing lists and waiting times. The Head of Community advised that, although such a question was a difficult one, the scheme has provided for better transparency to dispel erroneous perceptions surrounding waiting-time: the provision of more affordable housing was said to be the solution to reduce waiting times.</p> <p>A Member stated that a recommendation was effectively made out at para. 4 of the report (at page 13) for the negotiation of a further 12 month contract extension, and proposed a substantive recommendation for the same.</p> <p>A Member enquired as to whether a provision was in place to enable tenants to substitute and/or exchange properties. The Head of Community advised that such a mechanism was extensively developed last year operating as a separate scheme, with signings to various websites (including a nation-wide platform) and information disseminated to tenants. The Member suggested that periodic updates be circulated to tenants about this mechanism so to accommodate any changes to tenants' requirements and circumstances.</p> <p>RESOLVED THAT:</p> <ol style="list-style-type: none"> 1. The report be noted by Members. 2. A further 12 month contract extension be negotiated. 	
8.	<p>HOUSING ALLOCATIONS POLICY - RIGHT TO MOVE</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 15 - 17) which should to be read together with these minutes as a composite document.</p> <p>She said the report sought the approval from Members to revise the Housing Allocations Policy as a statutory requirement to reflect the legislative changes as outlined in Appendix 1 (at page 17), adding that the "Right to Move" was another government-originating initiative akin</p>	

to that of the "Right to Buy" initiative.

The Chair advised Members that the report had to be noted, accordingly.

A Member sought clarification as to the following information:

- (i) if 1% of the total lettings and not lettings stock was to be made available under the initiative;
- (ii) if the initiative solely applied to social tenants moving from one district to another, as opposed to from the private-rented sector, and the Housing Associations' involvement; and
- (iii) if those exercising the right automatically displaced existing, resident-Borough applicants on the housing waiting list.

The Head of Community confirmed the above, adding that applicants would be routinely added to the register and their housing needs assessed in accordance with the standard adopted criteria: there would be no extraordinary priority/treatment with the same right being afforded to residents of this Borough to move locality. She stated that an allocation of *up to* 1% of the lettings was to be made available, subject to applicant demand.

The Member raised a concern as to the number of prospective applications given the desirable suburban character of the Borough, questioning whether the Council was obliged to accept all applicants or up to the 1% threshold.

The Head of Community advised the threshold was capped at 1% and that the research suggested the number of applications would be fewer than expected due to the need for applicants to secure/demonstrate long-term employment in Borough, which is accepted to be less competitive in terms of job-creation.

The Chair requested that, in view of the amendment made by Leicester City Council to their Allocation Policy prescribing a minimum two-year residency condition, this Borough's minimum six-month residency condition be reviewed at the next meeting of this Committee with a view to amend the Policy in accordance with that of Leicester City Council.

A Member opined that the initiative was another measure imposed by central government, dictating what can and cannot be done in the Borough: it was said that if the Council enjoyed more autonomy, the likelihood of success would be more favourable. The Member raised a hypothetical concern as to the position an applicant would find himself in should he subsequently become unemployed after securing tenancy. He welcomed the policy review so to eliminate any unfair advantages gained or disadvantages suffered as a result.

A Member raised a question as to the reputational damage to be potentially suffered to the Borough and thus agreed with the foregoing discussions.

A Member denounced the initiative as particularly poor example of

	<p>politics insofar as it did not reflect the reality that individuals seldom move, in effect giving consideration to an irrelevancy which nevertheless must be approved.</p> <p>RESOLVED THAT: The Housing Allocations Policy be revised to reflect the statutory changes as outlined in Appendix 1.</p>	
9.	<p>HOMELESS DISCHARGE OF DUTY TO THE PRIVATE SECTOR</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at page 18) which should to be read together with these minutes as a composite document.</p> <p>She noted that the policy was adopted last year by Members and was pleased to report the same had not been needed to be used to date.</p> <p>RESOLVED THAT: The report be noted by Members.</p>	
10.	<p>HOMELESSNESS TEMPORARY ACCOMMODATION FOR FAMILIES</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 19 - 20) which should to be read together with these minutes as a composite document.</p> <p>She informed Members of the current arrangements for temporary accommodation following the closure of Graytone House Hostel last December. A report was previously put before Members outlining the previous difficulties in sourcing a short-term lease for an appropriate property in the Borough in view of the market. The Council has continued to look at the proposal with a view to source a long-term lease. Discussions have been had with a registered partner of Council-owner property in the hope that they are agreeable to returning the lease to provide the required temporary accommodation. It was noted that there was some uncertainty as to how long this process would continue but reassured Members that interim provisions were in place.</p> <p>A Member enquired as to what limitations, if any, prohibited residents of Kennedy House claiming homelessness following its imminent closure given residents' purported right to housing having been resident in the Borough for a period of six months. It was also asked what contingency plans were in place should the registered partner not agree to go ahead so to avoid potentially placing residents in already scarcely available Council-house properties.</p> <p>The Head of Community advised that the closure of Kennedy House was to be given separate consideration in an independent report at a later point in the meeting (agenda item 12). She confirmed that the proviso (as amended 18 months ago to address the same Members' concern) for six-month residency in the Borough applied to "stable" residency only, so excluded housing entitlement to hostel-type residents for want of "permanent" residency.</p>	

	RESOLVED THAT: The report be noted by Members.	
11.	<p>DISABLED FACILITY GRANTS (DFG'S)</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 21 - 25) which should to be read together with these minutes as a composite document.</p> <p>She stated that the report detailed the commitments for the last three financial up to, and including, this financial year. It was noted that although the Council was in receipt of a grant from Leicestershire County Council to discharge its statutory duty, this grant was successively insufficient each year thus requiring top-up funding to ensure minimal backlogs and maximum service-delivery. A top-up of £78,068 for this financial year (down on previous years) was sought in order to deliver the programme for 2015/16, returning to 2012/13 funding levels with reference to Table 1 (at page 21). Further information was provided to Members on 2016/17 at Appendix 1 (at pages 24-27), subject to the budget integration in terms of various health and social care services.</p> <p>Other areas of work referred to include the Light Bulb Project, an integrated housing-care initiative which shall determine whether DFG's are to be determined by Leicestershire County Council or this Council in the future with further information awaiting. It was confirmed that the Council continue to have a good ongoing working relationship with its local Occupation Health provider.</p> <p>The Chair raised a concern regarding the discrepancy between this Council being legally responsible for discharging its statutory duty in respect of DFG's whilst Leicestershire County Council being in account of the essential budget.</p> <p>A Member stated that if the Light Bulb Project was to become the delivery mechanism for DFG's, an invoice may be raised against this Council for the additional funding. The Member said that the Project would require the appropriate governance and financial controls and needed to be relayed back to Leicestershire County Council in time for budgetary preparations commencing in September. He said the Project lacked clarity thus rendering the matter of budgeting more difficult.</p> <p>RESOLVED THAT: Members recommend to the Policy, Finance and Development Committee that the additional capital funding of £78,068 be made available.</p>	
12.	<p>CLOSURE OF KENNEDY HOUSE HOSTEL</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 28 - 29) which should to be read together with these minutes as a composite document.</p> <p>She reported that most residents from Kennedy House originate from</p>	

	<p>outside of the Borough as it was a pan-district used facility and also accommodated a number of homelessness cases due to a historical policy flaw. Pro-active steps were said to have been taken to mitigate any risk of short-notice housing relief, with Officers having collated a preliminary register of eight cases under the jurisdiction of the Borough who have begun to assess these individuals' support needs. She advised that three cases have been identified as belonging to Blaby District Council who have been advised of the same. She cited a Supreme Court ruling insofar this Council's responsibility to initially house affected residents which may potential entertain a financial implication, however confirmed that reserve funding was available to meet any temporary accommodation costs.</p> <p>The Chair informed Members that Kennedy House had served notice to its residents on 07 July, although this was yet to be confirmed by the House.</p> <p>A Member added that although Kennedy House had informed the neighbouring Day Centre that notice had been served, they did not confirm if they shall be vacating the premises entirely, raising questions as to what the House's prospective purpose/intentions were. He requested that Officers make enquires when next in contact with the House to ascertain any future Council involvement, stating that its closure may not be an overall negative.</p> <p>RESOLVED THAT: The report be noted by Members.</p>	
13.	<p>FOOD LAW ENFORCEMENT SERVICE PLAN</p> <p>The Committee gave consideration to the report and appendices delivered by the Head of Community as set out in the report (at pages 30 - 52) which should to be read together with these minutes as a composite document.</p> <p>She noted that the report required approval annually to comply with the Council's statutory duty. The plan had been prepared by the Environmental Health Team Leader, who has since left the Authority. The Head of Community confirmed that Finance had since verified the figures contained in the report as correct.</p> <p>A Member requested that in the future a draft of the Service Plan be brought to this Committee in sufficient time for Member's to have an input.</p> <p>RESOLVED THAT:</p> <ol style="list-style-type: none"> 1. The Food Safety Delivery Plan for 2015/16 be noted and approved by Members. 2. The substitution of new roles of officers within the detailed plan as and when appropriate resources are recruited to the Environmental Health Team be authorised. 	
14.	<p>LEISURE CONTRACT PERFORMANCE MONITORING</p>	

	<p>The Committee gave consideration to the report and appendices delivered by the Director of Services as set out in the report (at page 53) which, together with Appendix 1 circulated at the meeting as it was omitted from the report, should to be read together with these minutes as a composite document.</p> <p>The report was said to provide an overview of performance for the first contract year, with 426,000 attendances recorded marking a significant increase from previous years. It was reported that gym and group-class memberships had increased by 77% and 66% respectively, totalling 3, 086 new members. The health and safety incident record was noted to be below the leisure industry's average. The Building Programme in respect of Parklands Leisure Centre and Wigston Swimming Pool were confirmed as on target for November 2015.</p> <p>A Member requested that a system of checks be implemented for accurate recording for profit-sharing purposes.</p> <p>A Member stated that profit-sharing in place on certain activities may or may not have been paid due an inadequate profits audit. He enquired as to whether recourse to a process could be made to audit the accounts to ascertain accurate profit records so to request the appropriate amount due.</p> <p>The Director of Services confirmed that there had been close-monitoring of the contract and suitable audits undertaken.</p> <p>RESOLVED THAT: The report be noted by Members.</p>	
15.	<p>BROCKS HILL AND OPERATIONS UPDATE</p> <p>The Committee gave consideration to the report and appendices delivered by the Director of Services as set out in the report (at pages 56 - 62) which should to be read together with these minutes as a composite document.</p> <p>Brocks Hill</p> <p>The first part of the report was said to provide an update on the activity at Brocks Hill Country Park and Centre as was reflected at the Greening of the Borough Working Group (at pages 56-57).</p> <p>A Member enquired as to the progress made from the interim arrangements for SLM and café delivery to cater events. The Director of Services stated that the procurement was due to begin imminently.</p> <p>Operations</p> <p>The issue concerning bus shelters were raised before Members in considering alternative provisions and shelter designs for the future. She reported that research had been undertaken in respect of a proposal for an advertising company to install and maintain bus shelters in the Borough at minimal or no cost to the Council, in return for advertising rights granted to the company on the shelters installed</p>	

(subject to content approval). Further enquires made confirmed that a Council contribution to the capital cost of the shelter would return a negotiable proportion of the advertising revenues generated and multiple shelter designs were available for Members to consider.

Three options were outlined, namely:

- (i) to continue with the current, bespoke corporate design;
- (ii) to continue with the refurbishment of existing shelters, installing new-design shelters on an *ad-hoc* basis endorsed by Leicestershire County Council; or
- (iii) a combination of the above two options. It was noted that more information was needed before a final decision could be made, particularly in respect of revenue-sharing if Members wish to pursue the advertising company's option.

The Chair stated that although the advertising company had given some indication of sites that may be suitable with further information to be obtained from the company on further sites across the Borough. It was suggested that the standard Borough design be used on such sites due to its proven vandal-proof properties with ongoing maintenance work to be assigned to offenders under the Community Payback Scheme.

A Member agreed that more information was needed regarding *inter alia* longevity, resilience and repairs/maintenance before a final decision was made. He agreed with the Chair's recommendation for the interim period.

A Member also agreed although queried the vandal-proof qualities of any alternative design given the amount of glass incorporated: the report did not specify if the advertising company would meet any of the replacement costs.

A Member stated that adequate seating provision must be provided for in any new design to accommodate the needs of those who were unable to stand for long periods of time (i.e. the elderly). It was also said that any new bus shelters ought to be correctly installed (i.e. inwardly facing the road).

The Chair stated that all new bus shelters were now provided with seating-perches with existing shelters were being retrofitted with seats resourced via the Residents' Forums and confirmed that existing shelters were outwardly installed to prevent commuters from being "splashed" by passing traffic.

The Chair requested that a report be brought to the next meeting of this Committee detailing further information regarding the areas upon which the advertising company's wished to operate, the revenue-sharing options and repairs/maintenance, defining who would bear the cost implications thereof.

The Director of Services reported that requests for wheeled bins for garden waste were continuing to be received. The new vehicles were

said to be easing the method of refuse collection and had been positively received in conjunction with the opting-in scheme. Notwithstanding this, it was noted that there were several outstanding issues surrounding dual-collections of bins and bags for garden waste predominately in relation to Health and Safety. The recycling participation rate for across the Borough was cited at 70% with 50% of materials collected being of a recyclable quality. It was reported that the closure of the pre-dominant paper mill had impacted on the paper-recycling industry. It was said that the Council has since contracted with a new provider still giving a favourable rate.

The Director of Services stated that the report outlined the cycles undertaken in terms of street cleansing and grounds maintenance in the Borough.

A Member enquired as to what arrangements were in place for the cutting of grass verges and weed-control in gutters in the Borough having received complaints from residents.

The Chair advised that it was this Council's decision not to return grass verge maintenance back in-house subsequent to out-sourcing the contract to Leicestershire County Council. It was confirmed that Blaby District Council currently maintains grass verges on the Council's behalf. It was reported that the weed-spraying contract commenced late this year and spraying was now completed in Oadby, Wigston and South Wigston. Two spraying sessions were said to take place a year.

A Member stated that members of the public could no longer access the canal around the Ervins Lock footbridge, impacting on the amenity of leisure facilities, and enquired as to the progress made on the building of the bridge.

The Director of Services stated that a meeting request with the Canal and Rivers Trust made subsequent to the closure was yet to be agreed to by the Trust to discuss particulars and secure approval. The Regeneration Team and Facilities Manager were working in partnership to progress this matter.

The Member raised a concern in respect of the outstanding health and safety issues around the continued bag opt-in and enquired as to what course of action the Council was pursuing to eliminate the same and if extra resources were to be invested to expedite the dual-collection system. Further clarification as to the recycling participation rates/figures was also sought.

The Director of Services advised that the health and safety issues would continue as long as the opt-in remained (as confirmed by the Health and Safety Officer) with no mitigation possible other than to continue to promote the advantages/availability of wheeled bins for garden waste. The recycling participation rate was clarified as the percentage of residents in the Borough who engaged with the scheme. The recycling rate was clarified as the percentage of all materials collected being of a recyclable quality. It was noted that the Council remained the third top-performing authority in the country in terms of

	<p>weight per resident deposited in landfill.</p> <p>A Member requested that further evidence be provided to support the health and safety concerns. He stated that a proper conclusion could not be made unless the evidence first suggested that the appropriate training was implemented and that best-practice was being monitored during collections.</p> <p>A Member enquired as to whether the services provided by Blaby District Council extended to the Oadby area and requested that litter-picking be continued along the A6 central reservation, with a suggestion of litter patrols. The Chair confirmed that the services did extend to Oadby, however a separate arrangement existed in respect of the A6 as an arterial route. It was advised that any concerns regarding litter should be reported to Operations and The Depot.</p> <p>A Member enquired as to whether wheeled bins were to be provided for general waste. The Chair confirmed this was not the Council's intention.</p> <p>RESOLVED THAT: The report be noted by Members.</p>	
<p>16.</p>	<p>PROVISIONAL COMMITTEE BUDGET OUTTURN REPORT - 2014/15</p> <p>The Committee gave consideration to the report and appendices delivered by the Principal Accountant as set out in the report (at pages 63 – 72 but excluding page 68 having been included in error) which should to be read together with these minutes as a composite document.</p> <p>He advised that an under-spend in the general fund was reported in Committee expenditure owing to accounting regulations in terms of how revenue grants appropriated to the reserves for service-specific purposes are to be publish in the final accounts so to provide a more comparative analysis. The grants were said to be appropriated as they were due to be spent next year.</p> <p>A number of medium-sized under-spends across the budget were all identified (at page 66), most notably in:</p> <ul style="list-style-type: none"> (i) Community Development due to salary compression and the movement of the senior systems budget to another area; (ii) Brooks Hill due to a significant increase in income of 27% since 2014/15 with parts of the expenditure transferred to the Capital Programme so to discharge some s. 106 monies; (iii) Day Centres due to the non-payment of a group's management fee at Bassett Street; (iv) Transport of approximately £20,000 due to fewer vehicle repairs, re-shaping of purchases and lower fuel costs in the last 12 months; and (v) Refuse and Recycling. <p>A fall of approximately £100,000 in recycling disposal income was reported as a result of adverse market forces and the economy. The take-up of green wheeled bins for garden waste has seen a reduction of</p>	

	<p>£28,000 in spending on bags in addition to new income streams of £8,000 through the purchase of extra bins, with the savings materialising earlier than expected and/or budgeted for.</p> <p>A Member enquired as what the variance of £7,000 under the Grand Union Canal Footbridge Scheme related to (at page 71) and sought assurances that the £48,000 under the same scheme (at page 74) still remained in the budget and was not subject to time-limits. The Principal Accountant advised that it was agreed at a meeting of the Policy, Finance and Development Committee in February 2015 that some of Capital Programme Budget was to be carried over into 2015/16, inclusive of the £48,000. The variance was a result of intended initial works on the scheme which did not take place and the £7,000 was to be carried forward into next year (subject to approval). The availability of s. 106 funds was said to be monitored to ensure they were spent in time.</p> <p>A Member enquired as to whether the £67,000 apportioned to reserves would be returned. The Principal Accountant confirmed this would be the case, with some attributable to the under-spend on Sports Services Commissioning.</p> <p>A Member enquired as to reduction in the fees of the bowling clubs. The Principal Accountant confirmed that the income budget had been reduced by approximately £1,000 so that teams were able to play without paying a fee. He stated that the variance was too insignificant for it to be featured in the report.</p> <p>A Member enquired as to whether any of the allocated funds under the Play Area Refurbishment Scheme were to be invested in Ellis Park in Oadby. The Principal Accountant advised that definite answer would be sought from colleagues and the relayed to the Member in due course.</p> <p>A Member stated that the effective under-spend of one million pounds on the Housing Revenue Account ought to be categorised as a capital, as opposed to a revenue, spend. The Principal Accountant advised that this was due to the rescheduling of capital works across the years which, since the introduction of the new finance regime for Housing, had allowed for a substantial revenue contribution to the Capital Programme to be budgeted. He noted that the contribution increased the general housing revenue account reserve, however it was intended that this would be spent at the appropriate time nonetheless.</p> <p>RESOLVED THAT:</p> <ol style="list-style-type: none"> 1. The reported outturn be noted by Members. 2. The requested revenue and capital carry forwards as set out in Appendix 5 be noted by Members. 	
17.	<p>COMMITTEE BUDGET REVIEW - APRIL TO MAY 2015</p> <p>The Committee gave consideration to the report and appendices delivered by the Principal Accountant as set out in the report (at pages 73 – 74) which should to be read together with these minutes as a</p>	

<p>composite document.</p> <p>He stated that discussions with Officers were due to be held to seriously consider expenditure over the next 12 months, budgets for the following year and identify any issues in capacity going forward given the overspends across numerous cost centres. It was also noted that income at Brooks Hill had fallen in the same quarter of last year due to a loss of a community-group booking.</p> <p>A Member enquired as to whether it was possible to secure funding for festive lights via the Residents' Forums as opposed to extending a revenue. The Principal Accountant stated that a request for this had been received from the Residents' Forums and more requests were to be expected. Alternative funding provisions were currently being investigated in respect of the matter.</p> <p>A Member stated that the core-funding for festive lights was contained in the main budget, with additional lights having been purchased by the Residents' Forums. He further questioned the consistency of this report to the preceding one in terms of an under-spend which ought to be reflect in next year's budget. The Principal Accountant advised that it was too early in the year to forecast expenditure levels. He noted that there had been under-spends which were budgeted for so reductions were not immediately forthcoming.</p> <p>RESOLVED THAT: The current positions be noted by Members.</p>	
--	--

The Meeting Closed at 09:13 PM

Agenda Item 6

SERVICE DELIVERY COMMITTEE

ACTION LIST

ARISING FROM A MEETING HELD ON TUESDAY 07 JULY 2015

Min Ref.	Title	Action To Be Taken	Officer	Target Date	On Target
6.	Community Update	To provide a more realistic budget provision/collection target for rent arrears.	APM	Oct-15	
6.	Community Update	To review SLF service at next Committee and Steering Group meeting(s) (29-Sep-2015).	APM	Oct-15	
6.	Community Update	To request an input/output analysis for the SLF service.	APM	Oct-15	
6.	Community Update	To produce the policy for the removal of graffiti from privately-owned properties.	BK	Oct-15	
6.	Community Update	To implement and budget for dog fouling bin-bag scheme.	APM	Oct-15	
6.	Community Update	To add bus shelter works to Community Payback Scheme.	APM	Oct-15	
7.	Choice Based Letting System	To issue periodic updates to tenants about the property exchange mechanism.	APM	Oct-15	
8.	Housing Allocations Policy - Right to Move	To review the minimum six-month residency condition (with a view to amend policy).	APM	Oct-15	
12.	Closure of Kennedy House	To make enquires with Kennedy House to ascertain building's future purpose and possible council involvement	APM	Oct-15	
13.	Food Law Enforcement Service Plan	To implement six-monthly monitoring period for future Food Law Service Planning.	APM	Jan-16	
15.	Brocks Hill and Operations Update	To produce a report detailing further information on the bus shelter advertising company.	AC	Oct-15	
17.	Provisional Committee	To ascertain if Ellis Park, Oadby was included in the	CR	Oct-15	

	Budget Outturn Report 2014/15	Play Area Refurbishment Scheme.			
--	----------------------------------	------------------------------------	--	--	--

Agenda Item 7



Service Delivery

13 October 2015

For Information

Title: **Committee Budget Review – April to August 2015**

Author: **John Dickson - Chief Financial Officer (Section 151 Officer)**

1 Introduction

This report provides Members with details of the budgetary position for the committee at 31 August 2015 for both capital and revenue within both the General Fund and Housing Revenue Account (HRA)

2 Recommendations

That Members note the current position.

3 Information

In February 2015 a revenue budget was approved for this committee of £3,583,500. Currently, the Committee General Fund position shows a predicted estimated net overspend for the year of £218,500. The principal variances are shown in the table below.

Budget	Cause of Variance	£
Recycling Disposal Income	Fall in market price of Recyclates	200,000
Brocks Hill Salaries	Extension to fixed term contract	10,570
Total		210,570

The income generated by recycling sales and credits is likely to be down against budget by around £200,000. There are two reasons for this;

- 1) Leicestershire County Council have ceased the payment for garden waste resulting in an expected reduction in recycling credits of around £80,000.
- 2) During the last twelve months the Council has seen a substantial drop off in the price of recyclates caused by economic conditions around the world.

Despite the above there is still a general trend of expenditure being behind profile. The Finance team is currently going through a thorough review of 2015/16 set budgets looking at expenditure levels against profile and historical spend in previous years. Together with the above there are other

minor variances that account for the current predicted outturn. The results of this will be incorporated in future committee reviews for this year and in the 2016/17 budget process.

The Council's Housing Revenue Account budget was set in February 2015 estimating a budget deficit of £1,346,000 would be made after appropriations to earmarked reserves, leaving a balance on the reserve of £300,000. This was in line with the Council's Housing Revenue Account Business Plan.

However due to under spends in the HRA in 2014/15, which saw both the revenue and capital budgets carried forward to 2015/16, an outturn deficit is now predicted for 2015/16 of £2,121,000 after the inclusion of these budgets carried forward. This will leave a balance on the HRA of around £600,000. This is summarised in the table below.

	Original Budget 2015/16	Expenditure Budgets c/f from 2014/15	Estimated Outturn 2015/16
	£	£	£
Net Costs of Services on the HRA	(1,098,840)	17,050	(1,081,790)
Revenue Contribution to Capital	1,871,040	757,616	2,628,656
Increase in Year		774,666	
Actual Balance b/f on Housing Revenue Account - 1 April 2015	(2,723,825)		(2,723,825)
Budgeted Deficit in Year	1,346,200	774,666	2,120,866
Balance c/f on Housing Revenue Account	(1,377,625)	774,666	(602,959)

The Committee's Capital Budget is detailed in Appendix 1 to this report. The Policy Finance and Development Committee at its meeting on 21 July approved the budgets for a number of unfinished schemes to be brought forward into this financial year, these have now been included in the 'Budget 2015/16' column of Appendix 1.

Email: chris.raymakers@oadby-wigston.gov.uk Tel: 0116 257 2891

Background Papers: Report to Council on 19 February 2015 – Budget Proposals 2015/16

Implications	
Financial	Incorporated within the body of the report
Risk	CR1 Decreasing Financial Resources CR9 Economy
Equalities	No significant implications
Legal	No significant implications

OADBY AND WIGSTON BOROUGH COUNCIL CAPITAL PROGRAMME

Project Code Reference	Scheme	Current Budget 2015/16	Expenditure at 31st August	Variance to Budget	Comments
		£	£	£	
Housing Revenue Account					
50002	Decent Homes Main Contracts inc. Boulter Crescent - Whole Unit Refurbishment	4,088,861	512,049	(3,576,812)	£498K contractual commitments fall in 16/17. Possible further slippage depending on progress on-site
50003	Central Heating	217,516	17,976	(199,541)	Full spend expected
50004	Heating, Ventilation and Insulation	83,248	39,151	(44,097)	Virement required from 50024
50006	Front & Rear Doors	95,000	1,770	(93,230)	Full spend expected
50007	Car Hardstandings	47,364	0	(47,364)	Full spend expected
50010	Fire Safety Work	61,465	0	(61,465)	Full spend expected
50016	Decent Homes Work	77,619	70,145	(7,474)	Includes Subsidence work on Falmouth Drive and St Peters Path
50017	Major Adaptations	159,551	16,859	(142,692)	Full spend expected
50018	Orchard Upgrade	10,000	4,204	(5,796)	Full spend expected
50021	Asset Management Software	38,000	0	(38,000)	Full spend expected
50022	Customer Profiling Software	5,000	0	(5,000)	Full spend expected
50023	Arbitas Software Upgrade	25,000	0	(25,000)	Full spend expected
50025	Scheme Based CCTV	30,000	0	(30,000)	Full spend expected
50029	Development of New Housing Initiatives	300,000	0	(300,000)	£154K committed to 4 Ravensthorpe Drive. Remaining £146K unknown
Total - HRA		5,238,623	662,153	(4,576,470)	
General Fund - Service Delivery					
52002	Disabled Facilities Grant	495,719	166,724	(328,995)	Demand-led - cannot be predicted
52003	DECC Energy Grant	4,637	0	(4,637)	Demand-led - cannot be predicted
52010	Disabled Access/Facility Improvements	14,200	0	(14,200)	Standing budget for reactive works, cannot predict need. Possible spend
52015	Blaby Road Park	114,430	0	(114,430)	Only £5-10K likely this financial year for planning - remainder will slip into 2016/17
54007	Weekly Collection Support Scheme	34,864	8,046	(26,818)	Potential to be used to fund eligible existing schemes
54008	Disposal Shed Doors	7,470	5,600	(1,870)	Almost complete - full spend expected
54009	Notice & Information Boards	2,683	0	(2,683)	Expect to spend in full
54010	Play Area Refurbishments	31,441	0	(31,441)	No projects in the pipeline ATM
54012	Cemeteries - Memorial Safety	15,000	0	(15,000)	6 memorials scheduled for maintenance, costs uncertain at this point.
54015	External Bay Roofs - Oadby Depot	5,000	0	(5,000)	Awaiting planning permission - may slip
54016	Additional Bay Areas - Oadby Depot	18,270	0	(18,270)	Awaiting planning permission - may slip
54017	Festive Lights	6,500	2,035	(4,465)	Full expenditure expected
54025	Grand Union Canal Footbridge	55,000	0	(55,000)	Uncertain - awaiting response from British Waterways on design
54037	Wigston Cemetary Wall	6,750	0	(6,750)	Awaiting contractor start date - will spend
54108	Torro Triple Mower	24,000	24,350	350	Moved from leasing programme for economic reasons
54110	New Holland Tractor	36,000	36,150	150	Moved from leasing programme for economic reasons
54111	Garden Waste Green Bins	27,000	26,185	(815)	Additional green bins - part of WCSS Expenditure
54112	Purchase of New Refuse Vehicles	929,429	929,429	(0)	Complete - vehicles now purchased and in service
54114	Car Park Resurfacing	80,000	4,980	(75,020)	Expect to spend in full
54115	Brock's Hill Visitor Centre Earth Bank	8,000	6,512	(1,488)	Complete - small underspend
54116	Clifton Bridge	6,200	6,150	(50)	£3K additional spend expected, to be funded by LCC
54117	Provision of New Column Lifts for the Vehicle Workshop	25,000	0	(25,000)	Lifts ordered. Expect £22K spend. £3K underspend
54118	Refurbishment of Bus Shelters	26,000	0	(26,000)	Ongoing - possible pilot scheme involving community service probationers
54543	Brocks Hill Building Redevelopment	85,976	85,559	(416)	Re-roofing of conservatory still to come - will be seeking supplementary when costs understood
54548	Reconnecting with Nature	30,000	0	(30,000)	Match funding yet to be found - likely to slip
54549	Leisure Facility Redevelopment	7,130,579	3,342,543	(3,788,036)	Project is slightly behind original schedule, but expected to catch up
Total -Service Delivery General Fund		9,220,147	4,644,263	(4,575,884)	
TOTAL SERVICE DELIVERY		14,458,771	5,306,417	(9,152,354)	



**Service Delivery
Committee**

13 October 2015

Matter for Decision

Title:

Fees and Charges 2016/17

Author:

John Dickson – Section 151 and Chief Financial Officer

1 Introduction

1.1 This report outlines the proposed scale of charges for areas covered by this Committee for the financial year 2016/17

2 Recommendations

2.1 That members consider and recommend to the Policy Finance and Development Committee the proposed scale of charges for 2016/17

3 Information

3.1 The Council charges for a number of its services that are provided to the public. All fees and charges are reviewed on an annual basis as part of the budget setting process.

3.2 When setting scales of charges, the following factors are taken into consideration:

- Statutory obligations
- Policies and objectives of the Council
- Inflation and relevant indices
- Local market research and competition (where relevant)
- The impact of price changes on activity level or demand
- Changes in taxation
- Budget position and any associated gap
- The cost of providing the service

3.4 As at July 2015, the Retail Price Index (RPI), which is a measure of inflation stood at 1.0%. This has been used as a guide for Heads of Service when considering the 2016/17 increase.

3.5 Appendix 1 shows the current and next years proposed charges together with any specific explanation of the change to any individual charge. A summary of changes by service area has been provided overleaf.

3.6 Operational Services

Operational Services are the largest area where the Council charges for its services. It is important to ensure that charges for these services reflect the commercial reality of the provision and look to cover the cost of providing the service.

3.7 Cemeteries, Parks and Pavilion Hire

These Charges have been increased by the Retail Price Index figure of 1.0% which was applicable in July 2015.

It is proposed that in addition to the charging system, penalties are introduced for late cancellation of the pavilion facilities. These will be on a sliding scale with cancellation within seven days of the event receiving no refund. Details of this scheme are included in appendix 1.

3.8 Refuse and Recycling

Charges have been reviewed and remain for 2016/17 to encourage people to recycle items. Prices are such that the administrative costs of applying new charges at the current rate of inflation would outweigh any increase in income. These charges will be fully reviewed in for 2017/18

3.9 Allotments

This area is being increased by an amount consistent with RPI at July 2015 with the charges applying from 30 September 2016

3.10 Brocks Hill

The Centre completely reviewed its charges for 2014/15 and recent benchmarking has demonstrated that they are set at the high end of similar facilities. As a result no change is recommended this year.

3.11 Leisure Services

The authority contracts out its leisure services to an outside provider. Under the terms of their contract, the provider is able to submit their charges up to 3 months before the start of the financial year. At the time of writing this report, their charges are still awaited. The contractors charges will be submitted to a subsequent meeting of this committee.

3.12 Environmental Health

Wasp nest and pest control charges were fully reviewed and brought into line with other local authorities for 2015/16 when charges for these services were standardised across the whole population. Prices have been left unchanged for 2016/17 as any inflationary incremental increase would be slight and be outweighed by the administrative costs of the increase.

3.13 Housing

The cost of water charges are being frozen for 2016/17 while a review of the charging process takes place in consultation with residents. Members will be notified of the result of this in a further report to this committee.

Email: **Chris.Raymakers@oadby-wigston.gov.uk** Tel: 0116 2567 2891

Background Papers:-

- Fees and Charges Returns

Implications	
Financial	All financial implications are detailed in the content of this report
Risk	CR1: Decreasing Financial Resources CR9: Economy
Equalities	Fees and charges proposed are across the services which the Council provides; services accessible and available to all.
Legal	Statutory increases in charges are incorporated within the proposals embodied within this report

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2015/16	2016/17	Externally Set	Explanation regarding the recommended level of charge
				£	£		
6	CEMETERIES						
	6.1 INTERMENT - IN A PRIVATE OR COMMON GRAVE The Cemeteries are open for interments from 09:30-15:45 (14:30 Friday); the last time that can be booked is 15:15 (Monday to Thursday) and 14:00 (Friday). For bookings outside of these hours the interment fee will be doubled.						
	(a) Residents For Interment in a Grave :-						
	i) Foetus, the body of a stillborn child, or a child whose age at the time of death did not exceed one month.	N	N/A	Free	Free		
	ii) The body of a child whose age at the time of death exceeded one month but did not exceed 12 years.		1-Apr-15	90.00	91.00		Increased by Retail Price Index
	iii) The body of a person whose age at the time of death exceeded 12 years.	Charge	1-Apr-15	357.00	360.00		Increased by Retail Price Index
	iv) For the interment of cremated remains in a grave or vault.	N	1-Apr-15	103.50	104.50		Increased by Retail Price Index
	v) A scattering of Ashes	N	1-Apr-15	46.00	46.50		Increased by Retail Price Index
	(b) Non Residents The above charges are double in the case of a non resident of the Borough of Oadby and Wigston. Note - The above charges include the digging of a grave where appropriate						
	(c) Charge for Burials within 48 hours, or Cremated remains within 24 hours, over and above charges i), ii), iii), and iv) for residents and non-residents.	N	1-Apr-15	151.00	152.50		Increased by Retail Price Index
	6.2 OTHER FAITH BURIALS OUTSIDE OF THE BOROUGH The Council subsidy where applicable will be limited to a maximum of £1,000						
	6.3 PURCHASE OF GRAVE AND EXCLUSIVE RIGHT OF BURIAL Note - the fees below refer to single graves for two coffin burials						
	(a) Residents						
	i) For the exclusive right of burial, including the exclusive right of burial of cremated remains, in an earthen grave. (includes application fee for memorials not exceeding 2' 6"(760mm)	N	1-Apr-15	601.00	607.00		Increased by Retail Price Index
	ii) To extend the exclusive right of burial in a grave previously purchased for a period of 50 years.	N	1-Apr-15	124.00	125.00		Increased by Retail Price Index
	iii) For the exclusive right of burial for a child in Oadby Cemetery upto and including the age of 12 years, (includes application fee for memorials not exceeding 2' 6"(760mm)	N	1-Apr-15	162.00	164.00		Increased by Retail Price Index
	iv) For the exclusive right of burial for a child in Wigston Cemetery Children's Section upto and including the age of 12 years. (includes application fee for a memorial not exceeding 2' 6"(760mm)).	N	1-Apr-15	162.00	164.00		Increased by Retail Price Index
	v) Purchase of the exclusive right of burial for cremated remains in the Garden of Remembrance at Oadby or Wigston Cemetery. (includes application fee for memorials not exceeding 2' 6"(760mm))	N	1-Apr-15	286.00	288.00		Increased by Retail Price Index
	vi) Charge for memorials exceeding 2ft 6in (300mm to 760mm) Note: Memorials exceeding 2'6" are not allowed in the Gardens of Remembrance.	N	1-Apr-15	138.00	139.50		Increased by Retail Price Index
	(b) Non Residents The above charges are trebled in the case of a Non Resident of the Borough of Oadby and Wigston Notes :-						
	i) The Burial Grounds and the Garden of Remembrance corresponds respectively with the division shown in the plans of the Oadby & Wigston Cemeteries which are deposited at the Client Services Section, Works Unit, Wigston Road, Oadby LE2 5JE to where all applications in respect of burials must be sent or personally dealt with.						
	ii) The Council has, as shown by said plans, set aside areas to contain common graves where exclusive right of burial is not granted. The allocation of grave spaces for interment and exclusive rights of burial at both the cemeteries will be made available only in rotation.						
	iii) The fees indicated include the issue of the Deed of Grant of Burial which is given for a period of 100 years						
	6.4 WALLED GRAVES AND VAULTS						

SERVICE DELIVERY COMMITTEE

DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2015/16	2016/17	Externally Set	Explanation regarding the recommended level of charge
			£	£		
(a) For the right to construct a walled grave or vault:-						
i) 9ft x 9ft	N	1-Apr-15	755.00	763.00		Increased by Retail Price Index
ii) 9ft x 4ft	N	1-Apr-15	611.50	618.00		Increased by Retail Price Index
6.5 MONUMENTS, GRAVESTONES, TABLETS AND INSCRIPTIONS						
(a) For the right to erect or place on a grave or vault in respect of which exclusive rights of burial have been granted, or a common grave subject to approval of the Council - A Headstone or Memorial Tablet, Vase and Base						
i) not exceeding 1ft in height (300mm)	N	1-Apr-15	47.00	47.50		Increased by Retail Price Index
ii) exceeding 1ft but not exceeding 2ft 6in. (300mm to 760mm)	N	1-Apr-15	69.00	70.00		Increased by Retail Price Index
iii) exceeding 2ft 6in (300mm to 760mm)	N	1-Apr-15	138.00	139.50		Increased by Retail Price Index
Note: Memorials exceeding 2'6" (760mm) are not allowed in the Gardens of Remembrance	N	1-Apr-15	138.00	139.50		Increased by Retail Price Index
(b) Kerbstone, Borderstone or Flatstone enclosing or over a grave.	N	1-Apr-15	151.00	152.50		Increased by Retail Price Index
Note - Kerbstones and headstones above 2' 6" (760mm) will not be permitted in parts of both cemeteries currently being used and maintained as a Lawn Cemetery i.e. Wigston Cemetery Extension.						
NB: Fees are to be enclosed with all Applications to erect Monuments						
(c) For the right to place an inscribed plaque on the memorial at the Garden of Remembrance at Oadby Cemetery.						
i) Not Exceeding 6ins x 4ins (150mm x 100mm)	N	1-Apr-15	41.00	41.50		Increased by Retail Price Index
ii) Exceeding 6ins x 4ins (150mm x 100mm)	N	1-Apr-15	64.00	65.00		Increased by Retail Price Index
(d) For each inscription after the first inscription	N	1-Apr-15	34.00	34.50		Increased by Retail Price Index
(e) Replacement of existing memorial - administration fee	N	1-Apr-15	34.00	34.50		Increased by Retail Price Index
An additional inscription is defined as an action taken after the erection of the monument.						
6.6 MISCELLANEOUS						
(a) Transfer of Grave Ownership	N	1-Apr-15	44.00	44.00		Retain current charge
(b) for Searches of registers, copies and extracts therefrom:						
(i) Search of registers by Council staff - per hour or part hour	N	1-Apr-15	21.50	21.75		Increased by Retail Price Index
Search of registers - in person - per hour or part hour						Increased by Retail Price Index
(ii) Certificated copies of entry	N	1-Apr-15	19.50	19.50		Retain current charge
(c) Notice of Interment Forms			N/A	Free		Free
(d) Use of the Chapel at Wigston Cemetery - per funeral	I	1-Apr-15	69.00	69.70		Increased by Retail Price Index
(e) Purchase and planting of memorial trees - Donation	I	1-Apr-15	133.50	135.00		Increased by Retail Price Index
(f) Donation towards a memorial seat (where seat provided by Council)	I	1-Apr-15	641.00	650.00		Set to bring in line with other bench donation charges
(g) Donation towards a memorial seat (where seat provided by Client).	I	1-Apr-15	184.00	185.85		Increased by Retail Price Index
(h) Exhumation (where requested by Deed Holder - subject to the required approvals) - burial plot		1-Apr-15	528.00	540.00		Charged at 1.5 x burial fee
(i) Exhumation (where requested by Deed Holder - subject to the required approvals) - casket plot			-	156.75		New charge. Charged at 1.5 x casket fee
NOTES						
Definition of Resident: A person who has resided at a private address within the Borough for the 5 years prior to date of death or A person who has previously lived in the Borough for 5 years or more but who within the last 5 years prior to date of death has resided in a Residential or Nursing Care Home (or similar establishment) or Had moved from the Borough within the 5 years prior to date of death. Where the person being interred lived in the Borough at the time of death but the person purchasing the Exclusive Right of Burial lives outside the Borough, then the fees for the purchase of the Exclusive Right of Burial will be a non-resident charge.						

Page 27

VAT Key

- I Inclusive of VAT
- E Exempt from VAT
- N Non Business Activity

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
--	-----------------------	-----	---------------------	--------------	--------------	----------------	---

Z Zero-rated VAT

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	Leisure Card 2015/16 £	2015/16 £	Leisure Card 2016/17 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
8	RECREATION GROUNDS AND PAVILION HIRE									
8.1	ROOM HIRE PER HOUR - VAT Exempt Pavilions Blaby Road Freer Centre Horsewell Lane Sheila Mitchell Uplands Road Walter Charles Centre									
(a)	Non Commercial Use	E	Per Hour	1-Apr-15		14.20		14.35		Increased by Retail Price Index
(b)	Commercial Use	E	Per Hour	1-Apr-15		18.00		18.20		Increased by Retail Price Index
(c)	Refundable deposit per booking (full or part)		Deposit	1-Apr-15		110.00		120.00		Increased to deter misuse of premises
(d)	Charge for lost keys		Each	1-Apr-15		15.30		15.45		Increased by Retail Price Index
8.2	ROOM HIRE PER HOUR - VATable Pavilions Coombe Park									
(a)	Non Commercial Use	I	Per Hour	1-Apr-15		17.20		17.40		Increased by Retail Price Index
(b)	Commercial Use	I	Per Hour	1-Apr-15		21.70		21.90		Increased by Retail Price Index
(c)	Refundable deposit per booking (full or part)		Deposit	1-Apr-15		110.00		120.00		Increased to deter misuse of premises
(d)	Charge for lost keys		Each	1-Apr-15		15.30		15.45		Increased by Retail Price Index
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards									
	CANCELLATION OF ROOM HIRE Cancellation with more than 8 weeks notice - return 100% of hire fee Cancellation less than 8 weeks but more than 6 weeks - return 75% of hire fee Cancellations less than 6 weeks but more than 14 days- return 50% of hire fee Cancellations less than 14 days but more than 7 days - return 25% of hire fee Cancellations with less than 7 days notice - hire fee not refunded									There are currently no penalties for cancelling booking
8.3	RECREATION GROUNDS									
(a)	Bowls									
i)	Season Ticket - Adult	I	Each	1-Apr-15	83.82	86.70	84.50	87.60		Increased by Retail Price Index
ii)	Half Season Ticket - Adult	I	Each	1-Apr-15	41.72	43.35	42.25	43.80		RPI (needs to be half full ticket price)
iii)	Season Ticket - Junior (under 18)	I	Each	1-Apr-15		26.00		26.30		Increased by Retail Price Index
iv)	Hourly Ticket - per person	I	Per Person	1-Apr-15	3.59	3.80	3.65	3.85		Increased by Retail Price Index
v)	Visiting Team	I		1-Apr-15		Delete				
v)	Season Ticket - New member (one year introductory offer)	I	Each	1-Apr-15		26.00		26.30		Increased by Retail Price Index

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	Leisure Card 2015/16 £	2015/16 £	Leisure Card 2016/17 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
Page 30	(b) Cricket									
	i) Per match	I	Per Match	1-Apr-15		68.50		69.20		Increased by Retail Price Index
	(c) Football - Junior Clubs (Under 10's and below)									
	i) With shower facilities	I	Per Booking	1-Apr-15		18.30		18.50		Increased by Retail Price Index
	ii) Without shower facilities	I	Per Booking	1-Apr-15		9.30		9.40		Increased by Retail Price Index
	iii) Academy (Coombe Park - subject to VAT at Standard Rate)	I	Per Booking	1-Apr-15		150.40		151.90		Increased by Retail Price Index
	(d) Football - Youths (10 - 18 years)									
	i) With shower facilities	I	Per Booking	1-Apr-15		35.50		35.90		Increased by Retail Price Index
	ii) Without shower facilities	I	Per Booking	1-Apr-15		17.80		18.00		Increased by Retail Price Index
	(e) Football - Senior Clubs (Over 18s)									
	i) Horsewell Lane Park	I	Per Booking	1-Apr-15		52.80		26.70		Reduced as no shower facilities available
	ii) Uplands Road Park	I	Per Booking	1-Apr-15		52.80		53.35		Increased by Retail Price Index
	iii) Coombe Park - subject to VAT at Standard Rate	I	Per Booking	1-Apr-15		52.80		53.35		Increased by Retail Price Index
	iv) Blaby Road Park	I	Per Booking	1-Apr-15		52.80		53.35		Increased by Retail Price Index
	v) Willow Park	I	Per Booking	1-Apr-15		52.80		53.35		Increased by Retail Price Index
	vi) Peace Memorial Park - 5 a side		Per Booking	1-Apr-05						
	Bookings of 10 matches or more booked together, are exempt from VAT (except Coombe Park)									
	(f) Fetes and Galas - Activities for commercial gain									
i) Use of Ground - per day	E	Per Day	1-Apr-15		149.20		150.70		Increased by Retail Price Index	
ii) Deposit - to be returned in part or whole dependent on condition of ground.	N	Deposit	1-Apr-15		655.00		662.00		Increased by Retail Price Index	
(g) Fetes and Galas - Community events supportive of Council priorities										
i) Use of Ground - per day		Per Day	N/A		Free		Free			
ii) Deposit - to be returned in part or whole dependent on condition of ground.		Deposit	1-Apr-15		110.00		120.00		Increased to deter misuse of ground	
NOTES										
Deposits may be withheld in part or full for any damage caused and / or where the hirer fails to leave the building clean and tidy for the next user and / or where a hirer fails to remove and dispose of waste arising from their hire.										

VAT Key

- I Inclusive of VAT
- E Exempt from VAT
- N Non Business Activity
- Z Zero-rated vat

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
9	BROCKS HILL ENVIRONMENT CENTRE							
	9.1 HIRE OF EXHIBITION HALL (TAKES UPTO 75 THEATRE STYLE)							
	(a) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.	E	Private Hire	1-Apr-14	100.00	100.00		ROOM HIRES NEED TO STAY MARKET COMPETITIVE
	(b) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Public Hire	1-Apr-14	90.00	90.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(c) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Charitable	1-Apr-14	75.00	75.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(d) Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Private Hire	1-Apr-14	160.00	160.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(e) Weekday All day (9:00 a.m. to 16:30 p.m.)		Public Hire	1-Apr-14	150.00	150.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(f) Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	140.00	140.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(g) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Private Hire	1-Apr-14	65.00	65.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(h) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Public Hire	1-Apr-14	60.00	60.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(i) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Charitable	1-Apr-14	50.00	50.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(j) Weekend All day (10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	115.00	115.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(k) Weekend All day (10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	105.00	105.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(l) Weekend All day (10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	95.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	9.2 HIRE OF THE CLASSROOM (TAKES UPTO 50 THEATRE STYLE)	E						
	(a) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Private Hire	1-Apr-14	90.00	90.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(b) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Public Hire	1-Apr-14	75.00	75.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(c) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Charitable	1-Apr-14	60.00	60.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(d) Weekday All day (9:00 a.m. to 16:30 p.m.)		Private Hire	1-Apr-14	150.00	150.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(e) Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Public Hire	1-Apr-14	140.00	140.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(f) Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	100.00	100.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(g) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.	E	Private Hire	1-Apr-14	60.00	60.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(h) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Public Hire	1-Apr-14	50.00	50.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(i) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.	E	Charitable	1-Apr-14	50.00	50.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(j) Weekend All day (10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	105.00	105.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(k) Weekend All day (10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	95.00	95.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(l) Weekend All day (10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	95.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(m) Weekday early opening is to be paid pro-rotta of £19.00 before 9:00 a.m. (£4.75 per 15 minutes)	I						
	(n) Digital media projectors are available at a hire charge of £5.00. Please provide your own laptop	I		1-Apr-14	5.00	5.00		
	(o) 10% discount for booking both the meeting room and hall together	I						
	(p) 10% discount for block bookings of six or more - claimable on sixth booking (only applicable if all bookings made on same date)	E		1-Apr-14				
	9.3 HIRE OF HALL FOR EXHIBITIONS (OPEN TO THE GENERAL PUBLIC) PER DAY	E		1-Apr-14	25.00	25.00		Need to stay market competitive - used to be free
	9.4 COMMUNITY ART EXHIBITIONS - A MONTH IN THE CAFÉ, USE OF ALL WALLS (SALES WILL INCUR A 10% COMMISSION AS OF JAN 2014)	E		1-Apr-14	40.00	0.00		No longer option with cafe hires
	9.5 HIRE OF MEETING ROOM / HALL (EXCLUSIVE USE) - EVENINGS							
	WEEKDAY EVENING - 16:45 P.M ONWARDS (SUBJECT TO STAFF AVAILABILITY)	E						
	WEEKEND EVENINGS - 15:45 P.M. ONWARDS (SUBJECT TO STAFF AVAILABILITY)							
	(a) up to 3 hours	E		1-Apr-14	121.00	121.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(b) up to 4 hours	E		1-Apr-14	131.00	131.00		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(c) up to 5 hours	E		1-Apr-14	144.50	144.50		Above inflation increase 14/15 and benchmarked to top of scale for comparable hires
	(d) Natural History Groups (per hour)	E		1-Apr-14	10.00	10.00		Greening Borough partners - no staff support
	Evening meeting must vacate the site by 21:30 p.m.	E						

SERVICE DELIVERY COMMITTEE								
	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
	9.6 ENTRY TO EXHIBITION CENTRE (a) Adults (b) Children / Senior Citizens (c) Children under 5			1-Apr-14 1-Apr-14 1-Apr-14	Free Free Free	Free Free Free		
	9.7 TALKS - PER GROUP			1-Apr-14	55.00	55.00		Benchmarked top of market competitors
	9.8 TOURS - PER ORGANISED GROUP			1-Apr-14	55.00	55.00		Benchmarked top of market competitors
	9.9 SCHOOL GROUPS Per school activity up to maximum size of 35 pupils. A fixed charge is applicable based on the following :- (a) Upto 20 children for schools outside the Borough Council's boundaries (b) Upto 20 children for schools located within Oadby and Wigston boundaries (c) For all schools the additional charge above 20 children (per child per session) Teachers/Leaders			1-Apr-14 1-Apr-14 1-Apr-14 1-Apr-14	55.00 45.00 2.25 Free	55.00 45.00 2.50 Free		Benchmarked higher end of scales competitors for an hour activity requested by members - discount Borough Schools
	9.10 SELF LED ACTIVITIES AVAILABLE FOR HIRE BY SCHOOLS AND GROUPS SUCH AS THE MINI-BEAST KIT BOX (TERMS & CONDITIONS APPLY)			1-Apr-14	25.00	25.00		Comparable competitors
	9.11 PAPER CHARGES (a) A4 black and white per sheet (b) A4 colour per sheet (c) A3 black and white per sheet (d) A3 colour per sheet			1-Apr-14 1-Apr-14 1-Apr-14 1-Apr-14	0.10 1.00 0.15 2.00	0.10 1.00 0.15 2.00		
	ORGANISED EVENTS AND ACTIVITIES OPEN TO THE PUBLIC (POA) Charges to the public for events vary according to the type of event & age of participants and so are not listed here. They are calculated on an event by event basis taking into consideration materials provided, use of room, cost of instructor/speaker etc (POA = Price On Application)							Benchmarked at top of scale comparable competitors eg £4/5 hour long child event; guided walks £4.50; Talks with handouts £7.50-£12.50 and £35 adult day course
	FILMING AND PHOTOGRAPHY POA; small scale £55 per hour			1-Apr-16	POA	POA		Price on Application or £55 hour for small scale shoots
	WOOD SALES			1-Apr-16	POA	POA		£45-£65 per tonne depending log size

VAT Key

- I Inclusive of VAT
- E Exempt from VAT
- N Non Business Activity
- Z Zero-rated VAT

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
10	ALLOTMENTS							
	10.1 RESIDENTS							
	(a) Rent of plot to residents - per 100 square yards	N	Each	1-Apr-15	13.50	13.65		Increased by Retail Price Index
	(b) Rent of plot to residents - where tenancy commenced after 29 September 2011							
	1) Wigston Road	N	Each	1-Apr-15	17.30	17.50		Increased by Retail Price Index
	2) Aylestone Lane	N	Each	1-Apr-15	16.80	17.00		Increased by Retail Price Index
	3) Manchester Gardens - Rectangle	N	Each	1-Apr-15	14.90	15.05		Increased by Retail Price Index
	4) Manchester Gardens - Triangle	N	Each	1-Apr-15	13.50	13.65		Increased by Retail Price Index
	5) Brabazon Road	N	Each	1-Apr-15	14.90	15.05		Increased by Retail Price Index
	Allotment rent year runs from 29 September to 28 September the following year							
	10.2 SENIOR CITIZENS							
	25% reduction on the above charge							
	10.3 DEPOSIT - REFUNDABLE	N	Each	1-Apr-11	50.00	50.00		No change
	10.4 KEY REPLACEMENTS	I	Each	1-Apr-15	15.30	15.45		Increased by Retail Price Index

Page 33

VAT Key

- I Inclusive of VAT
- E Exempt from VAT
- N Non Business Activity
- Z Zero-rated vat

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
11	SPECIAL COLLECTION OF HOUSEHOLD REFUSE						
	(a) The following non electrical items can be collected :- All Domestic items - house improvement or building work related. Items such as building waste or replaced windows will not be collected. Broken glass must be supplied in a box. Bagged, boxed and tied waste will be classed as individual items. Sheds must be dismantled and each panel classed as an item. Items <u>must</u> be presented in a form that reasonably facilitates loading and satisfies manual handling requirements - failure to do so will result in non-collection and payment refunded for those items not collected. Note - Bags should be strong enough so items do not split when being taken to vehicle. Charges for Garden Tools and Equipment* are :-						
	i) 1 Item	N	1-Apr-15	20.00	20.00		Price frozen to encourage people not to flytip
	ii) Each Additional Item	N	1-Apr-15	3.00	3.00		
	(b) The following electrical items can be collected :- Vacuum Cleaners, Televisions, Fridge, Fridge/Freezer, Coolers, Washing Machines, Tumble Dryers, Dishwashers, Audio Visual Equipment. Charges for Electrical Items are :-						
	i) 1 Item	N	1-Apr-15	20.00	20.00		Price frozen to encourage people not to flytip
	ii) Each Additional Item	N	1-Apr-15	4.00	4.00		
	The collection of electrical and non-electrical items are two separate services. Free collection for all items above, for those residents receiving :- Housing Benefit, Council Tax Benefit or Disability Benefit, Military Service - Maximum of four items - no more than two separate collections per annum * Garden Tools can be taken to Brocks Hill Environment Centre (for re-use by volunteers working in the Borough)						
11.2	DISPOSAL OF DECEASED DOMESTIC ANIMALS	I	1-Apr-15	60.00	60.00		No proposed change
11.3	REMOVAL OF UNAUTHORISED ADVERTISING ON STREETS, OPEN SPACES AND PUBLIC NOTICE BOARDS						
	(a) Removal of unapproved advertising, promotional material or balloons on public spaces, street furniture or notice boards - per item per week	N	1-Apr-15	38.00	40.00		
	(b) Removal of unapproved notices	N	1-Apr-15	38.00	40.00		
	(c) Taking down and storage of fly posters	N	1-Apr-15	81.00	85.00		
11.4	COUNCIL CAR PARKS						

SERVICE DELIVERY COMMITTEE

		DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2015/16 £	2016/17 £	Externally Set	Explanation regarding the recommended level of charge
	(a)	Off Street parking All Day parking ticket	I	1-Apr-15	3.00	3.00		No change proposed
11.5		CLEANSING OF PRIVATELY OWNED PARKING AREAS						
	(a)	Cleaning of Slabbed and Block Paved Areas						
	i)	Up to 20 sq metres (subject to availability and site inspection for suitability)		1-Apr-12	100.00	100.00		No proposed change
	ii)	Greater than 20 sq metres		1-Apr-12	POA	POA		
	(b)	Cleaning of Car Parks and other areas		1-Apr-11	POA	POA		
	(c)	Mowing of Large Private Grassed Areas POA = Price on Application		1-Apr-11	POA	POA		
11.6		RELOCATION OF STREET NAME PLATES						
	(a)	At the request of resident and subject to agreement at the discretion of the Council						
	i)	Wall mounted name plates		1-Apr-15	100.00	100.00		No change proposed
	ii)	Frame mounted name plates		1-Apr-15	150.00	150.00		No change proposed

VAT Key

- I Inclusive of VAT
- E Exempt from VAT
- N Non Business Activity
- Z Zero-rated VAT

Agenda Item 9



**Service Delivery
Committee**

13 October 2015

**For Information and
Decision**

Title:

**Impact on Housing following Government Budget
Announcement**

Author:

Anita Pathak-Mould
Head of Community

1 Introduction

Following the announcements in the last government budget announcements there are a number of implications that will impact on stock retaining landlords holding authorities such as Oadby and Wigston Borough Council in terms of the viability of HRA Business Plans.

2 Recommendations

Members are asked to note the report and support the review of the Rent policy once further details are known of the impact on legislative changes.

3 Information

In summary there are two main concerns

- Viability of HRA Business Plans going forward and the impact on maintaining current investments levels and future plans, particularly around new build of council housing
- From a strategic housing perspective, the impact of both budget and welfare announcements which will see a probable reduction in affordable housing development to meet need at a time when need is likely to increase, and impacts on levels of homelessness as people are unable to either secure accommodation or maintain it once secured

Housing implications of the Budget

The issues below have been collated from consultation with Chief Housing Officers in Leicestershire. Whilst mirroring the debate happening at a national level, it was important to consider from a local perspective and to begin to decide collectively how the announcements will impact. In summary there is concern in two main areas:

- For stock retaining landlords in terms of the viability of HRA Business Plans going forward and the impact on maintaining current investment levels and future plans, particularly around new build of council housing.
- From a strategic housing perspective, the impact of both budget and welfare announcements.

In isolation the proposed changes are impassive, however, taken together the consequences for individuals, for communities and for agencies providing services are potentially huge. This raises questions over capacity and resources to provide services to meet increased demand.

The main areas of concern are identified below.

Social housing rents to be reduced by 1% a year for four years.

Stock retaining council landlords (SRCL) all have a 30 year HRA Business Plan in place which, following self financing, set out their investment requirements, debt servicing detail and future investment proposals over 30 years. Rent forecasts are included in the Business plan and the income from rents underpins all service provision and proposals for investment. Usually the rent forecasts have been based on the rent guidance issued by Government (with some local deviations), and this guidance, the last of which was issued in 2013, gave some certainty in terms of rent rises (CPI +1%).

Requiring a 1% reduction in rents over the next four years undermines these Business Plans and calls into question whether we are still operating under a self financing regime. Further, under self financing the value of the housing settlement took into account future rent increases which are now lower. It has been predicted that the debt settlement would have been £10b lower had it taken into account the four year rent reduction.

Impacts have been well documented nationally and are mirrored locally:

- Loss of rental income. We are seeking an initial remodelling of our rental income and waiting detailed figures from the Chartered Institute of Housing who are preparing the projections for the next Policy fiancé Development Committee as to what the actual reductions are.
- This will have implications for maintenance of existing levels of investment, particularly around maintenance of stock, and on investment programmes. Practically this means looking at current plans for investment in the current stock to see whether they can be maintained or whether standards will have to be reduced and the reduction in, or halting of, development plans for new council housing stock i.e. less council houses built and less kitchens/bathrooms/roofs etc replaced.
- Whilst provision has been made for Landlords who face serious financial difficulty due to the rent reduction to ask for exemption by the secretary of state, it is doubtful whether the definition of this would extend to the reduction or ceasing of investment programmes.
- From a strategic housing perspective, Registered Providers have voiced concern about the impact on their investment programmes going forward, with predications being made of a reduction in the number of affordable units being developed (National Housing Federation have

predicated 27,000 less units being developed,). This raises questions as to how housing need will be met;

- What is the government's position on self financing?
- What will a landlord need to demonstrate to show serious financial hardship?
- What comment is there regarding the reduction in affordable housing programmes and how are strategic housing authorities to meet future housing need with the reduction in the social/affordable sector?
- What has happened to "Target Rents", for example where landlords have policies at letting void properties at target rents, is this still possible?
- Will there be renegotiation of the debt held by Oadby and Wigston Borough Council take into account the reduction in rent?

"Pay to Stay" policy

Proposal for tenants on incomes over £30k (£40k in London) to pay a rent more aligned to market rent in order to remain in the property. The increase rent will not be retained by the Landlord, but will be returned to the treasury and it is unclear where rents of stock retaining councils landlords (SRCL) such as this one and whether this will apply to Registered Providers (RP's)

For clarity detail is needed on:

- Implementation date.
- How will income details be obtained from tenants (will Landlords be able to access tax records or will tenants be expected to self declare. If the later, what happens if they don't comply)?
- Will a yearly review be required?
- What will happen if a tenant has a reduction in income below £30k, will the rent revert back to a social rent level? If the property isn't converted back how this will be affordable to the tenant (could be consequences for housing benefit).
- There will be an administrative burden of implementing the scheme. Will there be additional burdens funding available to meet the costs, particularly SRCL since they will not be retaining the increase in revenue.
- What will the position be with RP's in terms of the additional revenue raised? If it is not proposed to return this to the treasury where is the equity in this?
- Does this proposal require any changes to the tenancy agreements held with tenants?

Right To Buy

The proposal is to extend the RTB to RP's and require local authorities to dispose of high value vacant council houses to fund the extension. RP's themselves have raised a number of questions regarding this proposal from their own point of view, highlighting the impact on their business plans and future development programmes. The following questions are from a local authority perspective:

- How is housing need to be met by a continual reduction in the supply of local, affordable housing?
- Clarity is needed on what "high value" vacant council property is. Will it be a top slice from a local authorities own valuation of its stock or will a value be given from the government for an area and any properties above this value will be required to be sold. These properties could be in high demand and the loss of them could result in increased waiting times, including applicants accepted as homeless and in temporary accommodation.
- Will exemptions be made for properties in rural areas? This is both in terms of the extension of RTB to properties in rural areas and in particular rural exception sites, and the sale of high value council housing. For the former this could completely undermine rural exceptions site. In terms of high value council houses it is very likely that given any definition these will be in rural areas and therefore will result in a loss of supply. The overall impact for rural areas will be a reduction in supply, resulting in people having to leave settlements due to the lack of affordable housing, with the consequential impact on communities.

Review of lifetime tenancies.

There is already the ability for SRCL and RP's to offer flexible tenancies if it suits local circumstances and decisions on whether to offer flexible tenancies is contained within landlords Tenancy Policies. The proposal to review this again, with a view to limiting the use of lifetime tenancies is concerning for both landlords and tenants.

Further clarity is needed on:

- What is the time scale for this review?
- What is the position with regard to tenancies in areas of low/medium demand where the argument for limiting periods of tenancy to free up accommodation for those in more need doesn't follow through and creates an administrative burden for no purpose?
- Will there be any exemptions for vulnerable tenants where it is clear that alternatives or moving out of accommodation would not be feasible.
- How does this policy contribute to creating and maintaining sustainable communities?
- How does this policy contribute to incentivising people back into work?

- Is the administrative burden on landlords of the proposal recognised?

This will mean that there is need to review the current Rent Policy and it would be prudent to start planning for the review of Rent Policy when the further details of changes are known and if the 1% decrease in rental income is legislated.

Welfare changes / private landlords.

There are a number of proposed changes to welfare benefits which will impact on individuals and which could have implications on housing services namely:

- Benefit cap reduced to £20k (£23k in greater London)
- Family premium to be withdrawn from new HB claims from April 2016.
- From April 2017 most welfare support provided to families will be limited to two children.

Of particular notes are:

Freeze on local housing allowance/Changes in tax relief to private landlords.

Councils have worked successfully with private landlords to meet the shortfall in social/affordable housing and meet housing need. This has impacted on reductions in numbers of people being accepted as homeless and in thus reductions of the use of temporary accommodation. Councils have already seen a withdrawal of landlords from the sector due to benefit changes and to the housing market picking up and landlords deciding to sell rather than rent. It is unlikely that landlords will reduce rents to accommodate the freezing of local housing allowance and therefore if tenants are unable to meet the shortfall we will see an increase in arrears and evictions, with subsequent pressure on homelessness services. The changes to tax relief could further encourage landlords to leave or not enter the sector.

Changes to housing benefit backdating regulations.

Currently housing benefit can be backdated for up to 6 months under certain circumstances. This assists with prevention of homelessness, since often people will get into difficulty with claiming housing benefit due to various reasons, but with assistance housing benefit can be claimed and eviction prevented. It is proposed that the period for which a backdating claim can be made is to be reduced to four weeks, with consequential impacts on evictions and homelessness.

This raises further concerns in relation to a number of policy areas such as the above which will have implications on the supply of accommodation for those in housing need and on tenants being able to sustain tenancies. Is the impact on strategic housing authorities to continue to meet housing need and manage the increases in homelessness and temporary accommodation, which for some time now have seen positive reductions and which should be recognised.

Reduction of housing benefit (housing element of Universal Credit) to 18 – 25 year olds.

This proposal has implications for re-housing of 18 – 25 year olds and increases in homelessness with further clarity needed:

- Clarity on implementation date.
- Clarity on exemptions, in particular will these be the same as definitions of vulnerability under Homeless Legislation. If these definitions aren't tied up then it will have implications in terms of accommodating young people where a homeless duty has been accepted and where temporary accommodation is provided pending a homeless decision.
- Will the legislation be retrospective or will 18 – 25 year olds accommodated at the time of implementation be affected?

Further guidance and commentary is emerging and being discussed at various levels amongst District housing colleagues as well as National debates through the Chartered Institute of Housing(CIEH) and the National Federation of Housing (NFH) and details impacting on this authority will be subject of the HRA business Plan which is currently being reviewed.

Email: anita.pathak-mould@oadby-wigston.gov.uk Tel: 01162572674

Implications	
Equalities (AC)	No Significant Implications
Financial	The Government's new legislation changes will need to be built into the HRA business plan to test the viability of the service.
Legal (AC)	No Significant Implications
Risk (APM)	CR4 Reputation Damage CR 5 Effective utilisation of Asset/ buildings CR7 Failure to respond to a significant changes

Agenda Item 10



**Service Delivery
Committee**

13 October 2015

**Information and
Decision**

Title: **Community Service Update relating to HRA**

Author: Anita Pathak Mould
Head of Community

1. Introduction

This report is to provide an update to the Service Delivery Committee on the delivery of Landlord Services and related Community services. In addition, the report provides a commentary on activities and performance for the first quarter of this financial year (April 2015 to June 2015)

2. Recommendation

Members are asked to agree the proposed target for rent arrears be set at 3%

3. Information

Rent Collection

Members have been receiving reports throughout the year that show that the targets for both rent arrears and rent collections are falling short due to the introduction of Welfare Reforms in 2012 and it was agreed to monitor these targets before considering the revision of them.

The targets for rent collection and arrears were last set over 5 years ago. In view of the current economic climate and reductions in housing benefits these targets need reviewing to ensure that they remain ambitious but achievable.

The current target for rent collection is set at 99% and the arrears at 2.5% but this is not being currently achieved. It is proposed that the rent collection target remains at 99%, however, the rent arrears target for the current tenants is set at 3%. Current performance is set out below;

	Target	April 2015	May 2015	June 2014
% Rent Collected	99%	97.26%	96.49%	97%
Total current Net Arrears		£142,126.20	£181,668.56	£160,000.83

Steps are being taken to try and ensure that arrears levels continue to improve, these include:

- Regular meetings involving all areas of the Council with a role in ensuring prompt processing of Housing Benefit claims and suitable Discretionary Housing Payments.
- 3 intensive campaigns on outstanding current tenant debt to be carried out between now and the end of the financial year. Two will be targeting the Non Collectable weeks that occur during December 2015 (Christmas) and at the last two weeks of the financial year in March 2016. The third will be targeted at Monthly and Fortnightly payers during October and early November.

Tenants Charter

All Service Charters including performance charters are now being placed on the Council's website.

Gas Safety

Members have requested that they continue to receive regular updates on gas safety compliance.

The table sets out the latest position in relation to gas safety certificates.

GAS SERVICE COMPLIANCE AS AT	30 September 2015
OLDEST CASE CP12 - EXPIRED (CP12 = gas safety certificate)	None at present as 100% compliant
% CP 12's COMPLIANT	100%

The new gas safety contract commenced in October 2014 following a procurement exercise and Officers are paying particular attention to performance during the early months of the contract. The Company responded both promptly and decisively, when a customer complaint was received from a tenant who was unable to contact the gas safety contractor direct on their out of hours line.

Update on Capital Programme 2014/15 and Decent Homes

A separate report is being provided within this Committee to look at the wider refurbishment and new build projects.

Boulter Crescent Community House

The Community Development Officer continues to develop the activities being held at the Community House and the surrounding areas, namely, Marrome Square, Junction Road, and Elizabeth Court.

Detailed newsletters of activities held and what events are coming up are posted on the Council web site and all Ward Councillors are notified

The Community House is being refurbished works and consequently the activities have been displaced to temporary accommodation. This has been somewhat disruptive to general day to day operations, however many of the valued projects continue. The Community Development Officer has worked very hard to ensure that the good work continues and her efforts have been noted.

The Community Flat is being redesigned and works have started. The aim is to complete in readiness for an opening for Christmas celebrations.

Supporting Leicestershire Families (SLF) and Early Help

This committee has been receiving information on the new County model of operational services for the Children and Young People's services being amalgamated in to Supporting Leicestershire Families.

The new teams will be working in localities as part of an expanded Supporting Leicestershire Families Service. This countywide service will address the needs of children and their families from 0 -19 years and up to 25 years for young people with Special Educational Needs. The service will be targeted at vulnerable children, young people and families with additional and/or complex needs which cannot be met by community and universal services working in the locality.

The SLF annual summary of activity for 2014/15 is as follows;

- 552 families supported made up of 2417 individuals
- Average length of involvement for families is 42.2 weeks
- Average number of issues at start of involvement is 10.9
- Most frequent issues at start of involvement:
 - Parenting issues
 - Negative lifestyles factors
 - Family solely reliant on benefits
 - Unstable and disruptive relationships within household
 - Family has financial difficulties
- Progress against most frequent issues at latest review
 - Parenting issues reduced by 7% across the county
 - Negative lifestyles factors reduced by 0.8%
 - Family solely reliant on benefits- No change at county level
 - Unstable and disruptive relationships reduced by 11.9%
 - Family has financial difficulties reduced by 5.9%

A total of 552 families have been supported by the service, with 273 cases opening and 284 cases closing during the year. Of these 35 families were in Oadby and Wigston, which shows the lowest percentage demand of any Leicestershire District.

The Council's SLF working group are meeting on 29 September 2015 and a verbal update will be given at the meeting.

Community Payback Schemes

Community Housing officers have worked closely with the Probation Officers to engage a team of community payback offenders in clearing up sites and assisting elderly or people with disabilities to tidy up their private garden areas.

Some 30 lamp posts which had graffiti on them have been painted through this scheme.

The Community Safety Team are now supporting the Operational team to pilot the painting of 3 bus shelters and members will receive a separate report from the Operation Team in due course.

Email: anita.pathak-mould@oadby-wigston.gov.uk Tel: 0116 2572674

Implications	
Financial (PL)	The levels of arrears will affect the Council's net current assets position on its balance sheet and needs intensive management Progress on the Capital schemes will affect the projected out-turn position and regular meetings are ensuring tht this is monitored
Risk (APM)	CR5 – Effective utilisation of assets CR7 - Business continuity
Equalities (AC)	No Significant Implications
Legal (AC)	No Significant Implications

Agenda Item 11



**Service Delivery
Committee**

13 October 2015

**Information and
Decision**

Title: **Housing Related Support**

Author: Anita Pathak Mould, Head of Community

1. Introduction

This report is to provide an update to the Service Delivery Committee on the delivery of Housing Related Support (HRS) for various age groups following the County Councils withdrawal of Supporting People funding at the end of September.

2. Recommendations

Members are asked to approve the proposals to restructure the Housing and Community Support services and roles as set out in this report.

3. Information

Supporting People funding which supported the Council's Warden Provision came to an end in September 2015.

Consultations with tenants were carried out and the response reported to this Committee in October 2014. The response was as follows:

- 322 residents surveyed
- 154 responses received (47%)
- 67% of respondents would NOT be willing to pay for the housing support service once the funding was withdrawn.
- 73% of respondents said they used the service because it was there.
- 57% of respondents felt the most important aspect of the service was having a support worker.
- 91% of respondents have a "lifeline" but 44% have never had to use it.
- 2% of respondents stated they did not use the service at all.

The consequence of this outcome was that the service as it was at that time was no longer viable. A programme of staff and resident consultations has been carried out and these have led to the formulation of new proposals for a reshaped service.

In 2014 there were;

- three full time wardens;
 - one mobile warden providing the service to 150 residents in scattered bungalows,
 - two scheme based wardens - located at William Peardon Court and Marriot House, and
- one part time warden based at Chartwell House.

Since that time the part time and one full time warden have left.

It is now proposed to re-shape the support service providing wider support to all tenants whilst retaining support for the elderly where required and retaining the two remaining staff in revised posts.

The service provided will consist of:

- morning calls made to all elderly residents who request one
- intensive support for those who require assistance in organising their individual care plans
- prospective tenants supported before and during the early stages of new tenancies
- tenants surgeries will be held bi-monthly at all three schemes by the local Housing Officer

This will enable the new service to be funded from the HRA and involve both employees becoming Housing Support Workers and being issued by mutual consent with new job descriptions and initial discussions have already been held with the two remaining workers.

In addition it is proposed to utilise the remaining available HRA budget to enable to current Community Development Officer Post to be retained and expanded when the existing Lottery Funding (which made this post possible) ends in February 2016.

A summary of these roles are set out in the table below:

Housing Support Worker	Community Development Officer
<u>Job Context</u> - To provide a housing support service for older and disabled tenants of the Borough Council, in both properties designated for older people including sheltered housing.	<u>Job Context</u> Lead, develop, deliver and coordinate the outcomes identified for sheltered and other high profile estate schemes
Provide a range of housing related support to tenants of the Borough Council Liaise with Contractors / Suppliers and Adult Social Services with regard to lifeline equipment updates and repairs.	Deliver actions against agreed indicators including recruitment of volunteers within agreed timescales
Liaise with Social Services, Mental Health Units, and Local Health Centres to ensure appropriate care and support packages exist. Visit and contact prospective tenants and residents to support	To assist groups, individuals to support the community projects as identified in the resident involvement delivery plans

To support new residents both in Council housing and sheltered schemes Work closely with Housing management and community development	Promote and maintain a culture of community empowerment to ensure that residents are able to take ownership of the project once capacity is built
Help residents with access to local services, welfare benefits within the Authority and with the Department of Work and Pensions	Seek relevant funding opportunities both local and others to support groups to operate independently

Housing Related Support (Adult Homeless Service)

Following the closure of Kennedy House by Leicestershire County Council (LCC) as reported in a previous report at this Committee, LCC have now made provision for 30 bed spaces at the Falcon Centre, Loughborough with follow on floating support for when residents move into independent accommodation.

It is anticipated that length of stay at the Falcon Centre would be around 6 months. The provider of this service has experience of having delivered the current service along with Kennedy House.

To date there remains no replacement for Kennedy House nor any plans to provide one.

The referrals for this group of people will open from 1 October 2015 and Oadby and Wigston Borough Council Housing Options Team will be vigorously promoting referrals.

Housing Related Support 16/17 Accommodation

There are currently 8 supported projects in the County which are losing funding and most will close by the end of September, none are in Oadby and Wigston Borough Council area.

Briefings to Officers confirm that the replacement service is being provided by Adullam Homes using four hubs including one in Oadby. A further 10 units of dispersed accommodation will be provided which may include units in our area and we are awaiting details from LCC on these units.

Referrals will open shortly and 30 bed spaces will be available. It is envisaged that the majority of the service users will be children who are being accommodated by Social Services under the Children Act.

A referral panel has been set up and this Council is represented by Officers. Referrals will be accepted from this Borough, other District councils and other statutory bodies.

Email: anita.pathak-mould@oadby-wigston.gov.uk Tel: 0116 2572674

Implications	
Financial (PL)	The proposed posts are contained in the HRA budgets.
Risk (APM)	CR1 Decreasing financial risks if the Council have to use its own resources to provide emergency accommodation due to the shortage of bed spaces available CR4 Reputational risk
Equalities (AC)	No Significant Implications
Legal (AC)	No Significant Implications

Agenda Item 12



**Service Delivery
Committee**

13 October 2015

**Matter for
information and
decision**

Title: **New Build Programme/Refurbishment**

Author: Anita Pathak-Mould
Head of Community

1 Introduction

This report is to provide Members with an update on the ongoing discussion around providing new Council Homes and capital investment in refurbishment of existing stock / assets in delivering the wider aspects of asset management.

2 Recommendations

Members are asked to note the contents of this report and give approval to the continued purchase of existing properties to replace homes sold under the Right to Buy; to be let at 80% of market rent.

3 Information

Capital Programme

Customer Contact Centre - Bell Street - Building Works

This project is coming to successful conclusion having run to a tight programme and within budget. Detailed snagging took place on 25 September followed by handover on 30 September. By this time furniture was installed and fitting of IT and other infrastructure underway. At time of writing work to install signage and hand rails to the ramp at the entrance and some minor finishing details are being completed ready to open to the public on Monday 12 October 2015.

Huts demolition

This project was substantially completed earlier this year when the car park was remodelled and resurfaced. The rear boundary fence has now been erected by the builder carrying out the development behind the offices. The side fence will now be replaced by the Council; quotes have been obtained for the work but unfortunately there will be a delay as a planning application is required.

Boulter Crescent – Full strip out and refurbishment – 136 Homes

This contract continues to run well and to budget. The contract is due to complete in June 2016 but is now running a few weeks behind programme. This is in part because of the tight timetable to complete each block and has been addressed by adjusting the timetable and working on three blocks at a time. In the main this has worked well however we have experienced our first significant

delay as result of issues related to a tenant decanting. This was successfully resolved and it is a credit to the staff involved and very positive response from residents that the decanting programme has worked brilliantly with only this one delay. A meeting was held on 22 September with the consultants, contractor and property team and we are confident the slight slippage can be recovered.

Tenant Satisfaction – remains very positive – update to be provided at meeting.

Boulter Crescent - Community Flat

Work to the block containing the Community Flat took place much earlier than originally scheduled. This was because the overall works programme allowed for any blocks where significant vacancies occurred being brought forward to help minimise rent loss. This meant early decanting of the community facility before the designs and preparation for the work to that facility were ready. This has unfortunately caused concern amongst residents that the Council is not committed to improving and maintaining this facility.

The design process also identified the need to obtain structural engineers reports and designs to if we are to meet the preferred layout of service users. This work is now nearing completion and the full refurbishment works will shortly go on site with a programme to complete the project before Christmas. A planning application is being prepared to cover continued change of use from residential to community facility and some changes to the external areas to provide a buggy shelter and revised access ramps/paths.

Residents have been assured of the Councils continued commitment.

King Street – Whole home refurbishment of 19 homes and estate works

This is the first project using the ‘refurbish the whole home at one time’ approach without full decanting of tenants taking place. This has been achieved by having one vacant ground floor flat available at the scheme and by using guest rooms in sheltered schemes where suitable. These are used for temporary occupation at the most intense stage of the works without the need full decant. This has worked well though one flat is to be omitted from the contract due to the age and health of the resident. The flat in question has been checked and meets all legal requirements for the immediate future and will be fully refurbished at later date, as and when it becomes vacant.

The contract commenced in January 2014 and was due for completion in August but will now conclude in October. While the disruption to residents has been significant, the homes have been rewired and kitchens, bathrooms, boilers and entrance doors replaced (all except where already renewed) and in two instance level access shower rooms provided to meet residents needs. Some minor structural cracking to brickwork has also been repaired.

A second phase is currently out to tender to rebuild and landscape an area with structurally defective retaining walls of a drying area cut deep into a steep grass

bank. This civil engineering work includes re laying and improving drains that have displaced or been damaged by tree roots and are prone to blockage.

Queen Street – balance of decent homes work, improved layouts and external insulation – 11 Homes

This project started in August 2015 and is due to be completed by March 2016. A further project to 'refurbish the whole home at one time', in this instance to address internal layout (primarily bathrooms and toilets) plus decent homes failures, that vary from property to property. Overall work includes bathrooms, kitchens, boiler replacement and full heating systems, electrical upgrades, replacing decayed timber, dam proofing, plastering, flooring etc. Some major tree works/landscaping was carried out in rear gardens prior to letting the contract

One home is in such poor condition a full decant has been necessary. This particular property had one tenant from the 1950's until 2011 when it was let after being empty for only one week without improvements being undertaken that clearly would have been necessary at that time. Current practice is to fully improve all homes that come available after long tenancies where these have not already been maintained to current standards.

A second phase to provide external insulation will shortly go out to tender.

William Peardon Court – Kitchen Replacements 36 homes

Contract commences 28 September and is due to finish by Christmas. Most of the kitchens at the scheme are original and therefore around 27 years old. They are very dated and tired despite being well looked after by residents. Prior to work commencing we have fitted individual shut off valves so that each flat can have its heating system isolated from the common heating system while work is carried out. This has addressed a problem as old as the scheme and needed to be carried out in summer as the work required full draining down and flushing of the communal system taking it out of action for days.

Some residents have stated they would have preferred the bathrooms to be done first. These are programmed to be done but under the decent homes rules kitchens are reviewed for replacement from 20 years old and bathrooms from 30 years. The residents however made a good point in that new bathrooms will enable better access to bathing e.g. level access showers. Previously as there is a communal shower these have not been provided individually. As it is intended to make this provision when the bathrooms are replaced we have now advised residents where there is an OT recommendation these adaptations will be carried out on an individual basis.

Works to properties with major structural defects

Falmouth Drive – 3/4 Bedroom House - works completed and property let

To correct the major structural defects to this home the complete structure was supported on jacks to separate it from its original foundations and to allow the

original floor slab to be broken up and removed. Piles were then driven into the ground to the point where sufficient load bearing capacity was measured at around five meters below ground level. Each of the 15 piles were driven in precise locations that had been calculated to support building loads and, onto these, a new concrete floor slab (complete with insulation) was cast supporting the walls of the structure. Finally the jacks were removed transferring the load to the new foundation leaving the original foundation detached and redundant in the ground.

Demolition had not been an option as the property is the middle house of a row of three. Both the other two homes are privately owned having been sold in the past under the right to buy and apparently stable on existing foundations. Party wall act notices were served on both owners and surveys carried out before and after the works to demonstrate no damage had been caused by the works.

As all the internal walls were rebuilt (apart from the stair well) the house was completely remodelled / rebuilt inside to new house standard to provide four bedroom accommodation.

Bungalows at St Peters Path

There are four bungalows (2 pairs of semi detached properties) at this location on a plot that faces St Peters path fronted by a row of mature poplar trees.

One pair of bungalows has had piled foundations and new floor slab inserted (similar process to Falmouth Drive – see above) only in this instance the piles are sleeved to ensure ground movements do not affect stability of the building. One of the properties was vacant and the second required temporary decanting. Both homes have been remodelled internally to current / as new standards. One is currently being let and the other is nearing completion and will be re-occupied by the decanted tenant.

The second pair of semis is to be left and monitored as the sitting tenant has declined to have this work undertaken despite significant, but not dangerous, movement of the structure. The work is better carried out to both homes at the same time so the adjoining property which is vacant and far less damaged will be let and monitored – the incoming tenant being made aware of the situation.

The damage in this instance has been caused by a combination of design and trees much too close to the buildings. Negotiations have taken place and trees have been removed in rear gardens on Cartwright Drive and Wigston Road and a programme of reduction / removal is needed over a period of years with regard to the poplar trees.

Structural Survey of properties at Churchill Close Oadby

Earlier this year a structural survey was carried out primarily focussed on the condition of the structural concrete and to remove any loose material. Further details will be provided in future reports but the outcome was that the concrete

was basically sound and could be maintained for the foreseeable future at a reasonable cost when compared to the income generated by the buildings.

Junction Road – requiring full refurbishment and feasibility study to convert to two flats

A three bedroom maisonette has become vacant in such poor condition it needs complete rebuilding internally including walls and floor structures (cost in the region of £30k plus. As the home actually has four large rooms on its upper floor (one designated as a store with window since it was built) this has prompted a feasibility study to see if the property could be converted to two smaller homes that would be in greater demand and bring almost twice the rental income for similar works cost. Preliminary design plans indicating conversion is potentially possible have just been received.

Purchase of first Council House

In July 2014 Members approved the purchase of (a yet to be identified) house that would also meet the specific needs of a family with a disabled child. After a long and extensive search a suitable house (that already has a ground floor bathroom plus bedroom extension provided by way of a DFG around 2005) was identified on Ravensthorpe Road and its purchase completed in September 15. The house was well within budget but does need bringing up to decent homes standard and further adaption work within the existing structure will be need.

Future Development and Purchase Opportunities

Feasibility study to commence

Place shaping Group at their meeting of 17 September have given authority to carry out a feasibility study.

The Council owns an enclosed two storey car park on land adjacent Chartwell House, Churchill Close, Oadby. Its purpose was originally for residents of the adjoining council owned housing development to park their cars however it is very much underused for this purpose. Currently, the enclosed part of the car park building is used by the Council for storage. The open part is currently in use by residents who rent a parking space there. Budget has been identified for a remote control door to the car park and plans are in place to order and install this due to an identified demand.

Structural Engineers have recently been engaged to report on the condition of Chartwell House and other properties at the development. The report identified that the property is in reasonable condition and can viably be brought up to standard within the scope of housing revenue capital budgets.

There is an opportunity to undertake a feasibility study relating to the entire Churchill Close estate. This could establish opportunities to:

- Refurbish and upgrade existing properties

- Review parking requirements and opportunities
- Redevelop the car park for additional residential properties
- Consider relationships to adjoining uses (e.g. scout hut, cemetery)

The feasibility study could also advise on delivery options which could include:

- Partnership with registered providers
- Partnering with private sector developers (e.g. for specialist housing)
- Council operating independently

New build Kirkdale Road/Station Road

In partnership with Westleigh Construction and Waterloo Housing who are developing a site at the old Shoe Fayre site in South Wigston and opportunity has arisen to include a strip of housing land and consider a joint development with a potential of Council building their own homes

Initial plans have been drawn up and there is a potential of 8 one and two bedroom flats and to move this project an Employers Agent (EA) from Ridge Property and Constructions has been appointed to work with Westleigh to apply for grants from the Homes and Communities Agency (HCA).

Meetings have been held with HCA and the initial support is there for grant provision. HCA have also highlighted other funding opportunities and there is a close working relationships built through both the Community and the Planning and Regeneration teams.

Further verbal update will be provided at the meeting.

Purchase of Former Council Properties via Right of First Refusal and open market negotiations

Members will know that this Council have signed up to an agreement under the Localism Act 2011 under which the authority would be able to retain receipts from Right to Buy provided it put this towards providing one for one replacement of homes sold, providing the Authority ensures that such resources are spent on provision of social housing within a set period of time (three years from 2012).

As completion of new build homes is still some way away Members are asked to authorise the purchase of further homes that are either offered on the right to first refusal when being sold in the first few years after exercising RTB or are former council homes on the open market (or their equivalent in terms of cost and facilities) in order to continue to work towards honouring this commitment.

Future purchases would be within the Borough, selected to best meet general need, allocated/let in the normal way via Housing Options at 80% of market rent (the maximum allowable).

This produces a rent of £130 per week for Ravensthorpe Road (RICS valuation of market rent if brought to decent homes standard and decorated throughout is £650 per calendar month, x 12 months, divided by 48 weeks, x 80% = £130).

This compares to traditional Council house rents of between £101.53 (4 bed end terrace) and £105.02 (4 bed semi) in lower market value areas.

Email: anita.pathak-mould@oadby-wigston.gov.uk Tel: 0116 2572 726

Implications	
Financial (PL)	CR1 Risk of having to repay capital receipts in short term CR1 Impact of raising remaining funds on BP, long term
Risk (APM)	CR 3 Political, not meeting 1:1 replacement commitment
Equalities (VQ)	As far as possible maintains available housing stock to meet need, potentially not cause further disadvantage
Legal (CA)	CR6 Regulatory – failing to comply with agreement



Service Delivery Committee	13 October 2015	For Information
---------------------------------------	------------------------	------------------------

Title: Choice Based Lettings Residency Changes

Author: Anita Pathak-Mould, Head of Community

1 Introduction

The purpose of the report is to provide Members an opportunity to review the Housing Allocations Policy and potentially increase the residency criteria to 2 years.

2 Recommendations

That members note this report and approve the necessary statutory consultation.

3 Information

In August 2015 Leicester City Council adopted the following residency criteria in its Housing Allocations Policy :

Applicants living within the city of Leicester must be able to produce documentary evidence that they have used a residential address within the City as their settled home for 2 consecutive years immediately prior to their housing application.

There is concern that this decision by the City Council could result in an increase in demand in Oadby and Wigston as a consequence.

It is felt that there may be a need to respond to by similarly changing our own policy. This can only be done after the completion of the statutory consultation process. As part of this consideration process it is also intended to provide special workshop sessions for members to explore and explain the issues involved.

There is no evidence that this concern has actually materialised yet and any change to our policy will need to be carefully considered to guard against any unintended consequences.

People and families who fail this test could still have to be admitted to the Housing Register if they present as;

- Homeless
- Occupying insanitary or overcrowded housing
- In need of moving on medical or welfare grounds

- Or people who need to move to a particular locality where failure to meet that need would cause hardship.

Recent legal cases have strengthened the claims of people in these situations. As such those who are care leavers from the District but have been accommodated elsewhere, those escaping domestic violence or those who are owed a main homelessness duty will likely be treated as qualifying.

Therefore any change to our residency requirements in our Housing Allocations Policy would also need to be accompanied by a review of our Homelessness and Housing Allocations Policies and be considered alongside how we deliver services in this area generally.

The Council is a member of a sub-regional partnership which includes Melton BC, North West Leicestershire DC, Hinckley & Bosworth BC, Blaby DC, Harborough DC and Charnwood BC. The proposed change to Policy may make continued membership of the partnership unviable.

Email: steve.nash@oadby-wigston.gov.uk Tel: 0116 257 2662

Implications	
Financial (CR)	No Significant Implications
Risk (AC)	No Significant Implications
Equalities (AC)	No Significant Implications
Legal (AC)	No Significant Implications



Service Delivery Committee	13 October 2015	Matter for information and Decision
---------------------------------------	------------------------	--

**Title: The Delivery of Adaptations for the Disabled and Disability
Facilities Grants (DFG)**

**Author: Anita Pathak-Mould
Head of Community**

1. Introduction

This report is to provide Members with information on a potential alternative means of delivering adaptations for disabled residents and providing a more comprehensive housing support service.

2. Recommendation

That options for the Council to join the Lightbulb project as the means of delivering DFG's and adaptations for our own disabled tenants are explored further with a view to joining the project as soon as possible subject to a further report containing all the necessary details and assurances.

3. Information

3.1 Legal Duty

The provision of DFG's by District Councils is a mandatory duty. They are means tested grants that are intended to address a number of specified needs to enable a degree of independent living in the clients own home. These grants are available to owner occupiers and private sector tenants (including Housing Association tenants) following an assessment of their needs. DFGs are not available to Council tenants.

Adaptations in our own stock are provided under our own policy and have to be funded from the Housing Revenue Account. This can lead to differences in provision between tenures.

There is a significant return on investment to the public purse from these grants because they can delay the need for residential care or care provided in the home due to enabling more independent living. The maximum grant is £30,000 however the average grant is approximately £7,000.

Historically there have often been waiting times for DFGs due to the mismatch between demand and available funds. This has resulted in many Councils utilising their own funds to supplement the government funding and better meet demand. Here additional capital funding (top-up by OWBC) of

£78,068 was provided and this is regarded as sufficient to meet present demand with having to resort to a waiting list.

3.2 The Lightbulb Programme (Lightbulb)

Lightbulb is a County-wide partnership project established in order to redesign housing services across the county so that they become a fully inclusive service that can deliver a better service to clients and savings to the wider health and social care economy in Leicestershire. The three key ambitions of the programme are to provide:

- A single point of contact for referrals:
- A single, holistic assessment process, including a housing based assessment, accompanied by case management service for those who need it:
- A broader offer of housing support and advice with access to handyperson, services. Cost effective recycled furniture, affordable warmth advice and practical support including housing based assessment

The fundamental aim of the Lightbulb project is therefore to provide a better standard and a more cohesive and comprehensive service to the disabled. This is being tested in a number of pilot projects across the County. One of these is currently providing DFG's in both North West Leicestershire (NWL) and Blaby Districts and is currently providing a much faster service than was achieved previously.

This is done using a dedicated team based at and managed by Blaby District Council and including dedicated OTs seconded from the County. This team undertake the entire process from initial referral to completion of the work, pulling in additional specialist assistance as may be required in certain cases.

Performance is the subject of regular reports to each member Council and contracts contain provisions should performance fall below what the Council would consider acceptable.

Other pilots are scheduled to start in other districts providing other elements of support. These are detailed at Appendix 2 and include the following:

- Affordable warmth
- Handyperson
- Home safety
- Assistive technology
- Housing options advice for future planning
- Access point for other services such as social support, money advice, falls prevention etc
- Customer insight work to help scope the Lightbulb offer
- Links with other preventative services - First Contact, Local Area Co-ordination

3.3 Current Arrangements in Oadby and Wigston

The table below summarises the strengths and weaknesses of our current arrangements together with the opportunities presented by the Lightbulb project and the external threats to the continuation of our current service.

Strengths	Weaknesses
<ul style="list-style-type: none"> • County OT may already have contact with Client • DFG service delivered by an experienced and dedicated local contractor with this Council providing admin support and monitoring • Positive Internal Audit report in 2015 	<ul style="list-style-type: none"> • Reliance on County Council for OT assessment • Fluctuations of County OT staffing levels causes peaks and troughs in demand, adds delay for clients and makes spend unpredictable. • Single contractor with no alternative arrangements for resilience • Recent loss of experienced admin staff led to delays and need for retraining on systems • Disjoined service with multiple people/agencies involved • Stand alone with separate arrangements for additional housing services
Opportunities offered by Lightbulb	Threats
<ul style="list-style-type: none"> • True end to end holistic service managed by and based at District Council • Would deliver DFGs and Council tenant adaptations • Potential to expand and add on other housing related services increasing the range of services for residents • Increased resilience through bigger team whilst retaining local knowledge of current provider • Single point of contact for clients • Funding kept separate and dedicated to each partner district • Regular reports of performance, service provided and quality assurance. • No increase in costs 	<ul style="list-style-type: none"> • Funding for DFGs now no longer received by Districts but paid to County Council as part of Better Care Fund • No ring fencing for DFG element of Better Care Fund • Potential isolation as other Districts join Lightbulb • Potential risk to service and failure to deliver duty due to loss of key personnel • Reduced Government funding but increased demand for statutory entitlement.

3.4 Proposed funding arrangements 2015/16

The DFG capital grant (previously paid directly to District Councils) is being incorporated into the Better Care Fund (paid to County Councils) as of 2015/16 and this element of the grant is not to be ring fenced for the provision of adaptations. The County Councils proposed arrangements for Districts to access this funding for 2015/16 are set out at Appendix 1.

There is concern that the lack of any ring fence and financial pressures could result in some of this funding being utilised by the County Council for other purposes. As can be seen the proposed arrangements at appendix 1 include a requirement for Districts to return any underspend to the County to be utilised in the Better Care Fund.

Future arrangements are not guaranteed although the County Council have indicated that the Lightbulb project is a priority for them and that Councils who participate are most likely to have the full amount of DFG funding made available to them.

3.5 Current performance

At the last meeting this Committee received a report detailing demand patterns since 2012 and projected demand in the current financial year

Demand is running at or possibly a little above predicted level as, following a slow period there has been an increase in the number of referrals being received via Leicestershire County. It is too early to draw any conclusions from this but we will continue to monitor as the 2015/16 financial year progresses.

A DFG can be approved and works completed in as little as 3 to 4 months although actual times vary. This assumes for example the applicant provides the information for assessing any financial contribution promptly. It also depends on the nature and extent of the work. Where only building control approvals are required (e.g. to convert an existing bathroom to install level access shower) this is included in the time indicated but where full plans and planning permission are required (e.g. to build an extension) times will be considerably longer and may take up to a year to complete. If the property is rented there can be delays and sometimes difficulties in obtaining the landlords permission.

Adaptations to Council properties are dealt with in the same timescales following as much as possible the same procedures but does not include a financial assessment stage, proof of ownership checks.etc.

Implications	
Financial (PL)	CR5 Effective utilisation of resources/assets. In delivering the programme, Officers will seek to help the maximum number of households within the budget that is available. Spend on this budget will achieve a significant return on investment by removing the need for residential care.
Risk (APM)	CR6 Regulatory Governance. The Council is expected to determine the needs of its residents and to deliver through its private sector housing renewal policy in response to priorities. CR4 Reputation. The risk of failing to deliver, or to deliver slowly, the statutory duty to provide mandatory DFGs.
Equalities (VQ)	An Equality Impact Assessment has been undertaken and appropriate mitigation measures are being developed and monitored
Legal (CA)	DFG's are mandatory grants and once need is established the grants are required for improving the quality of life of a person with disability, particularly in their home.

Appendix 1

BETTER CARE FUND 2015/16

PROCESS FOR PAYMENT OF DISABLED FACILITIES GRANTS

Introduction

This discussion document sets out a proposal for the payment of Disabled Facilities Grants to District Councils in 2015/16.

Background

Disabled Facilities grants (DFGs) are grants provided by local authorities to help meet the cost of adapting a property for the needs of a disabled person.

In recent years DFG funding has been paid to District Councils directly from the Department for Communities and Local Government (DCLG), however from 2015/16 this funding will be incorporated into the Better Care Fund (BCF) and paid to Leicestershire County Council.

As a result of this change in practice, it has become necessary to arrange a new mechanism for payment DFG funding to district councils from 2015/16.

DFG Allocations

The DFG funding allocation for Leicestershire totals £1.7m for 2015/16. Individual district allocations are detailed in the table below:

District	Allocation £'000
Blaby District Council	256
Charnwood Borough Council	425
Harborough District Council	199
Hinckley & Bosworth Borough Council	250
Melton Borough Council	133
North West Leicestershire District Council	298
Oadby & Wigston Borough Council	177
	1,738

Guidance from NHS England stipulates that DFG funding will have to be allocated to District Councils in order for them to meet their statutory duties.

Process

In the absence of guidance from the DCLG for payment of DFG's in 2015/16, the following process is proposed:

- District Council's will issue an invoice to the County Council for their DFG allocation as detailed above.
- The invoice shall not be dated before 1st April 2015.

- Invoice to be marked for the attention of Richard George and sent to the following address:
 - Leicestershire County Council, PO Box 507, Sale, Cheshire M33 0EJ.
- The County Council will pay the invoice within its normal 30 day payment policy.
- For the purposes of audit, District Council's shall maintain appropriate financial records to record expenditure and at the end of the financial year complete a certificate of expenditure. (The format of the certificate has yet to be designed, but is likely to be 'light touch').
- In the event of an underspend the district council must notify the LCC Assistant Finance Business Partner at the earliest opportunity. Underspends shall be returned to the County Council for re-investment in the Better Care Fund.
- No additional Better Care Fund funding will be paid if a district council overspends against its DFG allocation.

Other Issues

This process for payment of DFG allocations will be for 2015/16 only. The situation will be reviewed for 2016/17 taking into account of any changes through the integration of housing adaptations services across Leicestershire (Light Bulb Project).

The statutory responsibility for the provision of DFGs will remain with district councils.

Recommendations

Section 151 Officers are requested to:

- Note the contents of this report and provide comments on this proposal

Officer to Contact:

Richard George
Assistant Finance Business Partner
Leicestershire County Council
Telephone: 0116 3058318
E-mail: richard.george@leics.gov.uk

Appendix 2

Pilot 1 (Blaby and NWL)		
Overview	Anticipated outcomes/outputs	Update
<p>This pilot is focusing on adaptations processes, exploring:</p> <ul style="list-style-type: none"> • Integrating processes currently delivered at County/district level • Consolidating processes across districts • Removing blockages, duplication and delay points • Identifying opportunities to triage and target calls and enquiries by extending the offer • Improving self help options through advice and information • Linking with/utilising other solutions (handyperson, assistive technology, affordable warmth etc) • Exploring opportunities for smarter procurement 	<ul style="list-style-type: none"> • Improve outcomes for customers (speedy, simple and personable services which can offer the right solution for the individual) • Contribute to the prevention of hospital admissions/readmission and support timely hospital discharge • Contribute to the reduction or avoidance of admissions to residential or nursing care • Achieve better value for money 	<ul style="list-style-type: none"> • Anecdotal information from the team is positive about co-location arrangements eg better communication, more efficient, things are being considered more holistically • Process improvements have been identified and are being tested out • Handyperson scheme (through LCC Adaptations team) operational • Housing Support Co-ordinators start during Sept • Performance information being collected via <i>Flare</i> • Workshop arranged for Oct – A&C and Lightbulb staff – to identify process change required to move the pilot further forward
Pilot 2 (Hinckley)		
<p>This pilot aims to focus around a GP practice in the Hinckley area and will explore:</p> <ul style="list-style-type: none"> • The development of a broader housing support officer informed by clinical input and customer insight • Shaping a housing support offer that can respond to specific health related issues eg respiratory disease, risk of falls • Better targeting of housing support services (eg links to CCG risk stratification work) • Links with other prevention initiatives such as First Contact and Local Area Co-ordination • Links with wider CCG plans to reshape community 	<ul style="list-style-type: none"> • Contribute to the prevention of hospital admissions/readmission and support timely hospital discharge • Contribute to a reduction in GP visits • Improved outcomes for customers • Better targeting of resources by linking the Lightbulb offer to specific health conditions • Contribute to an increased use of assistive technology as a preventative measure • Development of a comprehensive housing needs assessment to support the delivery of Lightbulb services • Improved links/integration with local VCS 	<ul style="list-style-type: none"> • Pilot outline established and agreed • Interface/referral processes between First Contact and Lightbulb agreed • Housing needs assessment being developed • Housing offer drafted • Performance framework to be drawn up with GP surgery

health services in Hinckley	services	
Pilot 3 (Melton)		
<p>This pilot aims to demonstrate the cost benefits of remedying poor housing (as identified through the HHSRS) and will:</p> <ul style="list-style-type: none"> • identify 'poor' housing linked to NEA funding bid and Housing Health and Safety Rating System (HHSRS) • Identify caseload of homes for targeted actions • Utilise NEA/other resources to undertake remedial measures and eliminate hazards • Measure and project potential benefits to health and wider society using established methodology (BRE Housing Health Cost Calculator) 	<ul style="list-style-type: none"> • Reduction in overall cost to the NHS over time is modelled • 'payback' period of different remedial works is modelled • Reduction in costs to wider society over time is modelled 	<ul style="list-style-type: none"> • meeting held with BRE to progress use of the Housing Health Calculator • NEA bid submitted by Public Health
Pilot 4 (Charnwood/OPU)		
<p>This pilot will take a similar shape as Pilot 2 but be linked to the Older Person's Unit in Loughborough. It aims to:</p> <ul style="list-style-type: none"> • Develop a housing support offer that can respond to specific health related issues, linked to key presenting issues as identified by OPU clinicians • Develop a referral mechanism from the OPU into Lightbulb and a holistic housing needs assessment • Use the Housing Support Co-ordinators to co-ordinate a range of solutions based on the housing needs assessment 	<ul style="list-style-type: none"> • Contribute to the prevention of hospital admissions/readmission and support timely hospital discharge • Contribute to a reduction in GP visits in the longer term • Improved outcomes for customers • Better targeting of resources by linking the Lightbulb offer to specific health conditions • Contribute to an increased use of assistive technology as a preventative measure • Contribute to the reduction or avoidance of admissions to residential or nursing care 	<ul style="list-style-type: none"> • Visit arranged to the OPU, to discuss pilot proposal with clinical staff (including OPU consultant) • Meeting arranged by CBC to discuss what the housing support offer in Charnwood could look like • Initial meeting with The Bridge to discuss VCS involvement in the pilot • Processes developed as part of Pilot 2 will support this pilot

Agenda Item 15



**Service Delivery
Committee**

13 October 2015

For Information

Title: **Update following imminent closure of Kennedy House**

Author: Anita Pathak-Mould, Head of Community

1 Introduction

The purpose of the report is to inform members of closure of Kennedy House and the arrangements which have been put in place to date.

2 Recommendations

That members note this report.

3 Information

Kennedy House is a 56 bed hostel located in South Wigston adjacent to the Glen Parva Prison and is operated by the Shaw Group. The Council is aware that it is mixed funded an element of which comes from the Leicestershire County Council (LCC). LCC as part of their cost reduction programme invited tenders for their homeless accommodation and support provision.

The Shaw Group were unsuccessful in their tender and the new contract has not only resulted in reduced bed spaces within Leicestershire, from around 84 to 30, and all these bed spaces will be supplied from only one base at the Falcon Centre in Loughborough.

The current contract runs until the end of September 2015 and as reported previously to the Committee that all remaining residents have been served with section 21 notices which was the start of the legal process to bring their occupation to an end.

Housing Options staffs have been actively engaging with the staff at Kennedy House since the section 21 notices were served and in that time 3 residents have been assisted by way of small interest free loans to help with deposits; one resident has been re-housed into a Council flat.

The new provider, the Falcon Centre, have advised the Council that they are inviting referrals from Kennedy House in advance of the closure of Kennedy House and all support will be provided to the residents and housing options staff are made aware of the referrals can be made to the Falcon Centre.

There remains a risk of the remaining residents calling upon Oadby & Wigston Borough Council's Housing Options service in September 2015. Were this risk

be realised then an additional burden will be put upon budgets including expenditure on emergency accommodation.

A recent Supreme Court ruling increases the likelihood of having to accommodate residents initially pending enquiries.

These risks were identified previously and resources were made available to the Housing Option team to support and manage these applications with a consistent approach which will involve referrals to authorities from where the applicant originated from.

To further mitigate the risk the Council to review its allocation policy on the rules based on residency as recommended in an earlier report of this Committee.

Latest update

Kennedy House is closing as of 30 September 2015 as reported to this Committee previously. There are no more than 5 residents remaining of which 4 are planned to move on and the remaining residents may approach Oadby and Wigston Borough Council as homeless. They will be assessed in accordance with policy and all their housing options offered to account and where there is a duty to house them. A further update will be given at the meeting.

Email: steve.nash@oadby-wigston.gov.uk Tel: 0116 257 2662

Implications	
Financial (PL)	Closure of facilities in neighbouring districts could put pressure on this Authorities homeless budget.
Risk (APM)	CR8 – Reputational Damage CR6 -Diminishing Financial
Equalities (AC)	No Significant Implications
Legal (AC)	No Significant Implications

Agenda Item 16



**Service Delivery
Committee**

13 October 2015

**Matter for
Information**

Title: **Corporate Enforcement Update**

Author: **Crystal Andrade - Solicitor**

1 Introduction

This report is intended to provide an update on the corporate enforcement activity of the Council.

2 Recommendations

To note the contents of the report, which is presented for information only.

3 Information

A Corporate Enforcement Officer was recruited in March 2015 and to date the work carried out by him has been predominantly in relation to planning and building control issues. There has not yet been a need for prosecution on any of these matters although notices continue to be served where appropriate.

Benefit fraud continues to be investigated and there have been 3 successful prosecutions since the last report, all of which have been reported in the local press. One Defendant was fined, one was sentenced to carry out community service and the other was given a suspended custodial sentence with community service attached. The next edition of Letterbox will also detail the success of these prosecutions so that the local community is aware. Three further cases are due to be heard at the end of October 2015.

Environmental Health have served a number of noise notices and are maintaining a review via a noise management plan. Prohibition notices have also been served in relation to fire safety at a privately rented dwelling within the Borough. The backlog of food safety inspection is still being undertaken.

A graffiti protocol prepared by the Operations Manager is attached as an appendix to this report.

The intended PACE training and training about the issue of Fixed Penalty Notices has had to be postponed however it is hoped that this can be carried out for relevant officers before the end of the year.

The Public Space Protection Order (PSPO) is in the process of being drafted with a view to introducing the PSPO in designated public spaces within the Borough. Again, it is hoped that this will be completed before the end of the year.

Other regulatory areas (Building Control, Planning) have not warranted any prosecutions, although notices have been served where appropriate in relation to offences committed under the relevant legislation in those areas. A detailed report of planning enforcement matters is reported separately to the development control committee.

The issue of Empty Homes has been discussed and it is intended that the Community Team will review and progress this further following the Corporate Enforcement Officers primary area of concentration being on planning matters at present, until the Head of Service returns to manage the service area in line with the corporate enforcement vision that was intended.

Email: crystal.andrade@oadby-wigston.gov.uk Tel: 0116 2572731

Implications	
Equalities (CA)	None
Financial (PL)	Successful prosecutions will continue to achieve a reimbursement of the Council's costs and revenue will be increased once the training of relevant officers has been concluded and the PSPO has been introduced
Legal (CA)	Strict statutory time limits must continue to be met and complied with so as to ensure that the Council is not time barred from any enforcement action.
Risk (CA)	CR4 – Reputation damage; CR6 - Regulatory Governance

Agenda Item 17



Service Delivery	13 October 2015	Matter for information
-------------------------	------------------------	-------------------------------

Title: **Achievements at Brocks Hill and Operations since July 2015**

Anne Court – Director of Services

Author: Carolyn Holmes- Country Parks and Environment Manager
Margaret Smith – Facilities and Administration Manager

1. Introduction

This report covers progress and developments at Brocks Hill (BH) and Operations as requested by the Chair of Service Delivery Committee setting out achievements and work in progress since July 2015, when activity was last reported.

2. Recommendations

That members note the progress made.

3. Brocks Hill Update

Brocks Hill Country Park and Habitat Management

- Green Flag secured for 2015/16.
- All meadows are cut and bailed.
- Routine management has included tackling ad hoc graffiti that has occurred over the summer, increased litter picking and responding to ASB issues such as drugs and legal highs. New upgraded CCTV has allowed closer working with local beat police.

Country Park Facilities

- Jubilee Amphitheatre/outdoor performance space utilised for four theatre performances in August. Event was supported with 12 volunteers from the Friends of Brocks Hill and Conservation Volunteers. Over 750 visited for these performances, with people travelling from as far afield as Whitby.
- Volunteers have maintained fencing, wood chip and brash supplies around the den building and play areas and fencing around the memorial mound that tend to be damaged by children playing, particularly in the summer holidays.
- With the wet early summer emergency drainage and maintenance work was undertaken by the rangers around the natural play area slides to ensure health and safety standards are maintained.

Community Engagement

- The door counters recorded the Summer holidays as 25,171 visitors.
- The Friends of Brocks Hill have continued to fundraise for the Volunteer Development Project with successful applications to the Wigston and Oadby Residents Forum and Florence Turner and Oadby Village Hall Trust. A resubmission will be made November to the South Wigston Forum. The Friends event programme has continued with success, with over 50 people attending the Leicestershire Archaeology Festival talk. The group continue with bi-monthly talks and are planning an October food fayre.

- Holiday events had strong bookings. Events included up to three sessions a day. Many events were sold out in advance. Feedback forms data has been analysed. Both qualitative and quantitative evidence of where people come from; outcomes from activities etc.
- Leicester De Montfort Rotary Club has continued to photograph Brocks Hill as one of their 2015-16 environmental projects. A guided walk was run for 14 members to assist with fixed point and seasonal photography in August. The group will be purchasing an additional digital picture frame for the Centre to display their images. All images will have meta-data attached for archive purposes.
- Borough wide Archaeology Field Work Group continues to meet at BH.
- Site attended Sonic Boom with display and volunteering information.
- Worked with groups using site such as local “Doggie Day” and for future Young at Heart Day.
- Events for October-March Adult Discoveries programme scheduled.
- WI sponsored a new bench for the memorial mound area for their centenary celebrations. This was installed by Conservation Volunteers working with the Ranger in September.
- Working with colleagues in Leisure Development for Brocks Hill to host the 2016 Sports Relief mile in March.

Centre and Building Work

- Interim arrangement SLM for café delivery and catering for events continue.
- Emergency works undertaken to prevent climbing on lower store roofs. Signage, anti-climb paint and spikes added under guidance from health and safety and building colleagues, working alongside the police.
- Planning application submitted for roofing the conservatory and porch extension.
- Water leak issue found following latest water bill (covering October to May). This has been shown to be somewhere between the metre on Oadby Road and the Centre. Non-invasive ground penetrating radar studies being undertaken to locate and fix.
- Volunteer gardeners continue working on site. Regular plant donations including one visitor who travels from Market Harborough most weeks with plants.
- Health and Safety and Resilience: Full Fire Risk Assessment (appropriate to the nature of the site); Extreme Weather, Monthly Health and Safety log and also Emergency Response Plans completed. A full Business Continuity Plan is in progress. All of these are part of the business change process for Brocks Hill and working towards improving business at the site with regard to being cost neutral and meeting all legal requirements.

OPERATIONS UPDATE

Capital projects 2015-16:

- Ervins Lock footbridge – despite best efforts to liaise with Canals and Rivers Trust (CaRT) there has been a lack of genuine engagement on their part. It is proposed that we continue with the project and obtain design and structural calculations in order to submit a planning application for which CaRT would then be a statutory consultee.

- Memorial Safety – project on-going; Quotes from a stonemason have been received for work to five large memorial stones (2 at Wigston and 3 at Oadby) Start date awaited.
- Wigston Cemetery Boundary Wall repairs –further quotes being obtained.
- Car Park re-surfacing – (year 1 of 5) re-surfacing work to Borough car parks on a rolling programme over the next 5 years.
- Refurbishment of bus shelters – see below

Forum projects:

- Burton's Corner, Oadby - Three benches and a litter bin have been installed funded by Oadby Civic Society
- Ellis Park Drinking Fountain – agreed by Oadby Forum to clean the fountain but not to bring it back into operational use. Start date awaited from contractor.
- Bus shelters – see below

Street furniture:

Since the last report street name plates have been installed / replaced at:

- Willow Place, Wigston,
- Trent Close, Copse Close, Hamble Road, Southmeads Close, Fenwick Road Oadby
- Waverley Road, Ivanhoe Road, South Wigston.

A dog bin has been replaced at Granville Avenue, Oadby

Bus shelters:

At Services Committee in March 2015 and July 2015 Members considered the possibility of entering into a contract with an advertising company who would provide, install and maintain shelters in prime locations free of charge in return for being given the right to display advertising material on the shelters they install.

Further research has been carried out which shows that there are insufficient prime locations within the Borough to make a contract with an advertising company viable. It is therefore proposed to continue with the programme of re-furbishment of existing shelters allowed for within the current capital programme. The current price for rubbing down and re-painting one green and cream shelter is around £550 depending on the amount of work required. There is a limited annual revenue budget (£3,000) for repairs and maintenance and a capital allocation of £26,000 (2015-16) for re-furbishment to include as many shelters as possible.

A new shelter is to be installed in Paddock Street, Wigston (at the request of Wigston Forum) to replace the existing shelter that has a damaged roof.

The cost of a new shelters to the existing bespoke design (inclusive of installation and licence from Leicestershire County Council) is approximately £3,200.

Requests have been received via the town centre forums to install shelters at the following new locations:

- Howdon Road, Oadby
- Horsewell Lane, Wigston
- The Firs, Oadby Road, Wigston

Dog Bins/bags:

- Dog waste is no longer dealt with as a separate waste stream meaning that it can be placed into litter bins. The majority of litter bins in the borough now have notices displayed saying 'Dog waste accepted in this bin'.
- Information on the costs of purchase and supply of dog waste bags and dispensers has been sought. It has been difficult to obtain a quote as many suppliers no longer produce them due to local authorities ceasing to offer bags to residents. A verbal update will be given at the meeting on 13 October

East Midlands in Bloom

- A Gold Award has been achieved again through the joint working of the Clean and Green Team and the Pride of the Borough Group.

Other work:

- Fire and intruder alarm servicing, emergency light testing, portable appliance testing and fire extinguisher inspections have been undertaken at The Depot, pavilions and community centres and any repairs required have been completed.
- Coombe Park, Oadby – pedestrian footbridge repairs completed
- Peace Memorial Park - bench repairs carried out
- Wigston Cemetery – pedestrian gate repaired, path levelled and compound gates repaired.
- Oadby Cemetery – new car parks signs received and ready to install. Barrier wall being sourced to improve visual impact of excess soil area
- Freer Centre – low level walls in main hall re-painted
- New air heater installed in vehicle workshop, Oadby Depot
- Lamp columns in The Lanes, Wigston have been re-painted by Community Payback which was organised by Communities Section.
- Quarterly liaison meetings held with 3 allotment sites and 2 bowls clubs
- Crow Mills – quotes received and start date awaited for re-placement roof covering on picnic area
- Sheila Mitchell Pavilion – quote awaited for repairs to canopy roof.
- Two Steeples Square – 'No ball games' signs ordered and installed
- Events on council land – risk assessments, insurances and other paperwork checked for events at Blaby Road Park (Supersonic Boom and 2 events for South Leicestershire College), Peace Memorial Park (Love Wigston), Sandhurst Street Car Park (Summer Sizzler 3), town centre car parks (VistaBlind)

Email: carolyn.holmes@oadby-wigston.gov.uk Tel: 0116 257 2860
margaret.smith@oadby-wigston.gov.uk [Tel:0116 25728332](tel:011625728332)

Implications	
Financial	The above schemes can be met within budgetary provision
Risk	All projects will be risk assessed; CR1 : Decreasing Financial Resources CR8: Organisational Change
Equalities	No significant implications
Legal	No significant implications



Service Delivery Committee	13 October 2015	Matter for Information
-----------------------------------	-----------------	-------------------------------

Title: Leisure Contract – Update

Author: Anne Court, Director of Services and Monitoring Officer

1. Introduction

This report updates members on the progress with the build of the new build swimming pools at Wigston and Parklands Leisure Centre, Oadby.

2. Recommendations

That Members note the progress set out in the attached appendices to this report

3. Information

The new build swimming pools are well underway which on the progress to date, the latest opening date at Parklands will be 4th December and at Wigston, 10 December. Opening arrangements by the Council will be put in place shortly and SLM will be hosting an “Oceans of Fun” event at both pools on 10 January 2016, with sporting celebrities attending.

The performance monitoring against the Council’s requirements as set out in the contract is continuing and remains positive, with increased membership, footfall and positive feedback. A verbal update on the statistics will be given at the committee meeting.

Email: Anne.Court1@oadby-wigston.gov.uk Tel: 0116 2572606

Implications	
Financial (JD)	The finance department monitor the management fee payments and interim payments for the new build.
Risk (AC)	CR2 Key Supplier/Partnership failure; CR5 effective utilisation of assets
Equalities (AC)	The Council’s facilities are accessible to all
Legal (AC)	The design, build and operate contract needs to be monitored for adherence to the terms and conditions

WIGSTON POOL

Summary of works completed so far:

- Main roof works complete
- Curtain walling commenced
- Attenuation tank installed
- Internal block walls erected
- Tiered seating formed

Works forecast to be complete in the next period:

- Complete screed, brickwork and internal blockwork
- Insulation & skim to plant room walls
- Painting of plant room walls
- Composite cladding panels installed
- Roof works complete
- Curtain walling complete
- Progression of render & Plaster works
- Commence tiling to the pool and wet change
- Air seal & fire stopping works
- Install balancing tank slab

Issues to be resolved:

- Drainage issue on network rail land

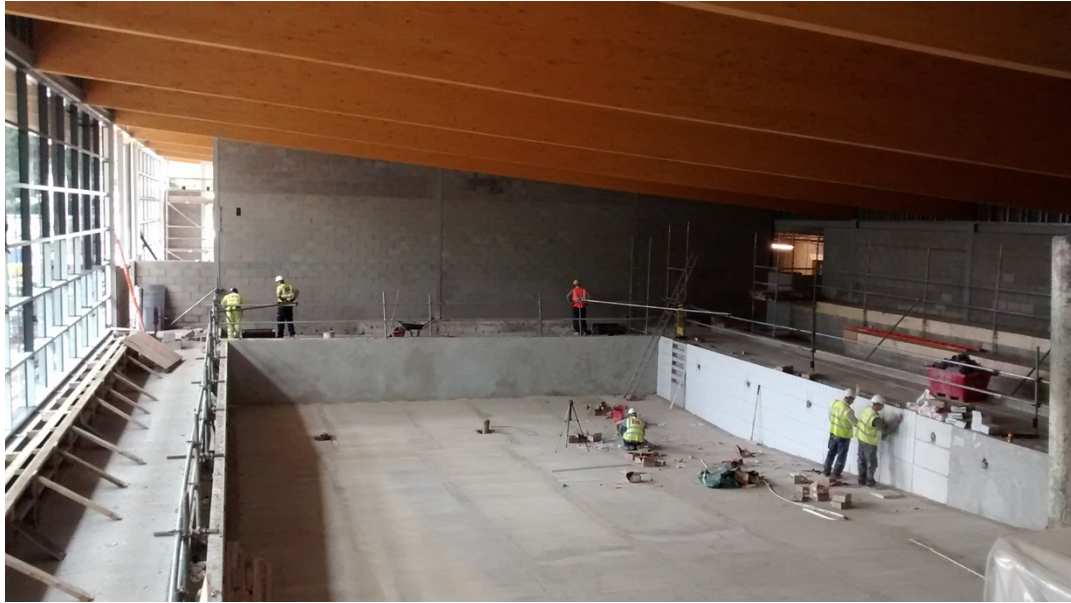
Inspections:

- Health and Safety plan signed off
- Daily / Weekly inspections - internal
- Fortnightly / ad-hoc inspections – external organisations
- Zero accidents reported

Summary:

The building site is very well presented and tidy with no issues experienced with our neighbours. All areas of the building development are on track for the scheduled finish in November. However the offsite drainage issue does put this timetable at risk.

Wigston Pool and Fitness Centre internal



Wigston Pool and Fitness Centre external



PARKLANDS LEISURE CENTRE

Summary of works completed so far:

Internals

- First fix to the village changing rooms and reception foyer internals
- Plant room diversion complete
- Tiling almost complete in village changing rooms

Main pool

- Steel work complete
- Pool excavated and blinded
- Pool tank integrity test complete

Externals

- Surface Water diversions complete

Works forecast in the next period:

- Trespa cladding to be erected
- Cedar suite bar to be commenced
- Café and reception foyer lighting and flooring
- Complete bund wall

Inspections:

- Health and Safety plan signed off
- Daily / Weekly inspections - internal
- Fortnightly / ad-hoc inspections – external organisations
- Zero accidents reported

Summary:

The overall project is progressing well and is due for completion in November but the programme is 2 weeks behind due to the service diversion works at the beginning of the swimming pool build. However the Contractors feel they should be able to make this time up if there are no further delays.

Parklands Leisure Centre internal.



Parklands Leisure Centre external.

