



# Oadby and Wigston Borough Council

## TO COUNCILLOR:

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

Mrs L M Broadley  
F S Broadley (Vice-Chair)  
D M Carter  
Ms K M Chalk  
Mrs L Eaton

Mrs S Z Haq  
Dr T K Khong  
K J Loydall  
R H Thakor

Dear Councillor et al

I hereby summon you to attend a meeting of the **SERVICE DELIVERY COMMITTEE** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 11 OCTOBER 2016** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**03 October 2016**

Mark Hall  
Chief Executive

## AGENDA

## PAGE NO'S

**1. Apologies for Absence**

**2. Appointment of Substitutes**

To appoint substitute Members in accordance with Rule 4 of Part 4 of the Constitution.

**3. Declarations of Interest**

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

**4. Minutes of the Previous Meeting held on 05 July 2016**

**1 - 12**

To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.

**5. Action List Arising from the Meeting held on 05 July 2016**

**13**

**6. Petitions and Deputations**

To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part 4 of the Constitution.

<b>7. Committee Budget Review (April - August 2016)</b>	<b>14 - 17</b>
<b>8. Proposed Scale of Fees and Charges 2017/18</b>	<b>18 - 30</b>
<b>9. Community Service Update</b>	<b>31 - 43</b>
<b>10. Corporate Enforcement Update</b>	<b>44 - 45</b>
<b>11. Leisure Services Update</b>	<b>46 - 55</b>
<b>12. Customer Service Transformation Update</b>	<b>56 - 57</b>
<b>13. Facilities Services Update</b>	<b>58 - 61</b>

**MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE  
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 5 JULY 2016  
COMMENCING AT 7.00 PM**

<b><u>IN ATTENDANCE:</u></b>		
Chair - Councillor G A Boulter Vice-Chair - Councillor F S Broadley		
<b>COUNCILLORS (8):</b>		
G S Atwal Miss A R Bond D M Carter	Dr T K Khong Mrs H E Loydall K J Loydall	Mrs S B Morris R H Thakor
<b>OFFICERS IN ATTENDANCE (6):</b>		
S J Ball Mrs A E Court	S Glazebrook M Hone	Ms A Lennox S Nash
<b>OTHERS IN ATTENDANCE (1):</b>		
Ms Q Quinney		

Min Ref.	Narrative	Officer Resp.
1.	<p><b><u>APOLOGIES FOR ABSENCE</u></b></p> <p>An apology for absence was received from Councillors L A Bentley, J W Boyce, Mrs L M Broadley, Ms M K Chalk, Mrs L Eaton and Mrs S Z Haq.</p>	
2.	<p><b><u>APPOINTMENT OF SUBSTITUTES</u></b></p> <p>Councillors Mrs H E Loydall and Mrs S B Morris substituted for Councillors Mrs L Eaton and J w Boyce, respectively.</p>	
3.	<p><b><u>DECLARATIONS OF INTEREST</u></b></p> <p>In respect of agenda item 13, Councillor K J Loydall declared a non-pecuniary interest insofar as he was a member of the Oadby &amp; Wigston Lions Club as referenced in the report (at page 119).</p>	
4.	<p><b><u>MINUTES OF THE PREVIOUS MEETING HELD ON 22 MARCH 2016</u></b></p> <p><b>RESOLVED THAT:</b></p> <p>The minutes of the previous meeting of the Committee held on 22 March 2016 be taken as read, confirmed and signed.</p>	
5.	<p><b><u>ACTION LIST ARISING FROM THE MEETING HELD ON 22 MARCH 2016</u></b></p> <p>The Director of Services informed the Committee that:</p> <p>(i) dog fouling patrols had now been extended to cemeteries within the Borough and that the public notices therein had been updated;</p>	

	<p>(ii) further amendments were being made to the Draft Tree Strategy by the Arboricultural Officer prior to consultation; and</p> <p>(iii) an update regarding the car park at Blaby Park Road, South Wigston featured in the report at agenda item 15.</p> <p><b>RESOLVED THAT:</b></p> <p>The Action List be noted by Members.</p>	
6.	<p><b><u>PETITIONS AND DEPUTATIONS</u></b></p> <p>None.</p>	
7.	<p><b><u>PROVISIONAL COMMITTEE OUTTURN REPORT - 2015/16</u></b></p> <p>The Committee gave consideration to the report and appendices (at pages 11 – 17) as delivered and summarised by the Interim Chief Finance Officer (Section 151 Officer) which should be read together with these minutes as a composite document.</p> <p>The Interim Chief Finance Officer reported that the overall Committee spend was within budget denoting a strong performance in terms of service delivery and a realisation of overarching Council objectives.</p> <p>The Chair requested that the Service Head ‘Water Charges Day Centre’ be corrected to ‘<i>Walter Charles Day Centre</i>’ in Appendix 1 (at page 14).</p> <p><b>RESOLVED THAT:</b></p> <p>(i) The reported outturn positions be noted by Members; and</p> <p>(ii) The requested revenue carry forward be noted by Members.</p> <p>In accordance with Rule 7.3 of Part 4 of the Constitution, the Chair moved for the order of business to be altered and taken in the order as reflected in the minutes.</p> <p><b>RESOLVED THAT:</b></p> <p>The order of business be altered, accordingly.</p>	<p><b>MHo CR</b></p>
8.	<p><b><u>DISABLED FACILITIES GRANTS (DFG'S) AND THE LIGHTBULB PROJECT</u></b></p> <p>The Committee gave consideration to the report and appendices (at pages 67 - 108) as delivered and summarised by the Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Community Services Manager added that although the subject-matter of DFG funding did not affect whether the Council joined the Lightbulb Project (LbP), the Council was not able to guarantee that in the future it would have the same available resources to top-up the grant to previous levels. He further stated that an option also existed for the LbP to assume responsibility for adaptations to Council-owned properties and that a review was currently being undertaken to ascertain if there were any</p>	

opportunities for improvements in services for which a further report would be brought back to a subsequent meeting of the Committee.

Ms Quin Quinney, a representative of the LbP, addressed Members.

Ms Quinney summarised the history of the LbP's inception and described the current mechanism through which DFG's were delivered as being too narrow and overly bureaucratic. The LbP was said to be a single-access point service that sought to provide a holistic assessment of service-users' needs so to transform and maximise the delivery of practical housing support to targeted groups, most notably in the early preventative stages, whilst providing a scope for savings. She reported that schemes administered by two Trusted Assessors (TA's) with the involvement of an Occupational Therapist (OT) in one-third of schemes in the Blaby and North West Leicestershire District areas had been delivered more quickly at a cost saving of 17%. She noted that the LbP required an incremental approach to be fully implemented and that a locality meeting would first take place to ascertain the Borough's requirements.

Councillor Mrs H E Loydall enquired as to whom undertook the initial assessment(s), their professional background and relevant qualifications.

Ms Quinney advised that most assessments were to be undertaken by TA's – formerly housing co-ordinators – re/trained by, and working in partnership with, the OT service at Leicestershire County Council (LCC) and assuming part of an OT's role. It was said that an OT's involvement would be reserved to more complex cases.

Councillor Mrs S B Morris sought to clarify how assessment turnaround times were comparatively quicker and what was meant by 'assistive technology' at Appendix 1. She further noted the importance of providing the right equipment to service-users.

Ms Quinney stated that a start-to-end mapping process had been used in order to identify and remove any duplication of resources thus resulting in quicker turnaround times and at a cheaper cost. 'Assistive technology' was said to be a tool available to TA's in order to meet the qualitative needs of particular, but not all, service-users.

Councillor Miss A R Bond enquired as to whether the LbP: worked in partnership with Social Services at LCC; extended to the provision of assistance guide-dogs for the blind/partially-sighted; and who was to attend the locality meeting.

Ms Quinney advised that the LbP formed part of the Social Services' Steering Group at LCC under which the OT service operated. She said that each locality had a Programme Board (PB) whose members were decided by its designated officers. She stated that assistance guide-dogs were not considered within the remit of the LbP but users would be appropriately signposted to other agencies where necessary.

The Interim Community Services Manager advised that the locality meeting for this Borough was to be organised and interested Members would be invited to attend.

Councillor R H Thakor enquired as to whether the scheme presented a funding cut to DFG's and, with reference to the table outlining the available spend for DFG's in Leicestershire in 2016/17 (at page 93), whether the total was an estimated figure.

The Interim Community Services Manager advised that the existing funding arrangements had no material impact upon joining the LbP. He further reported that only £177,000 of the total £316,000 sum awarded by the government to Oadby and Wigston was paid to this Council via the Better Care Fund (BCF) as administered by LCC, with the remainder sum diverted into other County-wide projects. He noted that this Council and another Council were still in dispute with LCC regarding this matter and that it would be reported back to a subsequent meeting of this Committee. He stated that although there was to be no funding cut, this area often spent above its allocation thus requiring the Council to top-up the grant from capital funds in previously successive years.

Ms Quinney advised that the total available spend was an estimated figure and that the omitted amounts in respect of the BCF element for the Charnwood and Oadby and Wigston areas and Countywide BCF funded DFG activity were yet to be confirmed because of the ongoing and aforesaid dispute with LCC.

Councillor G S Atwal asked if a saving was to be accrued to this Council under the LbP.

Ms Quinney advised that the initial pilot scheme (before full transformation) had generated a saving of 17% at existing resource levels - mostly absorbed by the work of TA's - and that the total sum of savings would be fully calculated in respect of the Borough once the salient facts had been gathered. She noted that case studies often showed that service-users only required certain elements of a given package and that the LbP delivered neither an overly pre-emptive or prescriptive programme.

Councillor Mrs H E Loydall sought clarification as to why one of the two pilot schemes in the Borough did not proceed and what was meant by 'satisfactory' at paragraph 3.2 of the report (at page 67).

The Interim Community Services Manager reported that one scheme did not proceed as the service-user simply chose not to go ahead with the installation and that 'satisfactory' was otherwise synonymous to a high standard of work, delivered on time for which positive customer feedback had been received.

The Chair enquired as whether the LbP complied with procurement regulations and retained the service-user's right to choose the contractor. He further raised a concern in that short-term assessments of service-users' needs may not accurately reflect a long-term provision of necessary support and the associated costs thereof.

Ms Quinney advised the no procurement exercise was undertaken by the LBP as this remained an issue to be addressed by each authority in accordance with their own regulations. She stated that service-users' did retain the choice of contractor.

	<p>Councillor K J Loydall enquired as to whether: the £1m start-up granted awarded to the LbP was still current; who was to vet the professional competency of external contractors; and if a falls in standards would result in mostly replacing OT's with TA's.</p> <p>Ms Quinney advised that the financial position of the LbP was to be reported to each PB in due course. She stated that the procurement of contractors would be steered by the PB and the procurement criteria process. It was said that the majority of the assessment work could be appropriately undertaken by TA's who were said to receive training that led to a qualification and that an OT's input was still available.</p> <p>Councillor S B Morris asked whether the TA's qualification was a government-recognised or LbP accredited qualification. She further stated that the financial implication 'CR1' of the report (at page 68) required additional exposition.</p> <p>Ms Quinney advised that it was a nationally-recognised qualification from an independent awarding body.</p> <p>Councillor Mrs S B Morris moved and amended the substantive recommendation at paragraph 2.1 of the report (at page 67) to 'That Members consider whether in light of the pre-business case that has been submitted and the feedback from the pilot schemes they wish <i>in principle</i> to joint Lightbulb Project to administer DFG's and adaptations to the Council's housing stock' (emphasis added).</p> <p>Councillor Mrs H E Loydall seconded the recommendation as amended.</p> <p>The Interim Community Services Manger confirmed that this subject-matter would return to a subsequent meeting of the Committee for further discussion and resolution.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>Members consider whether in light of the pre-business case that has been submitted and the feedback from the pilot schemes they wish in principle to join the Lightbulb Project to administer DFG's'.</p>	
<p><b>9.</b></p>	<p><b><u>COMMUNITY SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report and appendices (at pages 18 - 66) as delivered and summarised by the Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Community Services Manager advised Members to note that the year's referenced in recommendations 2.1.a, 2.1.b and 2.1.d of the report (at page 18) were to read '2016/17' as opposed to '2015/16'.</p> <p>The Interim Community Services Manager added that the Community Flat at Boulter Crescent, Wigston had now been completed and returned to normal use since Thursday 30 June and that the concrete repairs and external decoration at Chartwell House, Oadby was currently out to tender. He reported that of 58 new homes at Kirkdale Road, South Wigston, 48 were</p>	

	<p>affordable homes for rent and 15 were shared-ownership properties. He confirmed, in addition, that Longhurst Housing Association had since reached an agreement with the site developers at Station Road, Wigston regarding the affordable housing element of the scheme which would provide 8 shared ownership properties and 10 affordable homes for rent. It was said that regular meetings were to be held with the Citizens Advice Bureau and the Helping Community Trust to monitor their performance in respect of advisory services which would be reported back to Members at a subsequent meeting of this Committee.</p> <p>The Housing Services Manager reported that homelessness was on the increase within the Borough due to an increasing reduction in the availability of private tenancies and higher private-sector rents. The Homelessness Strategy was said to include a number of initiatives to alleviate homelessness levels and associated costs thereof to the Council. It was said that, if Members were minded to endorse the Strategy, a consultation period would follow with the Council's partners and that the Strategy would be brought back thereafter to a subsequent meeting of this Committee.</p> <p>The Chair advised Members that a grievance had been submitted against LCC in respect of its £1.3m top-slicing of the BCF (DFG's). It was said that only this Council and one other Council had raised an objection. He further raised a concern that LCC could potentially top-slice again the award for 2019-2020 and that this Council was not to set a precedent to progressively top-up significant short-falls.</p> <p>Councillor K J Loydall requested that information be sought from LCC as to why a top-slicing had occurred, what County-wide projects the remainder sum had been invested in and if the outcome of the investment(s) was directly attributable to the residents of the Borough. The Member further requested Officers to gauge the response of consultees regarding fair rent regulations as part of the Homelessness Strategy consultation process.</p> <p>The Chair reiterated that it was resolved at a previous meeting of this Committee (or its predecessor) that the Lease for the rooftop telecommunication site at Chartwell House, Oadby was not to be renewed and, consequently, the equipment removed. He further requested that policy work be undertaken to assess the viability of the re-introduction of terrace-house refurbishment grants.</p> <p>Councillors Miss A R Bond and R H Thakor enquired as to whether communication signals would be affected in the Borough area in the event of the equipment's removal and if an alternative site had been identified.</p> <p>The Interim Community Services Manger advised that the Member's enquiry was of no material consideration to this Council and that health and wellbeing of the Borough's residents was its primary concern. He stated that, if Members were minded not to extend the Lease, negotiations may well be forthcoming with the Site Operator (EE Limited) to identify an alternative site within the Borough.</p> <p>Councillor Mrs S B Morris asked whether enquires were made by this Council to ensure that services were provided by Housing Associations (HA's) from tenant-funded association sink funds.</p>	<p><b>MHo</b> <b>SG</b> <b>SN</b></p> <p><b>MHo</b> <b>SG</b></p>
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	<p>The Interim Community Services Manager advised that the Council had no jurisdiction over such matters and that HA's were directly accountable to the Homes and Communities Agency (HCA).</p> <p>Councillor Mrs H E Loydall commended the reductions achieved in tenant arrears and asked whether the reductions were <i>on par</i> with other Leicester/shire District and Borough Councils. She further commended the Homelessness Strategy.</p> <p>The Interim Community Services Manager advised that benchmarking exercises were consistent for reporting purposes across Leicester/shire's Councils.</p> <p>Councillor Mrs H E Loydall moved the recommendations <i>en bloc</i> set out at paragraphs 2.1. to 2.1.f. (at page 18) and moved and amended the substantive recommendation at paragraph 2.1.g. to not extend the Lease for the rooftop telecommunication site at Chartwell House, Oadby and, consequently, for the telecommunications equipment sited thereon to be removed.</p> <p>Councillor D M Carter seconded the recommendations as amended.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <ul style="list-style-type: none"> <li>(i) The contents of the report be noted by Members;</li> <li>(ii) The current tenant gross arrears target for 2016/17 of 2.5% of the annual rent debit be approved;</li> <li>(iii) A former tenant arrears target for 2016/17 of 1.5% of the annual rent debit be approved;</li> <li>(iv) The revised Former Tenants Arrears Policy be approved;</li> <li>(v) A void turnaround time for 2016/17 of 20 working days be approved;</li> <li>(vi) The Homelessness Strategy be approved;</li> <li>(vii) the Energy Conservation Strategy and the proposed external wall insulation works arising from the Strategy be approved; and</li> <li>(viii) The Lease for the rooftop telecommunication site at Chartwell House, Oadby not be extended and, consequently, for the telecommunications equipment sited thereon to be removed.</li> </ul>	
10.	<p><b><u>PRIVATE-SECTOR EMPTY HOMES STRATEGY</u></b></p> <p>The Committee gave consideration to the report (at pages 109 - 111) as delivered and summarised by the Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Community Services Manager added that in total this year, the Council will receive a New Homes Bonus of £442,000 through properties being indentified that were previously thought to be unoccupied.</p> <p>Councillor D M Carter commended the report and welcomed the action proposed in respect of the five long-term empty properties at paragraph 3.8 (at page 110).</p> <p>Councillor Mrs H E Loydall expressed that she did not wish empty properties attributed to the Ministry of Defence (MoD) on Namur Road, South Wigston</p>	SG

	<p>to feature in any future and, or, similar report and requested that Community Services liaise with the MoD or the MoD's agent regarding the short-term letting of the same void properties.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The information provided within the report be noted and the action going forward be endorsed by Members.</p>	
<p><b>11.</b></p>	<p><b><u>CHOICE BASED LETTINGS OPTIONS</u></b></p> <p>The Committee gave consideration to the report (at pages 112 - 114) as delivered and summarised by the Housing Services Manager which should be read together with these minutes as a composite document.</p> <p>The Chair expressed his preference to remain in the current Leicestershire Choice Based Lettings Partnership (LCBLP) and stated that an independent system would potentially create long-term issues and increased overheads. He said that the allocations policy had been previously amended to provide much needed flexibility.</p> <p>Councillor D M Carter opined that it was preferable to opt for a new or independent in order to reduce ongoing running costs yet sought to clarify with Housing Services Manager his preference.</p> <p>The Housing Services Manager advised that any given option resolved by Members was workable. He stated that an upgrade to version 8 of the existing software included much sought-after functionality demanded by service-users, of which the upgrade costs were appealing to other partners but entertained higher running costs <i>vis-a-vis</i> the higher start-up costs of a new system entertaining lower running costs.</p> <p>Councillor Mrs S B Morris enquired as to: how proven the software upgrade to version 8 was; if the upgrade has been rigorously tested by the Council; if Members were minded to resolve an independent system, had a quote been obtained in respect of the migration of system data; and whether there was sufficient budgetary allocation to realise the software transformation and proper implementation timeframes.</p> <p>The Housing Services Manager advised that significant assurances had been provided by the existing software provider who had soft-marketed the more modern-looking software upgrade to demonstrate its added functionality. It was noted however that it was Officers responsibility to ensure optimum system performance who were keen to move to a smarter-technology solution within a two-year process. He said that a detailed specification and reality-testing of the application would be completed at a later stage and that the move would require robust forward-planning and a dialogue with all partners. The Housing Services Manager advised that the housing register for this Borough was relatively small (430) and that data could either be exported from the system at minimal or no expense or service-users' asked to simply re-register. The figures detailed in the report were said to be base costs, excluding possible negotiated amendments by the LCBLP which would attract additional overheads. He confirmed that sufficient budgetary allocation did exist.</p>	

	<p>Councillor Mrs H E Loydall moved and amended the substantive recommendation at paragraph 2.3 of the report (at page 112) to 'In the event the partnership cannot be maintained or if the timetable cannot be achieved, that the Senior Management Team <i>in conjunction with the Chair and Vice-Chair of this Committee</i> be granted delegated authority to form a smaller partnership or to pursue independent action' (emphasis added).</p> <p>Councillor K J Loydall seconded the recommendation as amended.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>In the event the partnership cannot be maintained or if the timetable cannot be achieved, that the Senior Management Team in conjunction with the Chair and Vice-Chair of this Committee be granted delegated authority to form a smaller partnership or to pursue independent action.</p>	
12.	<p><b><u>CORPORATE ENFORCEMENT UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 115 - 117) as delivered and summarised by the Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>Councillor Mrs S B Morris noted an increase in fly-tipping incidents outside the immediate vicinity of the Borough-area (along the A1559 to Husbands Bosworth).</p> <p>The Chair reported that a record of fly-tipping occurrences within the Borough and their associated clean-up costs was being kept.</p> <p>Councillor R H Thakor noted an increase in the number of public and privately-owned sites in the Oadby area affected by graffiti (including, amongst others, the front wall to the ASDA supermarket and the back wall to the BP petrol station on the A6).</p> <p>The Interim Community Services Manager advised that the Council was liaising with the police to identify offenders and was hopeful that a persistent course of action to remove graffiti would ultimately tire future potential offenders. He added that the Environmental Development and Operational Services (EDOS) Team would be notified of affected sites aforementioned.</p> <p><b>RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p>	
13.	<p><b><u>LEISURE SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report and appendices (at pages 112 - 114) as jointly-delivered and summarised by the Director of Services and Interim Health and Leisure Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Health and Leisure Manager added that there had been a disappointingly low uptake of tickets for outdoor performances staged at the Jubilee Amphitheatre at Brocks Hill Country Park during the Summer -</p>	

notwithstanding extensive publicity - and that work was to be undertaken to ascertain why such was the case.

The Director of Services added that an additional option for increased car-parking capacity at Brocks Hill (BH) / Parklands Leisure Centre (PLC) included land at Oak Avenue at BH. She stated that Members' views were sought so that a fully-assessed and costed report could be brought back to a subsequent meeting of this Committee for resolution.

Councillor Miss A R Bond congratulated the success of the small activity events recently hosted at BH which had attracted people from in/outside the Borough.

Councillor D M Carter commended the pro-activity at BH and PLC. In respect of increasing car-parking capacity, the Member expressed that BH's Ridge and Furrow field was not an option owing to its historical antecedents being part of Oadby's green wedge. He opined that the combination of small parcels of land was the most commonsensical solution in addition to the reconfiguration of the parking bays at BH and the inclusion of Oak Avenue. The Member also enquired as to whether the land situated immediately after the Oadby Town Football Club (OTFC) was a feasible option for inclusion and consideration. He further cited the promotion of sustainable travel plans by service-users under the Greening of the Borough Strategy.

The Interim Health and Leisure Manager advised that land to the right of Washbrook Lane, Oadby was mostly under the private-ownership of the OTFC however the land to the left (on the near-end of the Ridge and Furrow field) possessed the capacity for an additional 20-25 car parking spaces.

Councillor Mrs H E Loydall agreed with Councillor D M Carter. The Member stated that the open space at Wigston Road, Oadby was not a viable option given the potential for nuisance implications to the residents at The Oval, Oadby and instead advocated the opening of a footpath across the open space to provide a more convenient access route and to encourage more service-users to walk to the site.

The Chair clarified that the Ridge and Furrow field was unanimously considered by Members to be excluded as a viable option and the land to the left of Washbrook Lane and Oak Avenue were to be considered for inclusion. He further stated that any incorporation of land on Washbrook Lane was to avoid the use of tarmac surfacing.

Councillor K J Loydall requested that due consideration to pedestrian traffic and separation be factored into any subsequent report.

Councillor R H Thakor enquired as to whether any input had been sought from the Council's Planning Control department in respect of mapping the car park's layout. He further requested information as to the development costs of the Amphitheatre and asked whether local schools, community groups etc. were approached to offer the use of the same to them.

The Interim Health and Leisure Manager advised that the Geographical Information Systems (GIS) Officer had undertaken a mapping exercise which concluded that any reconfiguration of the existing PLC car park layout did not yield additional capacity. She stated that the requested information

	<p>was not immediately available at the meeting but would be provided to the Member outside the meeting in due course.</p> <p>The Chair confirmed that local schools and community groups has been approached.</p> <p><b>RESOLVED THAT:</b></p> <p>(i) The information provided within the report be noted by Members; and  (ii) The need to increase car parking spaces at Brocks Hill / Parkland Leisure Centre, and Members comments thereon, be noted.</p>	
14.	<p><b><u>CUSTOMER SERVICE TRANSFORMATION UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 133 - 134) as delivered and summarised by the Director of Services which should be read together with these minutes as a composite document.</p> <p>Councillor Mrs S B Morris commended the Customer Services Centre's efficient handling and re-direction of service-users' and Councillors' calls and enquires alike.</p> <p>Councillor Mrs H E Loydall reiterated the need to retain those non-self serve and (offline) communications channels for those residents who were not as tech-savvy.</p> <p><b>RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p>	
15.	<p><b><u>FACILITIES SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 135 - 136) as delivered and summarised by the Director of Services which should be read together with these minutes as a composite document.</p> <p>The Chair reiterated that the proposed revision of the Borough of Oadby and Wigston (Off-Street Parking Places) Order 2015 would apply to both car parks at Blaby Road Park and Station Street, South Wigston.</p> <p><b>RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p>	
16.	<p><b><u>OPERATIONS SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 137 - 139) as delivered and summarised by the Director of Services which should be read together with these minutes as a composite document.</p> <p>The Director of Services reiterated to Members that the additional verge cut as resolved at the previous meeting of the Committee and now deemed necessary was to be undertaken at 50% of the cost (i.e. £2,350.00) by Blaby District Council.</p>	

	<b>RESOLVED THAT:</b> The information provided within the report be noted by Members.	
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**THE MEETING CLOSED AT 9.26 PM**



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**CHAIR**

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**TUESDAY, 11 OCTOBER 2016**

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**SERVICE DELIVERY COMMITTEE**

**ACTION LIST**

**ARISING FROM A MEETING HELD ON TUESDAY, 05 JULY 2016**

<b>Min Ref.</b>	<b>Title</b>	<b>Action To Be Taken</b>	<b>Officer</b>	<b>Target Date</b>	<b>On Target</b>
8.	<b>Community Services Update</b>	To undertake policy work to assess the viability of the re-introduction of terrace-house refurbishment grants.	SG/MHo	Oct-16	Yes
8.	<b>Community Services Update</b>	To gauge the response of consultees regarding fair rent regulations as part of the Homelessness Strategy consultation process.	SG/SN	Oct-16	Yes
8.	<b>Community Services Update</b>	To seek information from LCC as to why a top-slicing of the BCF occurred, what County-wide projects the sum had been invested in and if the outcome of the investment(s) was directly attributable to the Borough.	SG/MHo	Oct-16	Verbal Update
10.	<b>Private-Sector Empty Homes Strategy</b>	To liaise with the Ministry of Defence and, or, the MoD's agency regarding the short-term letting of void properties on Namur Road, South Wigston.	SG	Oct-16	Yes

# Agenda Item 7



Service Delivery  
Committee

Tuesday, 11 October  
2016

Matter for Information

**Title:** Committee Budget Review (April - August 2016)

**Author:** Martin Hone (Chief Financial Officer / Section 151 Officer)

## 1. Introduction

This report provides Members with details of the budgetary position for the committee at 31 August 2016 for both capital and revenue budgets within both the General Fund and Housing Revenue Account (HRA).

## 2. Recommendations

That Members note the current position

## 3. Information

- 3.1 In February 2016 a revenue budget was approved for this committee of £3,593,050. Currently, the Committee General Fund position shows a predicted net spend for the year of £3,473,050 giving savings of £120,000. The principal variances are shown in the table below.

Budget	Cause of Variance	£
Swimming Pool Contract Fees	Good Performance in 2015/16	(11,000)
Swimming Pool Contract Fees	Reduction in overall fees paid	(33,000)
Salary Saving across Service Delivery Committee	Restructuring and reduction in hired staff	(120,000)
Grants Core Funding	Grants to Voluntary Organisations not reduced	32,000
Car Parks - Income	Fewer Penalties being given	12,000
Total Expected Saving		(120,000)

- 3.2 Throughout 2016/17 the Council has examined its staffing structure with the main aim of reducing its reliance on hired agency staff, while seeking efficiencies in working practices. This exercise, although still ongoing, should accrue savings of around £120,000 on this Committee's original budget. Members should however be mindful that the above savings only go part way to meeting the total savings and efficiencies provision contained within the overall Council budget for 2016/17.
- 3.3 For the last two years there has been a significant down turn in the recycling markets. At the 2016/17 budget cycle the Council re-aligned its expectations of these income streams setting new realistic targets, thus reducing its exposure to risk. At present recycling income streams are inline with and in some instances slightly ahead of targets set.

## 3.4 Housing Revenue Account (HRA)

The Council's Housing Revenue Account budget was set in February 2016 estimating a budget deficit of £151,000 would be made after appropriations to earmarked



reserves, leaving a balance on the reserve of £442,000. This was in line with the Council's Housing Revenue Account Business Plan.

	Original Budget 2016/17	Expenditure Budgets c/f from 2015/16	Increases/ Decreases in Budgets	Estimated Outturn 2016/17
	£	£	£	£
Net Costs of Services on the HRA	(881,610)	14,330	25,200	(842,080)
Capital Charges	538,480			538,480
Revenue Contribution to Capital	494,000	656,000		1,150,000
<b>Increase in Year</b>	<b>150,870</b>	<b>670,330</b>	<b>25,200</b>	<b>846,400</b>
Actual Balance b/f on Housing Revenue Account - 1 April 2015	(1,346,070)			(1,346,070)
Budgeted Deficit in Year	150,870	670,330	25,200	846,400
<b>Balance c/f on Housing Revenue Account</b>	<b>(1,195,200)</b>	<b>670,330</b>	<b>25,200</b>	<b>(499,670)</b>

The HRA has currently a predicted balance at 31 March 2017 of £500,000 keeping it above the minimum balance of £300,000 recommended by the business plan.

- 3.5 The Council's main income stream for the HRA is its rental income paid by its tenants. The current gross debit is around £5m and has a built in allowance for property voids of around £100,000 (2%). However due to the substantial capital programmes the Council has run over the last three years the number of void properties and the length of time which they remain void has become more volatile. This will have an impact on the overall deficit for the year and therefore the final balance, however at this time it is too early to predict the final total loss for void tenancies.

### 3.6 HRA Business Plan

It has been reported at previous Committees that the Government, in the July 2015 Budget, proposed significant changes to Housing finance. The most immediate of these was the 1% decrease in dwellings rent, from April 2016, with year on year decreases until 2020/21 at which point rents should be allowed to increase in line with inflation. This change has been built into the Council's Business Plan for 2016/17

The Government also announced as part of the 2015 Budget a new 'void sale levy' which it would impose on authorities. Since July 2015 there has been a paucity of detail surrounding this proposal and as a result Councils have been unable to build this into their business plans. Incorporation into the business plan will be completed once full proposals are known.

In May 2016 the Government issued a consultation relating to technical accounting issues surrounding the Finance Settlement. These related to the reversal of impairment out of the HRA and the treatment of depreciation and major repairs allowance. The results of this consultation have not yet been published. However it is likely that impairment will continue to be reversed out of the HRA while the Major Repairs Allowance will cease to be used as a proxy for depreciation. Once these changes have been firmed up they will be incorporated into the Council's Business Plan.

The above changes will have an effect on the future spending plans for the HRA. It is

likely that the short to medium term plans of the authority will need to be revisited, in particular the capital programmes which will need to be financially realistic and manageable

### 3.7. Capital Programme

A summary of progress on the capital programme is contained in Appendix 1 to this report.

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Implications	
<b>Financial (CR)</b>	As contained in the report
<b>Legal (AC)</b>	No significant implications.
<b>Risk (CR)</b>	CR1 Decreasing Financial Resources CR9 Economy
<b>Equalities (CR)</b>	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

**OADBY AND WIGSTON BOROUGH COUNCIL CAPITAL PROGRAMME**

Project Code Reference	Scheme	2016-17 Total Budget	Capital Spend at 31st August 2016	Underspend / Overspend	Comments
		£	£	£	
<b>Housing Revenue Account</b>					
50002	Boulter Crescent - Whole Unit Refurbishment	550,000	905,474	355,474	
50003	Central Heating	239,120	25,210	(213,910)	
50005	Door Entry Systems	100,000	0	(100,000)	
50006	Front & Rear Doors	168,230	7,133	(161,097)	
50007	Car Hardstandings	50,200	9,260	(40,940)	
50009	Fire Safety Marriot House	50,000	0	(50,000)	
50010	Fire Safety Junction Maromme Burgess	141,470	0	(141,470)	
50011	External Works Junction Maromme Burgess	50,000	0	(50,000)	
50014	Concrete Repairs Chartwell Hse	150,000	0	(150,000)	
50015	Concrete Repairs Brabazon Rd	35,000	0	(35,000)	
50016	Decent Homes Work	268,580	21,590	(246,990)	
50017	Major Adaptations	95,000	132,013	37,013	
50018	Orchard Upgrade	10,000	3,450	(6,550)	
50021	Asset Management Software	38,000	0	(38,000)	
50022	Customer Profiling Software	5,000	0	(5,000)	
50023	Arbitas Software Upgrade	25,000	0	(25,000)	
50024	Heating, Ventilation and Insulation	1,200,000	8,857	(1,191,143)	£3.2M is now spent or committed, with other contracts remaining to be let. Majority of budget expected to be spent, but some slippage possible.
50025	Scheme Based CCTV	5,000	2,560	(2,440)	
50029	Council Housing	115,140	(7,574)	(122,714)	
50030	Communal Heating System William Peardon Court	230,000	0	(230,000)	
50031	Refurb Bathrooms Kings Drive / Gibson Close	86,000	10,001	(75,999)	
50032	Refurb Bathrooms William Peardon Court	157,000	0	(157,000)	
50033	Garage Block Churchill Close	10,000	0	(10,000)	
50034	Queen Street - Whole Unit Refurbishment	52,000	0	(52,000)	
50035	Kings Drive / Gibson Close - Refurb of Kitchens	119,100	0	(119,100)	
50036	King Street - Retaining Wall to Drying Area	90,550	0	(90,550)	
50037	Malham Way, Oadby - Refurb of Kitchens / Bathrooms / Heating systems & External Works	320,000	0	(320,000)	
50038	Countesthorpe Road Refurb of Kitchens & Bathrooms	74,200	0	(74,200)	
50039	Kenilworth Drive	84,800	0	(84,800)	
50040	Bassett Street	84,800	0	(84,800)	
<b>Total - HRA</b>		<b>4,604,190</b>	<b>1,117,974</b>	<b>(3,486,216)</b>	
<b>General Fund - Service Delivery</b>					
52002	Disabled Facilities Grant	499,090	93,950	(405,140)	Dependent on demand
52003	DECC Grant	4,640	0	(4,640)	Dependent on demand
52010	Disabled Access/Facility Improvements	14,200	0	(14,200)	Dependent on demand
54010	Play Area Refurbishments	31,440	4,999	(26,441)	Required for replacement play equipment at Brocks Hill. Exact cost not yet clear.
54012	Cemeteries - Memorial Safety	21,870	0	(21,870)	£12K spend expected. Remainder may be needed in the future.
54017	Xmas Decorations	6,500	0	(6,500)	Expected to spend in full
54020	Brocks Hill Country Park Access Footpath	5,300	0	(5,300)	Expected to spend in full
54025	Grand Union Canal Footbridge	55,000	4,630	(50,370)	Expected to spend in full
54037	Wigston Cemetary Wall	6,750	0	(6,750)	Expected to spend in full
54055	Brocks Hill Car Park Drainage	12,750	0	(12,750)	Expected to spend in full
54065	Brocks Hill Country Park Lighting Refurbishment	5,030	0	(5,030)	Expected to spend in full
54111	Garden Waste Green Bins	0	18,950	18,950	Further green bins
54114	Car Park Resurfacing	80,000	3,223	(76,777)	Expected to spend in full
54118	Refurbishment of Bus Shelters	18,700	0	(18,700)	Costs on 54558. Expect to spend in full
54122	Ford Transit Custom Van	0	17,358	17,358	Funded from 54132 Purchase of New Vehicles
54123	3 Public Cleaning Vehicles	0	43,531	43,531	Funded from 54132 Purchase of New Vehicles
54125	Blaby Road Park Lights	0	7,880	7,880	Now complete
54126	3 Public Cleaning Vehicles	0	24,342	24,342	Funded from 54132 Purchase of New Vehicles
54127	Replace Wooden Slat Canopy at Shiela Mitchell Pavilion	10,000	1,064	(8,936)	Expected to spend in full. Potential for overspend - awaiting quotes.
54128	Purchase of Replacement Ride-on Mower for Cemeteries	5,500	5,775	275	Now complete
54129	Sandhurst Street Car Park Boundary Wall Repairs	15,000	0	(15,000)	Expected to spend in full
54130	Blaby Road Park Pavillion	250,360	0	(250,360)	Scope of scheme still under discussion
54131	Parklands Leisure Centre, Car Park Improvement	6,400	0	(6,400)	Expected to spend in full
54132	Purchase of New Vehicles	787,250	0	(787,250)	Expect to spend £275K. Remainder of replacement programme on whole pending waste review.
54543	Brocks Hill Building Redevelopment	35,770	48,440	12,670	Position not certain. The original contractor went bankrupt before the works were begun. Purchase order commitments remain on the system, pending new contractors and rescheduling of the work.
54548	Reconnecting with Nature	30,000	0	(30,000)	Scheme under review
<b>Total -Service Delivery General Fund</b>		<b>1,901,550</b>	<b>274,142</b>	<b>(1,627,408)</b>	
<b>TOTAL SERVICE DELIVERY</b>		<b>6,505,740</b>	<b>1,392,116</b>	<b>(5,113,624)</b>	

# Agenda Item 8



**Service Delivery  
Committee**

**Tuesday, 11 October  
2016**

**Matter for Decision**

**Title: Proposed Scale of Fees and Charges 2017/18**

**Author: Martin Hone (Chief Financial Officer / Section 151 Officer)**

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## **1. Introduction**

This report outlines the proposed fees and charges for areas covered by this Committee for the financial year 2017/18

## **2. Recommendations**

That Members consider and recommend to the Policy, Finance and Development Committee the proposed scale of charges for 2017/18.

## **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

3.3 As at July 2016, the Retail Price Index (RPI), which is a measure of inflation stood at 1.9%. This has been used as a guide for Heads of Service when considering the 2017/18 increase.

3.4 The Appendix shows the current and next year's 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.

### **3.5 Recreation Grounds, Pavilion Hire and Allotments**

These have gone up broadly in line with RPI with the exception of the bowling facilities, which have stayed the same, as this authority's charges are already higher than our neighbouring Leicestershire Districts. A degree of realignment is also recommended this year to make charges consistent across the service.

### **3.6 Cemeteries**

The Council's charges for its two cemeteries have long lagged behind its neighbour Leicester City. As a result it is recommend that charges Oadby and Wigston Cemeteries are increased significantly with the view of further closing this gap over the next two years.

**3.7 Car Parks**

It is proposed that the charge for parking in designated car parks for a period in excess of three hours remains at £3.

**3.8 Housing**

New charges are to be introduced relating to charges and contributions to emergency and homeless accommodation. This will help cover any short fall in housing benefit that the Council receives.

**3.9 Environmental Health**

Charges relating to Environmental Health have been re-reviewed and increased in this financial year and as a result it is recommended that they remain the same for 2017/18.

**3.10 Leisure Centres**

Under the current contract the service provider, Sports and Leisure Management Ltd, have to provide the Council with their proposed charges three months before the start of the contract year. Members will be informed of these proposals during the next committee cycle.

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Implications	
<b>Financial (CR)</b>	The Council should always look to maximise its income where ever possible.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (CR)</b>	CR1 - Decreasing Financial Resources CR9 - Economy
<b>Equalities (CR)</b>	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
5	<b>HOUSING</b>							
	5.1 Use of Guest Rooms	E	Night	1-Apr-15	20.00	20.00		
	5.2 Questionnaires re Loans for House Purchase		Each	1-Apr-15	28.00	40.00		To fully recover the costs of completion
	5.3 Temporary Accommodation for Homelessness	E	Each	1-Apr-15	0.00	40.00		New system now in place
	5.4 Personal contribution for Emergency Accommodation	E	Each	N/A	0.00	15.00		Helps cover the ineligible costs of such accommodation
	5.5 Water Charges - William Peardon Court - Marriott House		Yearly	1-Apr-15	210.00	N/A		Now collected through the week rent payments and will therefore form part of the January Rent Report to this committee.
			Yearly	1-Apr-15	170.00	N/A		
	5.6 Charge for Scooter Storage		Weekly	1-Apr-15	7.70	7.70		
	5.7 Room Hire - Communal lounge (sheltered housing scheme)	E	Hourly	1-Apr-15	14.60	15.00		This charge helps to ensure that the tenant's facilities do not become overused by external organisations
	5.8 Communal lounge and kitchen facilities	E	Hourly	1-Apr-15	17.50	18.50		This charge helps to ensure that the tenant's facilities do not become overused by external organisations

**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	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
<b>6</b>	<b>CEMETERIES</b>						
	The Cemeteries are open for interments from 9:30am to 3.45pm (2.30pm on Fridays); the latest time that an interment can be booked is 3.15pm (Monday to Thursday) and 2.00pm (Friday). For bookings outside of these hours the interment fee will be doubled.						
	<b>6.1 PURCHASE OF GRAVE AND EXCLUSIVE RIGHT OF BURIAL</b>						
	(a) Resident						
	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-16	607.00	<b>758.00</b>		City Council = £1,135
	ii) For the exclusive right of burial for a child up to and including the age of 12 years in Oadby Cemetery or Wigston Cemetery Children's Section (includes application fee for memorials not exceeding 2' 6"(760mm))	N	1-Apr-16	164.00	<b>205.00</b>		City Council = £300
	iii) 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-16	288.00	<b>384.00</b>		City Council = £620
	(b) Non Resident						
	The above charges are trebled in the case of a Non Resident of the Borough of Oadby and Wigston						City Council double their charges for non residents
	(c) The fees above include the issue of the Deed of Grant of Burial which is given for a period of 100 years						
	ii) To extend the exclusive right of burial in a grave previously purchased for a further 50 years.	N	1-Apr-16	125.00	<b>150.00</b>		This is an admin fee to change paperwork and burial register City Council Charge is £153 and extends the deed from 50 years for a further 10 years
	<b>NOTES:</b>						
	The fees above refer to single graves for two coffin burials and six ash caskets						
	The allocation of grave spaces for interment and exclusive rights of burial at both the cemeteries will be made available only in rotation.						
	Purchase of burial or cremation plots in advance is not permitted at Oadby Cemetery						
	Purchase of burial plots or cremation plots in Wigston Cemetery is limited to a maximum of 2 per applicant						
	<b>6.2 INTERMENT - IN A PRIVATE OR COMMON GRAVE</b>						
	For Interment in a Grave :-						
	(a) Resident						
	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		City Council Free
	ii) The body of a child whose age at the time of death exceeded one month but did not exceed 12 years.	N	1-Apr-16	91.00	<b>125.00</b>		City Council free under 5 yrs. 5 yrs to 16 years = £215
	iii) The body of a person whose age at the time of death exceeded 12 years.	N	1-Apr-16	360.00	<b>430.00</b>		City Council £655
	iv) For the interment of cremated remains in a grave or vault.	N	1-Apr-16	104.50	<b>150.00</b>		City Council £225
	v) A scattering of Ashes	N	1-Apr-16	46.50	<b>60.00</b>		City Council £75
	(b) Non Resident						
	The above charges are double in the case of a non resident of the Borough of Oadby and Wigston.						City Council double their fees for non residents
	(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-16	152.50	<b>190.00</b>		LCC - No comparable charge

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2016/17	2017/18	Externally Set	Explanation regarding the recommended level of charge
				£	£		
	<b>NOTES:</b> The above charges include the digging of a grave where appropriate						
	<b>6.3 BURIAL OF A RESIDENT IN A DIFFERENT DISTRICT WHERE FAITH NEEDS CANNOT BE MET WITHIN THE BOROUGH</b> The Council subsidy where applicable will be limited to a maximum of £1,000						
	<b>6.4 WALLED GRAVES AND VAULTS</b>						
	(a) For the right to construct a walled grave or vault:-						
	i) 9ft x 9ft	N	1-Apr-16	763.00	<b>1,017.00</b>		LCC - No comparable fee. Service rarely requested
	ii) 9ft x 4ft	N	1-Apr-16	618.00	<b>824.00</b>		LCC - No comparable fee. Service rarely requested
	<b>6.5 MONUMENTS, GRAVESTONES, TABLETS AND INSCRIPTIONS</b>						
	(a) For the right to erect or place on a grave or vault subject to approval of the Council; A headstone or memorial tablet, vase and base						
	i) not exceeding 1ft in height (300mm)	N	1-Apr-16	47.50	<b>63.00</b>		
	ii) exceeding 1ft but not exceeding 2ft 6in. (300mm to 760mm)	N	1-Apr-16	70.00	<b>93.00</b>		
	iii) exceeding 2ft 6in (over 760mm) (but see <b>NOTES</b> below)	N	1-Apr-16	139.50	<b>186.00</b>		
	(b) Kerbstone, Borderstone or Flatstone enclosing or over a grave (but see <b>NOTES</b> below)	N	1-Apr-16	152.50	<b>203.00</b>		
P 22	(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-16	41.50	<b>55.00</b>		
	ii) Exceeding 6ins x 4ins (150mm x 100mm)	N	1-Apr-16	65.00	<b>87.00</b>		
	(d) For each inscription after the first inscription	N	1-Apr-16	34.50	<b>43.00</b>		
	(e) Replacement of existing memorial - administration fee	N	1-Apr-16	34.50	<b>43.00</b>		
	<b>NOTES:</b> Kerb edgings, headstones and memorials exceeding 2'6" (760mm) are not allowed in the Gardens of Remembrance or those sections of either cemetery designated as Lawn Cemetery (e.g. Wigston Cemetery Extension) and if installed will be removed. An additional inscription is defined as an action taken after the erection of the monument. Fees are to be enclosed with all applications						
	<b>6.6 MISCELLANEOUS</b>						
	(a) Transfer of Grave Ownership	N	1-Apr-15	44.00	<b>45.00</b>		City Council = £45
	(b) for Searches of registers, copies and extracts therefrom:						
	(i) Search of registers by Council staff - per hour or part hour	N	1-Apr-16	21.75	<b>22.00</b>		City Council £20 per search
	Search of registers - in person - per hour or part hour		1-Apr-16	5.15	<b>6.00</b>		City Council £6 per hour
	(ii) Certificated copies of entry	N	1-Apr-15	19.50	<b>26.00</b>		
	(c) Notice of Interment Forms		N/A	Free			
	(d) Use of the Chapel at Wigston Cemetery - per funeral	I	1-Apr-16	69.70	<b>95.00</b>		City Council £120
	(e) Purchase and planting of memorial trees - Donation	I	1-Apr-16	135.00	<b>180.00</b>		City Council £275
	(f) Donation towards a memorial seat (provided and installed by Council)	I	1-Apr-16	650.00	<b>650.00</b>		City Council £900
	(g) Exhumation (where requested by Deed Holder - subject to the required approvals) - burial plot		1-Apr-16	540.00	<b>573.00</b>		(interment fee plus 25%)
	(h) Exhumation (where requested by Deed Holder - subject to the required approvals) - casket plot		1-Apr-16	156.75	<b>200.00</b>		(interment fee plus 25%)



**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2016/17	2017/18	Externally Set	Explanation regarding the recommended level of charge
				£	£		
	<b>DEFINITION OF THE TERM RESIDENT</b>						
	For Purchase of Grant of Right of Burial a <b>RESIDENT</b> is defined as:						
	i) a person who, at the time of applying, has a permanent home address within the Borough						
	For interments a <b>RESIDENT</b> is defined as:						
	i) A person who had resided at a private address within the Borough for 5 consecutive years immediately preceeding the date or death <b>OR</b>						
	ii) A person who, at the time of death, resided in a residential or nursing home (or similar establishment) outside of the Borough but had resided at an address within the Borough for 5 consecutive years (or more) immediately preceeding moving to the residential or nursing home <b>OR</b>						
	iii) A person who had resided within the Borough for 5 consecutive years (or more) but had within the 12 months immediately preceeding the date of death moved from the Borough.						
	<b>VAT Key</b>						
	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	Leisure Card 2016/17 £	2016/17 £	Leisure Card 2017/18 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
<b>8</b>	<b>RECREATION GROUNDS AND PAVILION HIRE</b>									
<b>8.1</b>	<b>ROOM HIRE PER HOUR - VAT Exempt Pavilions</b>									
	Blaby Road									
	Freer Centre									
	Horsewell Lane									
	Sheila Mitchell									
	Uplands Road									
	Walter Charles Centre									
(a)	Non Commercial Use	E	Per Hour	1-Apr-16		14.35		<b>14.75</b>		RPI
(b)	Commercial Use	E	Per Hour	1-Apr-16		18.20		<b>18.50</b>		RPI
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards									
(c)	Refundable deposit per booking (full or part)		Deposit	1-Apr-16		120.00		<b>150.00</b>		
(d)	Charge for lost keys		Each	1-Apr-16		15.45		<b>16.00</b>		(Needs to be same as fee under Allotments for lost keys)
<b>8.2</b>	<b>ROOM HIRE PER HOUR - VATable Pavilions</b>									
	Coombe Park									
(a)	Non Commercial Use	I	Per Hour	1-Apr-16		17.40		<b>17.75</b>		RPI
(b)	Commercial Use	I	Per Hour	1-Apr-16		21.90		<b>22.50</b>		RPI
(c)	Refundable deposit per booking (full or part)		Deposit	1-Apr-16		120.00		<b>150.00</b>		
(d)	Charge for lost keys		Each	1-Apr-16		15.45		<b>16.00</b>		(needs to be same as fee under Allotments for lost keys)
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards									
	<b>CANCELLATION OF ROOM HIRE</b>									
	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									
<b>8.3</b>	<b>RECREATION GROUNDS</b>									
(a)	Bowls									
i)	Season Ticket - Adult	I	Each	1-Apr-16	84.50	87.60	<b>84.60</b>	<b>87.60</b>		BOWLS No change. OWBC is higher than all other Leics districts
ii)	Half Season Ticket - Adult	I	Each	1-Apr-16	42.25	43.80	<b>42.25</b>	<b>43.80</b>		
iii)	Season Ticket - Junior (under 18)	I	Each	1-Apr-16		26.30		<b>26.30</b>		
iv)	Hourly Ticket - per person	I	Per Person	1-Apr-16	3.65	3.85	<b>3.65</b>	<b>3.85</b>		
v)	Visiting Team	I		1-Apr-15						
vi)	Season Ticket - New member (one year introductory offer)	I	Each	1-Apr-16		26.30		<b>26.30</b>		

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	Leisure Card 2016/17 £	2016/17 £	Leisure Card 2017/18 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
	(b) Cricket									
	i) Per match	I	Per Match	1-Apr-16		69.20		70.50		RPI
	(c) Football - Junior Clubs (Under 10's and below)									
	i) With shower facilities	I	Per Booking	1-Apr-16		18.50		20.00		
	ii) Without shower facilities	I	Per Booking	1-Apr-16		9.40		10.00		
	iii) Academy (Coombe Park - subject to VAT at Standard Rate)	I	Per Booking	1-Apr-16		151.90		155.00		RPI
	(d) Football - Youths (10 - 18 years)									
	i) With shower facilities	I	Per Booking	1-Apr-16		35.90		37.00		
	ii) Without shower facilities	I	Per Booking	1-Apr-16		18.00		18.50		
	(e) Football - Senior Clubs (Over 18s)									
	i) Horsewell Lane Park	I	Per Booking	1-Apr-16		26.70		27.25		Needs to be half of ii), iii), iv), v)
	ii) Uplands Road Park	I	Per Booking	1-Apr-16		53.35		54.50		RPI
	iii) Coombe Park - subject to VAT at Standard Rate	I	Per Booking	1-Apr-16		53.35		54.50		RPI
	iv) Blaby Road Park	I	Per Booking	1-Apr-16		53.35		54.50		RPI
	v) Willow Park	I	Per Booking	1-Apr-16		53.35		54.50		RPI
	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-16		150.70		175.00		
	ii) Deposit - to be returned in part or whole dependent on condition of ground.	N	Deposit	1-Apr-16		662.00		675.00		
	Fetes and Galas - Community events supportive of Council priorities									
	(g) 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-16		120.00		150.00		
	<b>NOTES</b>									
	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.									
	<b>VAT Key</b>									
	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	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
9	<b>BROCKS HILL ENVIRONMENT CENTRE</b>							
9.1	<b>HIRE OF EXHIBITION HALL (TAKES UPTO 75 THEATRE STYLE)</b> <b>2 hour hire rate for the hall or meeting room hire at £50.00</b>		All			<b>50.00</b>		<b>2 hour hire rate for the hall or meeting room at £50.00</b> <b>Flexible times to make the most of income on quieter days</b>
(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	<b>100.00</b>		
(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	<b>90.00</b>		
(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	<b>75.00</b>		
(d)	Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Private Hire	1-Apr-14	160.00	<b>160.00</b>		
(e)	Weekday All day (9:00 a.m. to 16:30 p.m.)		Public Hire	1-Apr-14	150.00	<b>150.00</b>		
(f)	Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	140.00	<b>140.00</b>		
(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	<b>65.00</b>		
(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	<b>60.00</b>		
(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	<b>50.00</b>		
(j)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	115.00	<b>115.00</b>		
(k)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	105.00	<b>105.00</b>		
(l)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	<b>95.00</b>		
9.2	<b>HIRE OF THE CLASSROOM (TAKES UPTO 50 THEATRE STYLE)</b>	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	<b>90.00</b>		
(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	<b>75.00</b>		
(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	<b>60.00</b>		
(d)	Weekday All day (9:00 a.m. to 16:30 p.m.)		Private Hire	1-Apr-14	150.00	<b>150.00</b>		
(e)	Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Public Hire	1-Apr-14	140.00	<b>140.00</b>		
(f)	Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	100.00	<b>100.00</b>		
(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	<b>60.00</b>		
(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	<b>50.00</b>		
(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	<b>50.00</b>		
(j)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	105.00	<b>105.00</b>		
(k)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	95.00	<b>95.00</b>		
(l)	Weekend All day ( 10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	<b>95.00</b>		
(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	<b>5.00</b>		
(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	<b>HIRE OF HALL FOR EXHIBITIONS (OPEN TO THE GENERAL PUBLIC) PER DAY</b> <b>£30.00 per day for groups selling pictures, cards etc.</b>	E		1-Apr-14	25.00	<b>25.00</b> <b>30.00</b>		<b>Increase charge for groups using room to sell their products.</b>
9.4	<b>COMMUNITY ART EXHIBITIONS - A MONTH IN THE CAFÉ, USE OF ALL WALLS (SALES WILL INCUR A 10% COMMISSION AS OF JAN 2014)</b>	E		1-Apr-14	0.00	<b>0.00</b>		
9.5	<b>HIRE OF MEETING ROOM / HALL (EXCLUSIVE USE) - EVENINGS</b> <b>WEEKDAY EVENING - 16:45 P.M ONWARDS (SUBJECT TO STAFF AVAILABILITY)</b> <b>WEEKEND EVENINGS - 15:45 P.M. ONWARDS (SUBJECT TO STAFF AVAILABILITY)</b>	E						
(a)	up to 3 hours	E		1-Apr-14	121.00	<b>121.00</b>		
(b)	up to 4 hours	E		1-Apr-14	131.00	<b>131.00</b>		
(c)	up to 5 hours	E		1-Apr-14	144.50	<b>144.50</b>		
(d)	Natural History Groups (per hour)	E		1-Apr-14	10.00	<b>10.00</b>		
	Evening meeting must vacate the site by 21:30 p.m.							

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge	
	<b>9.6 ENTRY TO EXHIBITION CENTRE</b>	E							
	(a) Adults				1-Apr-14	Free	Free		
	(b) Children / Senior Citizens				1-Apr-14	Free	Free		
	(c) Children under 5				1-Apr-14	Free	Free		
	<b>9.7 TALKS - PER GROUP</b>				1-Apr-14	55.00	55.00		
	<b>9.8 TOURS - PER ORGANISED GROUP</b>				1-Apr-14	55.00	55.00		
	<b>9.9 SCHOOL GROUPS</b>								
	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				1-Apr-14	55.00	55.00		
	(b) Upto 20 children for schools located within Oadby and Wigston boundaries				1-Apr-14	45.00	45.00		
	(c) For all schools the additional charge above 20 children (per child per session)				1-Apr-16	2.50	2.50		
	Teachers/Leaders				1-Apr-14	Free	Free		
	<b>9.10 SELF LED ACTIVITIES AVAILABLE FOR HIRE BY SCHOOLS AND GROUPS SUCH AS THE MINI-BEAST KIT BOX ( TERMS &amp; CONDITIONS APPLY)</b>			1-Apr-14	25.00	25.00			
	<b>9.11 PAPER CHARGES</b>								
	(a) A4 black and white per sheet			1-Apr-14	0.10	0.10			
	(b) A4 colour per sheet			1-Apr-14	1.00	1.00			
	(c) A3 black and white per sheet			1-Apr-14	0.15	0.15			
	(d) A3 colour per sheet			1-Apr-14	2.00	2.00			
	<b>ORGANISED EVENTS AND ACTIVITIES OPEN TO THE PUBLIC (POA)</b>								
	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)								
	<b>FILMING AND PHOTOGRAPHY POA; small scale £55 per hour</b>			1-Apr-16	POA	POA			
	<b>WOOD SALES</b>			1-Apr-16	POA	POA			
	<b>VAT Key</b>								
	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	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
<b>10</b>	<b>ALLOTMENTS</b>							
	<b>10.1 RESIDENTS</b>							
	(a) Rent of plot to residents - per 100 square yards	N	Each	1-Apr-16	13.65	<b>14.00</b>		retain at existing level as needs to match Aylestone Lane
	(b) Rent of plot to residents - where tenancy commenced after 29 September 2011							
	1) Wigston Road	N	Each	1-Apr-16	17.50	<b>17.50</b>		
	2) Aylestone Lane	N	Each	1-Apr-16	17.00	<b>17.50</b>		
	3) Manchester Gardens - Rectangle	N	Each	1-Apr-16	15.05	<b>15.50</b>		
	4) Manchester Gardens - Triangle	N	Each	1-Apr-16	13.65	<b>14.00</b>		
	5) Brabazon Road	N	Each	1-Apr-16	15.05	<b>15.50</b>		
	Allotment rent year runs from 29 September to 28 September the following year							
	<b>10.2 SENIOR CITIZENS</b>							
	25% reduction on the above charge							
	<b>10.3 DEPOSIT - REFUNDABLE</b>	N	Each	1-Apr-11	50.00	<b>50.00</b>		Retain at current level
	<b>10.4 KEY REPLACEMENTS</b>	I	Each	1-Apr-16	15.45	<b>16.00</b>		Needs to be same as Rec & Pav Hire charge for lost keys

**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	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
<b>11</b>	<b>SPECIAL COLLECTION OF HOUSEHOLD REFUSE</b>						
	(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	<b>20.38</b>		
	ii) Each Additional Item	N	1-Apr-15	3.00	<b>3.05</b>		
	(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	<b>20.38</b>		
	ii) Each Additional Item	N	1-Apr-15	4.00	<b>4.08</b>		
	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 )						
<b>11.2</b>	<b>DISPOSAL OF DECEASED DOMESTIC ANIMALS</b>	I	1-Apr-15	60.00	<b>61.15</b>		
<b>11.3</b>	<b>REMOVAL OF UNAUTHORISED ADVERTISING ON STREETS, OPEN SPACES AND PUBLIC NOTICE BOARDS</b>						
	(a) Removal of unapproved advertising, promotional material or balloons on public spaces, street furniture or notice boards - per item per week	N	1-Apr-16	40.00	<b>40.80</b>		
	(b) Removal of unapproved notices	N	1-Apr-16	40.00	<b>40.80</b>		
	(c) Taking down and storage of fly posters	N	1-Apr-16	85.00	<b>86.65</b>		

**SERVICE DELIVERY COMMITTEE**

		DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2016/17 £	2017/18 £	Externally Set	Explanation regarding the recommended level of charge
<b>11.4</b>		<b>COUNCIL CAR PARKS</b>						
	(a)	Off Street parking						
		Parking charge for stays of over 3 hours (where applicable)	I	1-Apr-15	3.00	<b>3.00</b>		Do not change fee else all car park signage and machines will need changing at significant cost
<b>11.5</b>		<b>CLEANSING OF PRIVATELY OWNED PARKING AREAS</b>						
	(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	<b>100.00</b>		
	ii)	Greater than 20 sq metres		1-Apr-12	POA	<b>POA</b>		
	(b)	Cleaning of Car Parks and other areas		1-Apr-11	POA	<b>POA</b>		
	(c)	Mowing of Large Private Grassed Areas						
		POA = Price on Application		1-Apr-11	POA	<b>POA</b>		
<b>11.6</b>		<b>RELOCATION OF STREET NAME PLATES</b>						
	(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	<b>115.00</b>		Includes manufacture of new plate and installation
	ii)	Frame mounted name plates		1-Apr-15	150.00	<b>175.00</b>		Includes manufacture of new plate and installation
		<b>VAT Key</b>						
	I	Inclusive of VAT						
	E	Exempt from VAT						
	N	Non Business Activity						
	Z	Zero-rated VAT						





<b>Service Delivery Committee</b>	<b>Tuesday, 11 October 2016</b>	<b>Matter for Information and Decision</b>
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**Title:** **Community Service Update**

**Author:** **Stephen Glazebrook (Interim Community Services Manager)**

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**1. Introduction**

1.1. This report is to provide an update to the Service Delivery Committee regarding the delivery of Landlord Services and related community activities.

**2. Recommendations**

- 2.1 Members are asked to note the contents of the report.
- 2.2 Members are asked to adopt the Homelessness Strategy.
- 2.3 That the Chair of this Committee write to the Minister of State for Housing and Planning requesting the re-introduction of a fair rent scheme for new tenancies in the private sector.
- 2.4 That Officers be given authority to negotiate a new lease in respect of the telecommunications equipment at Chartwell House.

**3. Information**

**3.1 Current Tenant Arrears**

The target for 2016/17 is to reduce gross rent arrears to 2.5% as a percentage of Annual Rent Debit – as agreed by this committee in July 2016.

Gross Arrears as Percentage of Annual Rent Debit					
March	April	May	June	July	August
£136	£159	£140	£145	£158	£143
623.28	557.32	009.01	700.70	758.01	983.45
2.7%	3.2%	2.8%	2.92%	3.2%	2.9%

The Income Team now comprises 2 full time officers since June. Training of the new permanent member of staff has been completed and targeted actions of rent arrears are now up to full capacity.

The current arrears figure is on profile following the expected seasonal increase due to the holiday season and it is confidently expected that we will meet or exceed the end of year target.

*(Continued overleaf)*

### 3.2 Former Tenant Arrears

The target for 2016/17 is to reduce former tenant arrears to 1.5% as a percentage of Annual Rent Debit – as agreed by this committee in July 2016.

Former Tenant Arrears As Percentage Of Annual Rent Debit					
March	April	May	June	July	August
£108 330.96	£117 878.09	£118 363.99	£121 089.48	£122 039.59	£123 597.02
2.2%	2.4%	2.4%	2.4%	2.5%	2.5%

Members are advised that every effort is made to collect the rent lawfully due whilst tenancies are in force and that eviction is always seen as a last resort. Collection post tenancy is significantly more difficult and it is proposed to employ a specialist tracing and collection agency to pursue former tenant debt.

Following Committee approval in July 2016 a procurement exercise has taken place and a third party tracing and collections agency has been identified to assist in meeting this target. Talks with this company are progressing at the time of writing this report.

Where a debt is deemed to be irrecoverable it will be submitted for write off in accordance with the Council's financial regulations.

### 3.3 Gas Safety

100% compliance has been achieved as of the end of August 2016.

### 3.4 Voids Performance

The target for voids requiring a normal amount of re-let works for 2016/17 was set at 20 working days.

Void Performance (empty Council properties) - Excluding Properties Requiring Major Works		
Date	Number of normal lets	Average working days
Q3 2015/16	33	42
Q4 2015/16	18	23
Q1 2016/17	25	23
Q2 2016/17 to date	11	21

Progress has slowed due in part to the nature of the Council's remaining stock and the types of vacancies which arise. All sheltered flats and bedsits remain difficult to let along with family sized flats and maisonettes in certain central Wigston Magna locations. 4 of the lettings in Q1 2016/17 had multiple refusals which in certain cases added to the delay in letting.

Overall, voids performance has continued to improve as a result of the measures put in place at the start of this calendar year and notwithstanding the difficulties in letting certain types of property as described above we expect to meet or be very close to the target by the end of the current financial year.

### 3.5 Homelessness Strategy

Further to the approval of the draft homelessness strategy by Committee in July 2016 consultation has now been completed with all Registered Providers with whom the Council maintains nomination arrangements along with as many partner agencies as practicably possible including all the Leicestershire boroughs and districts. A page was created on the Council's website which was available for 3 weeks to all residents and other interested parties.

2 responses were received, neither of which raised any issues with the draft strategy. One response supported moving forward to achieve the 'gold standard' and the other highlighted that single homeless people could be referred to certain Leicester City located projects.

In light of the above Members are asked to formally adopt the strategy.

Partners were also asked to complete a short survey regarding 'fair rents'

Question	Responses	
	Yes	No
Would you like to see a return to a 'Fair Rent' system for all private tenancies in England?	3	0
If you answered 'yes' would you support Oadby & Wigston Borough Council advancing this with government?	3	0

It is recommended therefore that the Chair of this Committee write to the Minister of State for Housing and Planning requesting the re-introduction of a fair rent scheme for new tenancies in the private sector.

### 3.6 Disabled Facilities Grants (DFG's)

Members are reminded of the government's decision to increase funding for Disabled Facilities Grants for Leicestershire by £1.7 million for 2016-17 and the Leicestershire County Council decision to initially and arbitrarily assign this increased funding to the Better Care Fund to meet an unexpected shortfall elsewhere in the budget.

Dialogue is continuing and an update will be provided to members when this fluid situation reaches a conclusion.

### 3.7 Warden Call Monitoring and Housing Related Support

A Service Level Agreement has been signed with Charnwood Borough Council with a provisional commencement date of 3 October 2016. This service allows for tenants of sheltered accommodation and dispersed properties to request assistance in summoning friends, relatives or the emergency services at the point of crisis. It does not replace existing arrangements for repairs or other 'out of hours' issues which remain with the existing provider ASRA Service24.

The warden call monitoring arrangement provides reassurance at nil cost to individual tenants with the cost being borne by the Housing Revenue Account. Tenants in dispersed properties will need to maintain a telephone landline in order to access this service.

### **3.8 Chartwell House – Expiry of Lease for Rooftop Telecommunications Site**

Members resolved at its meeting on 5 July 2016 not to renew the lease with the site operator (EE Limited).

However, after taking further legal advice, it has subsequently transpired that EE are protected by the Telecommunications Code which makes it very difficult for the landowner to require the removal of the equipment unless the operator agrees. In addition, the operator enjoys further statutory protection under part 2 of the Landlord and Tenant Act 1954. That being the case it is clear that this Council has little option but to renegotiate a new lease and it is proposed to appoint an external company experienced in these matters to act on the Council's behalf to secure the best possible terms and members are asked to approve this course of action.

### **3.9 Update on Work to Assess Viability of Reintroduction of Terraced House Refurbishment Grants**

The potential scope of the proposal to re-introduce terraced house refurbishment is actively being examined with a view to establishing the viability of such a scheme.

Government funding for this initiative was withdrawn some time ago and it is clear that funding for such a scheme would have to be sought from additional borrowing by the General Fund which would have an impact on other priorities.

A further update will be submitted to Members once officers have completed their investigations.

### **3.10 Update on Liaison with MOD on Empty Properties Located on Namur Road**

A letter to the Ministry enquiring about the possibility of leasing empty properties has gone unanswered and an approach has now been made to the national managing agents, Carillion Amey.

### **3.11 Empty Homes**

A notice has now been served on 114 Uplands Road requiring the owner to:

- 1.** Cut down all vegetation in both the front and rear garden areas to ground level.
- 2.** Remove all cut vegetation to an authorised place of disposal.
- 3.** Remove all fly tipped rubbish on the site to an authorised place of disposal.
- 4.** Secure all ground and first floor windows and doors on all elevations by way of replacement of the glazing or by boarding up.

The owner has 1 month within the date of the notice to have completed items 1 2 and 3 above and 2 months from the date of the notice to complete item 4. The notice was served on 26 August 2016 and further action will be considered by way of compulsory purchase which would require approval by Council at a future date.

### **3.12 Update on Capital Programme**

Details of the capital programme are attached at Appendix 1 of this report.

Some of the key highlights of the programme are as follows

**Boulter Crescent:** The final block of four properties in the refurbishment programme was completed on 9th September and the last group of decanted tenants returned to their homes on 13th, 14th and 15th September. The contractor will reduce the size of their site compound but will maintain a presence until around the end of October. This will facilitate carrying out remaining works to common areas, the externals of the community flat and minor works identified through snagging and defects inspections.

**Chartwell House:** the concrete repairs and external painting contract has been tendered and let. Pre contract meetings have been held and all necessary arrangements put in place for works to commence with access equipment going on site on Monday 12th September. This is a 6 week contract but could be affected if there are adverse weather conditions affecting either working at height or the materials being used.

**King Street:** the external works contract to replace defective retaining walls and extend dry and a yard area has now been completed. There were delays on this contact as contrary to what we had been advised when we consulted with utility companies prior to works services did run through the areas of excavation. Very positive feedback has been received from residents about the enhanced facilities now provided.

**William Peardon Court, Kings Drive and Gibson Close:** the replacement kitchen programme has now been completed and the first phase of the bathroom replacements (William Peardon Court) started on site on 13 September with provision of level access shower rooms to all flats.

**External Wall Insulation to 152 homes:** this contract has been tendered and preliminary works are starting on site under a letter of intent pending signing of the formal contract. The contractor commenced detailed surveys of homes on 6 September and will be setting up welfare and storage facilities with the first insulation expected to be fitted around the end of the month. The programme will start in Oadby (where EWI had been planned in Queen Street in a smaller one off project) before moving to Wigston and then South Wigston. The properties in South Wigston are all located in an area wide conservation area which means obtaining certain planning consents and a longer lead in time.

A small number of the homes still require boiler upgrades which will be carried in conjunction with the EWI works out and top ups of loft insulation will be completed where needed. All affected tenants have been notified and invited to a drop in event on the afternoon and evening of 21 September. All work is scheduled to be completed in the current financial year.

The projected spend of the planned works for 2016/17 including carry over from previous year is £4.6 Million.

### 3.13

#### **Update on Asbestos Incident at Garages in Kenilworth Drive, South Wigston Affecting Marstown Avenue and Kenilworth Road Residents.**

In early April 2016, the roofs of a garage block in Kenilworth Road South Wigston were jet washed. Material from the jet washing process was deposited on some of the gardens of adjoining houses, open ground around the site and railway property.

Investigations confirmed that some of the material was Asbestos containing material

(ACM) i.e containing fibrous chrysotile asbestos. The garages belonged to two trustees of a Personal Injury Compensation Trust with one beneficiary all of the same family. We have information that the beneficiary was involved in the task of jet washing of the roofs .

Since this time the beneficiary and owners have been approached and have agreed in principle to clear the asbestos contamination. Extensive sampling of all gardens affected has been undertaken identifying the extent of the contamination. Network Rail has arranged clearance of the railway land. We have informed the Health and Safety Executive (HSE) as this was apparently a construction work activity and they are investigating with a view to prosecution. Other relevant agencies were also contacted and advice sought from our legal advisers and Public Health England (PHE). Remediation work commence week commencing 26 September and the HSE are happy with the work completed so far.

### 3.14 Lightbulb

Further to the Committee’s decision on 5 July 2016 to approve in principle joining the Lightbulb project, we are awaiting sight of the final business case which is due at the end of September and a further report will be submitted to the next meeting of this Committee for further consideration.

**Background Documents:-**

Appendix 1 – Capital Programme

**Email:** stephen.glazebrook@oadby-wigston.gov.uk

**Tel:** (0116) 257 2674

Implications	
<b>Financial (CR)</b>	Efficient housing void and debt management is essential to keeping income streams in this service on target. Cost of the Asbestos cleanup works and recovery action.
<b>Legal (AC)</b>	CR 5 Effective utilisation of Assets/Buildings – Tackling the issue of empty homes in the Borough and the relevant enforcement action. Taking action against the garage owners in accordance with Environmental Protection Act 1990.
<b>Risk (SG)</b>	CR1 Decreasing Financial Resources - The level of arrears and void turnaround times will affect both the Council’s income streams and its net current assets position on its balance sheet. Both these areas need intensive management. Progress on the capital programme. CR4 Reputation Damage – failure to manage homelessness could lead to loss of public confidence and adverse publicity. Failure to take action to address the asbestos contamination issue.
<b>Equalities (SG)</b>	An initial screening of the draft homelessness strategy has been carried out and is attached.
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment    Not Applicable

## APPENDIX 1

2016/17 CAPITAL PROGRAMME PROJECTS (INCLUDING ROLL OVER PROJECTS FROM PREVIOUS YEAR)			
Scheme	Number of Homes	Description	Procurement Method & Update
<b>Schemes on site or tendered</b> <ul style="list-style-type: none"> <li>Boulter Crescent – whole home</li> <li>King Street - external works</li> <li>Queen Street– whole home</li> <li>Queen St – external wall insulation</li> <li>Kings Dr Gibson Close - Kitchens</li> </ul>	<p>30</p> <p>8</p> <p>3</p> <p>13</p> <p>26</p>	<b>Whole home approach</b> <ul style="list-style-type: none"> <li>Balance of 2 year contract for 143 homes</li> <li>Retaining walls and landscape, affects 8 flats</li> <li>Balance of contract for 13 homes</li> <li>Now included in main EWI contract</li> <li>Contract commences 14<sup>th</sup> March</li> </ul>	<b>Tendered by Ridge Consultants</b> <ul style="list-style-type: none"> <li>Final handovers taken 9.9.16</li> <li>Completed</li> <li>Completed</li> <li>Main contract now let</li> <li>Completed</li> </ul>
<b>Kitchens and Bathrooms</b> <ul style="list-style-type: none"> <li>Kenilworth Drive - Both</li> <li>William Peardon Ct – Bathrooms</li> <li>Kings Dr Gibson Close – Bathroom only</li> <li>Malham Way – Both</li> <li>Countesthorpe Rd – Both</li> <li>Bassett Street - Both</li> </ul>	<p>10</p> <p>30</p> <p>&gt;26</p> <p>&gt;25</p> <p>7</p> <p>5</p>	<b>To deliver balance of original ten year programme</b> <ul style="list-style-type: none"> <li>To be surveyed</li> <li>25 low access showers, 5 replacement bathrooms</li> <li>Low access showers to be fitted in most cases</li> <li>Some done at relet – to be surveyed</li> <li>Some done at relet – OWBC surveys in progress</li> <li>Some done at relet – OWBC surveys in progress</li> </ul>	<b>To be tendered using consultants</b> <ul style="list-style-type: none"> <li>Data collected from records</li> <li>Contract let</li> <li>Surveys in progress</li> <li>Surveys in progress</li> <li>OWBC to tender</li> <li>OWBC to tender</li> </ul> <b>(All to be completed 2016/17)</b>
<b>Previously Refused Decent Homes Work</b>	<b>15 to 20 (estimate)</b>	<b>At relet or by subsequent request of same tenant</b> Examples: electrical upgrades or rewiring; DPC and re-plastering; heating upgrades, kitchens and bathrooms	<b>By quotation, Schedule of Rates or priced against SOR book.</b> <ul style="list-style-type: none"> <li>Progressing as estimated</li> </ul>
<b>Boiler Replacement Programme</b>	<b>100</b>	<b>End of life replacement/upgrade</b> In two batches of fifty – traditional heat only boilers (typically 15 – 18 years old) with hot water cylinders. To be replaced with combi boilers and new controls. System upgrades will be added where radiators are in poor condition, need resizing or are badly silted up.	<b>Priced item in Gas Service Contract Schedule of Rates awarded via NHC procurement framework.</b> <ul style="list-style-type: none"> <li>Met with Liberty and property schedules being prepared</li> <li>Aim to deliver before winter</li> </ul>

## APPENDIX 1

<b>Communal Heating Replacement Phase 1 – William Peardon Court</b>	<b>36</b>	There are a number of possible options, replacement of commercial size boilers, complete replacement of communal heating system, provision of individual heating systems to each flat.	<b>Specialist heating consultants to be appointed to help identify best solution and tender works.</b> <ul style="list-style-type: none"> <li>• Consultant selection stage</li> </ul>
<b>Replacement of Door Entry Systems</b>	<b>All door entry controlled blocks</b>	Current systems becoming obsolete as spare parts and replacement fobs no longer available.	<b>Consultants to be appointed to specify and tender.</b> <ul style="list-style-type: none"> <li>• Have met with system suppliers</li> <li>• Looking at this urgently</li> </ul>
<b>Chartwell House Concrete Repairs</b>	<b>41</b>	First phase of concrete repairs to be followed by external redecoration (walkway ceilings etc.)	<b>Tendered by new in house surveyor</b> <ul style="list-style-type: none"> <li>• Contract let, started 12.09.16</li> <li>• 6 week contract</li> </ul>
<b>Brabazon Road Concrete Repairs</b>	<b>Shops and leasehold maisonettes</b>	Survey and make safe completed	<b>To be tendered following receipt of indicative cost.</b> <ul style="list-style-type: none"> <li>• Leaseholder consultation (Oct)</li> <li>• Timescales yet to be agreed</li> </ul>
<b>External Doors</b>	<b>Phases of 50</b>	Replacement of failed composite doors (original contractor went out of business)	<b>Pre – tendered framework e.g. LHC framework launched 02.03.16.</b> <ul style="list-style-type: none"> <li>• Framework still to be assessed</li> <li>• Plan first phase in the Autumn</li> </ul>
<b>External Insulation to Solid Wall Homes</b>	<b>152</b>	Mobilisation and detailed surveys commenced. Phase 1 – Oadby Phase 2 – Wigston Phase 3 – Sth. Wigston (planning permission needed)	<b>Tendered by consultants</b> <ul style="list-style-type: none"> <li>• Contract administrator, QS and H&amp;S advisor appointed</li> <li>• Contract let via letter of intent</li> <li>• To completed by March 2017</li> </ul>
<b>External Works - Junction Road, Maromme Square, Burgess Street</b>	<b>Estate Works</b>	Reduction in height of screen walls and other estate improvements in consultation with residents. Looking to do works to walls as soon as possible.	<b>Quotation or tender depending on extent of works</b> <ul style="list-style-type: none"> <li>• Site visit with stakeholders June</li> </ul>



## APPENDIX 1

			<ul style="list-style-type: none"> <li>• Programme to be agreed</li> </ul>
<b>Fire Safety Upgrade</b> Marriott House	<b>27</b>	<ul style="list-style-type: none"> <li>• Improvements to roof space compartments</li> <li>• Detailed work to fire doors and closers in common areas</li> </ul>	<b>To be tendered using consultants</b> <ul style="list-style-type: none"> <li>• Fire risk assessments completed</li> <li>• Immediate issues addressed</li> <li>• Programme to be agreed</li> </ul>
<b>Fire Safety Upgrade</b> Junction, Maromme, Burgess	<b>54</b>	<ul style="list-style-type: none"> <li>• Replacement of flat doors</li> <li>• Upgrading and new finishes to common areas</li> </ul>	<b>To be tendered using consultants</b> <ul style="list-style-type: none"> <li>• Fire risk assessments completed</li> <li>• Programme to be agreed</li> </ul>
<b>Disabled Adaptations</b>	<b>30</b>	Assuming a similar number of referrals to 2015/16	<b>Quotation / Tender</b> <ul style="list-style-type: none"> <li>• Currently commencing design, quote, delivery process, as soon as referrals are received</li> </ul>
<b>Car Hardstanding</b>	<b>15</b>	Waiting list reviewed and updated. Phase 1 and 2 in progress (8) Phase 3 and 4 awaiting (5) New applications (2)	<b>Quoted in four phases</b> <ul style="list-style-type: none"> <li>• 2 completed</li> <li>• 1 on order</li> <li>• 6 applications to county</li> <li>• 4 awaiting OWBC drawings</li> </ul>
<b>William Peardon Court CCTV</b>	<b>36</b>	Upgrade security / CCTV	<b>Quoted</b> <ul style="list-style-type: none"> <li>• Completed</li> </ul>
<b>Garages and Bungalow Porch Recesses (Cyclical not capital – but for information)</b>	<b>TBC</b>	Re start of painting programme	<b>Quotation</b> <ul style="list-style-type: none"> <li>• Surveys currently taking place</li> <li>• To be complete by autumn</li> </ul>
<b>Elizabeth Court – Bin Stores</b>	<b>Common area works</b>	Bin area conversion and refurbishment (delayed to obtain quotes/programme works to run underground electrical supplies from main buildings)	<b>Quoted</b> <ul style="list-style-type: none"> <li>• Design completed</li> <li>• Start date awaited</li> </ul>



## EQUALITY ASSESSMENT

### PART 1 - INITIAL SCREENING

<b>Name of Policy/Function:</b> <b>Homeless Strategy</b>		This is <b>new</b>
		This is a <b>change</b> to an existing policy
		This is an <b>existing</b> policy, Function, not previously assessed
	<b>X</b>	This is an existing policy/function for <b>review</b>

<b>Date of screening</b>	19/8/2016
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#### 1. Briefly describe its aims & objectives

The Homeless Strategy informs and guides the organisation in dealing with homelessness in the Borough.

#### 2. Are there external considerations? (Legislation/government directive etc)

A Homeless Strategy is a statutory duty conferred upon the Council by the Homelessness Act 2002 and this strategy refreshes the 2008 strategy

#### 3. Who are the stakeholders and what are their interests?

- Private registered providers of accommodation – who provide affordable homes to those with particular need for housing
- Advice and advocacy providers in the voluntary sector – who advise and support those facing homelessness
- Housing Options teams in this borough and the adjacent boroughs including all of Leicester and Leicestershire – as joint working helps to resolve certain issues
- People facing homelessness – who are directly impacted by the assistance provided and which is outlined in the strategy
- Borough Councillors and residents – who have an interest in ensuring homelessness is dealt with adequately in the Borough

#### 4. What outcomes do we want to achieve and for whom?

The main outcome is to provide an adequate response to homelessness in the Borough.

**5. Has any consultation/research been carried out?**

**Yes.**

The strategy was presented to discussion to the Service Delivery Committee on 5 July 2016 and was then sent directly to the majority of stakeholder organisations in August 2016. The stakeholders targeted included Private Registered Providers of Housing (Housing Associations), Advice and Advocacy Agencies, Leicester and Leicestershire Local Housing Authorities. The draft strategy was also placed on the corporate website to allow the public to comment in addition to its publication as part of the democratic process.

**6. Are there any concerns at this stage which indicate the possibility of Inequalities/negative impacts?**

No concerns have been highlighted.

Homelessness has the potential to impact on anyone regardless of any protected characteristic. The Housing Options approach operated through the Customer Service Centre means that customers have an accessible venue, access to translation services and a face to face interview from experienced staff which reduces the barriers that other approaches might introduce. Requests for reasonable adjustments such as sign language interpreters for deaf clients are regularly received and acted upon. No complaints have been received around accessibility of service or other equality matters in relation to the Housing Options provision.

**7. Could a particular group be affected differently in either a negative or positive way?**

**Positive** – It could benefit

**Negative** – It could disadvantage

**Neutral** – neither positive nor negative impact

**Not sure?**

	<b>Type of impact, reason &amp; any evidence</b>
<b>Disability</b>	Neutral
<b>Race (including Gypsy &amp; Traveller)</b>	Neutral
<b>Age</b>	Positive, particular additional resource is provided for 16 & 17 year olds
<b>Gender Reassignment</b>	Neutral
<b>Sex</b>	Positive, particular provision is made for victims of domestic abuse of whom the majority are female
<b>Sexual Orientation</b>	Neutral
<b>Religion/Belief</b>	Neutral
<b>Marriage and Civil Partnership</b>	Neutral
<b>Pregnancy and</b>	Neutral

**8. Could other socio-economic groups be affected** e.g. carers, ex-offenders, low incomes, homeless?

All socio-economic groups might be affected. It should be noted that those with substantial funds are more likely to have scope to resolve their homelessness

**9. Are there any human rights implications?**

No.

**10. Is there an opportunity to promote equality and/or good community relations?**

No.

**11. If you have indicated a negative impact for any group is that impact legal** (not discriminatory under anti-discrimination legislation)?

Not applicable.

**12. Is any part of this policy/service to be carried out wholly or partly by contractors?**

Yes.

The Council utilises services which are contracted through third party organisations and partnerships.

**13. Is a Part 2 full Equality Assessment required?**

No.

**14. Date by which a Part 2 full Equality Assessment is to be completed with actions.**

Not applicable.

**Please note that you should proceed to a Part 2, the full Equality Assessment if you have identified actual, or the potential to cause, adverse impact or discrimination against different groups in the community.**

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required\*** (please delete as appropriate).

Completed by Steve Nash Date 19/08/16  
*(Policy/Function/Report Written)*

Countersigned by Stephen Glazebrook Date 19/08/16  
*(Head of Service)*

Please forward an electronic copy to:

[veronika.quintyne@oadby-wigston.gov.uk](mailto:veronika.quintyne@oadby-wigston.gov.uk) (*Community Engagement Officer*)

Equality Assessments shall be published on the Council website with the relevant and appropriate document upon which the equality assessment has been undertaken.

# Agenda Item 10



**Service Delivery  
Committee**

**Tuesday, 11 October  
2016**

**Matter for Information**

**Title: Corporate Enforcement Update**

**Author: Stephen Glazebrook (Interim Community Services Manager)**

---

## **1. Introduction**

This report is to provide Members of the corporate enforcement activity of the Council since the last meeting.

## **2. Recommendations**

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

## **3. Information**

### **3.1. Fly Tipping**

There were no Fixed Penalty Notices served but several cases were reported and investigated, some using interviews under PACE (Police and Criminal Evidence Act 1984) procedures, and to the satisfaction of Council Officers. All with the aim of educating alleged perpetrators of the impact and potential results of their actions and the likely formal options available to enforce against their activities.

The Borough is regularly monitored for any nuisances in line with the requirements of the Environmental Protection Act 1990 (Section 1).

### **3.2. Dog Fouling**

The ongoing programme of inspecting 'hotspots' for incidents of dog fouling, is still continuing with the same momentum, with over 20 visits made in the last quarter. Most of the Boroughs Parks and open spaces are patrolled and monitored to identify offences or directly in response to complaints.

Fortunately no fixed penalty notices have been served and this can be interpreted as a positive response to the presence of a uniformed officer conducting regular visible patrols. On occasions, leaflets have been distributed to educate and raise awareness amongst dog owners and other park users as to the responsibilities of dog ownership.

### **3.3. Licensing**

In relation to the Taxi licensing there has been a change around of staff at the local policing unit recently where contacts (PS Simons/Lewin have both moved on.) Therefore negotiations around setting up a joint operation are still being finalised.

Other colleagues in neighbouring Boroughs, (Mandy Geary Licensing officer of Blaby DC) are more than willing to run a joint operation with us, DVSA and the Police on Friday or Saturday nights.

Regular checks are made on the taxi ranks, vehicles and drivers using shared

intelligence to target 'hotspot' taxi operators at their premises.

The Licensing Enforcement Officer attended John Foster Hall, Manor Road, Oadby from 1945hrs to 0145hrs on Friday 30th September 2016 as a result of a complaint from a licensed Oadby and Wigston taxi driver, who had stated that Leicester City Black cabs had been working illegally within the Borough.

During the time there the Licensing Enforcement Officer stopped 30 Leicester City Council vehicles and spoke to the drivers and advised them that they were operating illegally and not within their jurisdiction. In the fact that their Hackney Badges do not allow them to ply for hire in the Oadby and Wigston area. To assist the drivers, the Licensing Enforcement Officer handed out a map of the OWBC boundaries. The Licensing Enforcement Officer made contact with the complainant and spoke with him at length. It was agreed that he would continue to send offending vehicle plates and registration plates to her so the Officer could deal with the information appropriately.

With the information obtained the Licensing Enforcement Officer has sent a report to Licensing at Leicester City Council outlining the problem and requesting that they confirm all of the drivers names and addresses so appropriate letters can be sent out. After speaking on the night with on site Security officers, the Licensing Enforcement Officer has spoken with the Head of Security for the University of Leicester in relation to educating the Students as to which vehicles are insured to take them.

It has been agreed that the Officer will send an examples of OWBC taxi plates who will disseminate to the Halls of residence to try to educate the students as to which vehicles they should hire when hailing taxis from the Halls of residences. The Head of Security is going to liaise with the Student Union officials to ensure the students are briefed. The Head of Security has also stated that he will be looking into the possibility of authorising a couple of OWBC taxi firms to go onto the grounds of the Halls of residence sites to arrange pickups in an attempt to eradicate the problem.

On speaking with the University and the promoters of the Rock Star events which are held at the O2 on University Road, most of the events which require taxis are held on a Wednesday and Friday night therefore the Licensing Enforcement Officer will conduct spot checks on those nights bar the times when she is on annual leave (12th 19th October 2016) so that the students of the Borough are safe and the taxi drivers of the borough are not disadvantaged.

Licensed premises continue to be monitored proactively to address compliance with licensing objectives and specific conditions contained in individual licences.

**Email:** stephen.glazebrook@oadby-wigston.gov.uk

**Tel:** (0116) 257 2674

Implications	
<b>Financial (CR)</b>	CR1 - Decrease in Financial Resources
<b>Legal (AC)</b>	No significant implications.
<b>Risk (SG)</b>	CR6 - Regulatory Governance
<b>Equalities (SG)</b>	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

# Agenda Item 11



**Service Delivery  
Committee**

**Tuesday, 11 October  
2016**

**Matter for Information  
and Decision**

**Title: Leisure Services Update**

**Author: Avril Lennox MBE (Interim Health and Leisure Manager)**

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## **1. Introduction**

This report provides Members with an update on the Council's Leisure Services, including the Leisure Contract; the Health & Wellbeing Board; Sport & Physical Activity Commissioning grant; Brocks Hill Country Park & Centre; and Pride of the Borough.

## **2. Recommendations**

- 2.1 That Members note the progress in relation to Leisure Services.
- 2.2 That Members consider the quotes submitted in order to increase car parking spaces at Brocks Hill/Parklands Leisure Centre and provide their approval to progress.

## **3. Information**

### **3.1 Leisure Contract**

#### **Participation**

Participation has substantially increased since the launch of the new Wigston Pool and Fitness Centre and the redeveloped Parklands Leisure Centre. There have been over 244,000 visits in the period April to July, which equates to more than 2,000 per day!

Currently 1,400 children and adults are learning to swim every week, with swimming participation reaching 75,000 for the whole period.

There are more than 150 exercise classes and 38 activity sessions every week, including kurling, cheerleading, baby ballet, martial arts and trampolining.

This period has also seen the launch of a Sports Development and Reducing Health Inequalities plans, specifically aimed at increasing participation of targeted community groups such as disabled people; those referred by their GP for health issues; children and young people; older adults, and those economically disadvantaged.

Sessions include:

- Girls Activity Lifestyle classes
- Strong & Steady falls prevention course
- Fitter, Leaner, Stronger training classes
- Messy Play for U5's
- Free school summer holiday swimming sessions
- Free disabled swimming sessions
- Educational and activity sessions specifically for diabetes sufferers

#### **Customer Feedback**

Customer feedback has been extremely positive, on three fronts:



1. The quality of the new buildings and the facilities, in particular the swimming pools and gyms.
2. The wide variety and number of activities on offer.
3. The staff who deliver the activities.

### **New Staff / Posts**

Many new posts have been introduced with more swim teachers, coaches, kids activity leaders and an Active Communities post which is dedicated to increasing participation in targeted community groups.

### **Building Works**

The only remaining work is the landscaping outside the gym at Parklands, which will be completed in the near future, in addition to repairing the potholes on the approach road.

### **Events**

There have been a number of events in the period, for example:

- ASA club swimming galas
- Mayor Making
- Elections
- Queen's 90<sup>th</sup> Birthday Open Day celebration
- Blood Bank
- Weddings
- Breast Care unit stationed at Parklands

### **3.2 Oadby and Wigston Health and Wellbeing Board (HWBB):**

Oadby and Wigston Health & Wellbeing Board (HWBB) has recently gone through a re-structure. Whilst the HWBB does not have any funding to support or deliver projects, the aim of this group is to bring key decision makers together from a range of local health providers to review local health data, share information on service provision and lobby for change.

Each planned meeting will concentrate on a particular area of health. The meeting on 12 July 2016 focused on Dementia and Mental Health. Specialist health and community representatives from this area of work were invited to attend the meeting. Information gathered will be shared via a new on-line portal in order to provide a directory of services. This will be available to members of the public, health professionals including doctors in order to aid signposting to appropriate local services.

Councillor Ernie White and Mike Sandys (County Health & Wellbeing Board) also attended the meeting to provide a County update. Topics included Transforming Health and Care across Leicester, Leicestershire and Rutland; the National requirements of the Better Care Fund; and an overview of the Leicestershire Integration Plan 2016/17.

The next HWBB meeting on 11 October will focus on Diabetes and Healthy Weight.

### **3.3 2016/17 Sport & Physical Activity Commissioning**

Oadby and Wigston Borough Council, on behalf of the locality has been successful in drawing down a total of £106,000 external funding and partnership contributions to

deliver targeted sport and physical activity interventions across the borough. The following information provides a brief update on progress to date and future plans.

## **April – September**

### **Priority Neighbourhoods**

Boxercise and Streetdance sessions were delivered at St Thomas Church in South Wigston for children 6-16 in collaboration with a number of partners. The two 10 week blocks have been extremely successful with up to 55 young people attending each session on a weekly basis. Consultation is taking place with young people to influence future projects.

A range of activities were organised for residents on Bennett Way in South Wigston to try, such as arts/crafts, total wipeout, boxing and a mobile skate park. The event was well received by residents with over 75 attendees between 1 - 4pm. However some weekly multisport sessions delivered at Blaby Road Park, were not as well attended.

### **Cycling**

Mere Lane Outdoor Pursuits Centre in Oadby was commissioned to deliver 5 led Mountain Bike sessions, in line with the cycling target set by Leicestershire and Rutland Sport (LRS). Unfortunately only half the available 40 places were taken up, so consultation is taking place to improve attendance in the future. OWBC is currently working with British Cycling Ride Leaders to develop led road cycle rides in other parts of the borough.

### **BME Engagement**

We are continuing on from the positive work carried out last year in partnership with the Oadby Muslim Association and the Oadby Oshwal Association in developing sustainable sport and physical activity sessions. The groups have been given the opportunity to bid for funding to enable them to increase physical activity participation.

Women from both groups have attended an LRS programme to get more women into leadership roles within Sport and Physical Activity. In addition, we are currently engaging with the residents of Kennedy House in South Wigston, with a view to either developing regular sustainable sports sessions or assist them to access existing provision.

### **FliC – Weight Management Programme for Families**

Our second and final FliC programme is nearly complete. Held at the Freer Centre in Wigston this intervention has proved very successful, with around 8 families accessing both groups. Most of the children attending have also continued to participate in regular community sessions in the borough.

### **LEAP – Weight Management Programme for Adults**

Our LEAP sessions have continued to be well attended on a weekly basis with around 12-15 participants each week.

### **FaME – Falls Prevention Programme**

This research programme aims to engage with residents who have balance issues or who are at risk of falling. Both FaME programmes are running to capacity with 14

participants attending each course each week. We are currently working with our leisure provider to sustain the sessions after the funding finishes in December.

## **Rounders**

Our Summer Family Rounders sessions have been a great success with over 30 people attending each week. They were held at Blaby Road Park in South Wigston on a weekly basis. We are currently looking to continue this popular activity 'indoors' during the winter months.

## **September – December**

### **Back to Sport**

We are planning to start 'Back to Sport' sessions aimed at those who used to play sports at school/college and would like to return to a non competitive style activity. The sports currently being planned from October are Football, Tennis, Touch Rugby, Cricket and Basketball. These will be held at various locations, times and days across the borough therefore giving residents multiple opportunities to get involved.

### **Retirement Project**

In October and November we are launching a range of Sport and Physical Activity sessions across the borough aimed at residents who are 50+. Some of these sessions will be slower versions of formal sports games, such as Walking Cricket and Walking Football. In addition, a range of fishing events will be organised to build on the success of last year's pilot.

### **Diabeters**

Following on from the 'Diabeters' pilot project held in January this year, our leisure provider will now continue to organise the physical activity and nutrition programme from September, for residents who have been diagnosed with type 2 Diabetes.

### **Paralympics Campaign Week**

Oadby and Wigston are part of a countywide campaign to promote existing disability specific or inclusive sessions within the borough, to coincide with the Rio Paralympics.

### **Workplace Challenge – Internal**

The Leisure Team will be running another staff health event, in conjunction with HR, in October. This is continuing on from the successful event last year which saw 50 members of staff sign-up for the Workplace Challenge programme. The 2017 Workplace Challenge starts in January and runs for 2 months.

### **Workplace Challenge – External**

We are looking to engage with new businesses across the borough, with a view to recruiting 10 new Workplace Challenge Champions. These champions will promote the benefits of health to their colleagues and will set up sessions and events at their workplace. We will offer £100 in funding to every company that joins the scheme, to help kick start the activities.

### **Oadby and Wigston 2016 Awards Evening**

Our annual Oadby and Wigston Awards Evening will be held on Wednesday 23<sup>rd</sup>

November at Parklands Leisure Centre in Oadby. A range of community, sport and physical activity awards will be presented on the night.

### **New Recruitment:**

OWBC has recruited a new Legacy Maker, utilising £13,000 of the Commissioning funding, plus partnership funding from the Council and University of Leicester. Megan Whittington joined the Council in July 2016. She will coordinate national programmes at the local level, in line with additional Sport England funding yet to be drawn down. Megan will also compliment the work of the Physical Activity Coordinator, Kane Radford, whose post is also funded from the Commissioning grant.

## **3.4 Brocks Hill Update**

### **Interim Arrangements**

Casey Humphreys (Natural Discovery Volunteer Development Project Officer) handed in her notice in July. She started a new job at the Ibstock School Hub on 1<sup>st</sup> September. Coincidentally, Nick Hague (Ranger) was head-hunted by GC Landscape Management Ltd of Copt Oak, as their new Operations Manager. Both officers left the authority on 17<sup>th</sup> & 18<sup>th</sup> August 2016 respectively. OWBC is currently progressing replacements for both officers.

In the lead up to the departure of both officers a range of meetings and hand-over sessions were held, to ensure the continuation of the volunteer programme and ensure maintenance arrangements were in place for the country park. This includes meetings with the Brocks Hill volunteering group to ensure they were informed of the interim changes and provided with an opportunity to raise questions.

Wednesday 24 August was the first volunteer day, working with the new interim arrangements. This was a successful day both in terms of collaborative working between volunteers and ground maintenance and achieving improvements to the country park.

### **Greening of the Borough Projects**

Pochins Bridge - A regular bird survey and working group has been established, unfortunately the proposed 'Friends Group' has been put on hold due to a lack of interest. However the current volunteers are happy to stay as a group.

Fludes Lane - Natural Discovery Volunteer Development Project (NDVDP) has carried out a number of wildlife surveys with volunteers. A number of practical days have also taken place; these included footpath clearance and litter picking activities.

Brocks Hill Country Park and Habitat Management - Routine conservation management of the site has taken place. This includes footpath work, grass management and general site maintenance. A new staff parking area has been created. This has included a new raised flower bed which has been planted with roses and bulbs, to soften the visual aspects of the area.

### **Activities Officer Update: School Visits**

From the start of the financial year in April, school visits generated an income of £4357.00 to the end of the summer. The most popular activity was pond dipping with shelter building being the second favourite.

Nature canvasses, made up by our volunteers, have worked very well with 284 sold for schools. The nature canvasses have also sold well over the summer holiday and

encourage children to look more closely at the environment.

## **Summer Holiday Activities**

Summer holiday activities such as 'Pondamonium' have continued to encourage youngsters to learn more about creatures living in the environment. In fact, at the last pond dipping session on Friday 12 August, the adults declared they had enjoyed the session and had learnt a lot too.

As usual, most of the children's activities involved a walk in the Country Park for inspiration or to learn about the environment and, where possible, resources were from re-used or natural sources. Also scrap pieces of paper and card were recycled during the activity, thus, modelling good ethical ideas for children's activities.

In July alone, Courses and Events generated an income of £1551.00 bringing the total this year to £3,280.00 so far. The Activities Officer will review the summer activities to help plan next year's events.

## **Sustainable Food Production**

The Borough of Oadby and Wigston has been given approval to call the food group 'Incredible Edible'. A number of groups have converged and are working together to deliver sustainable food production across the borough. Some of the individuals groups are more advanced than others, as confirmed in the report below.

By being an Incredible Edible group there are 3 'spinning plates' that must be adhered to, these are:

**1. Community** – the community must be involved in all aspects of the work, planting, growing, eating etc and it must also have a positive effect on the community. Currently various different groups across the Borough have come together as one and projects have been undertaken at Boulter Crescent (outside the Community Flat and Bull Head St) and Wigston Library.

**2. Business** – local businesses are encouraged to get involved with the project by either supporting with donations, manpower or sponsoring a planter. It is understood that Sainsbury's has donated £50 to help towards buying watering cans for the different projects across the Borough. OWBC has also donated planters and these have been filled and planted with vegetables and fruit bushes at Bull Head St/Boulter Crescent.

**3. Learning** – there must be opportunities for people to learn about the project and that goes hand in hand with learning about healthier lifestyles, healthier eating and social cohesion. Discussions are taking place with representatives from the Food Banks about the possibility of healthy cooking lessons taking place. The Master Gardeners have also been hugely influential with their knowledge and willingness to help out.

The Wigston arm of the Incredible Edible group has got off to a good start with three areas where food is being grown. South Wigston has plans to plant at the Bassett St Hub and Kirkdale Road but these are awaiting the go ahead. Oadby does not have a specific group set up, however Malcolm Brown has opened up part of his front garden to the public to help themselves to herbs etc. Locations still need to be mapped and decided on with regards to Oadby.

There have been many meetings over the past few months but these meetings have been more localised to each town, it is only within the past month that it has become an official 'Incredible Edible'. Since then there has been the Wigston Food Group,

South Wigston Food Group/Greenspace Group and other areas such as Boulter Crescent residents that have come together to join Incredible Edible.

### **Corporate Social Responsibility (CSR)**

Charnwood Food Volunteers will be assisting at Brocks Hill on 22 September 2016. A range of tasks have been planned for the group, including assisting with the woodland area, clearing branches and tree brash, in addition to replacing some older timbers in the den building area. They will also help tidy up the Country Park including cleaning the information boards around the site.

### **Brocks Hill Community Engagement**

- Friends of Brocks Hill have continued to fundraise & promote the NDVD project
- Adult events are steadily building a profile, with good feedback and new visitors attracted.
- The Oadby Remembers event was a great success. Thanks go to all volunteers and staff for their input on the day.
- Continued working with Oadby and Wigston Lions for use of legacy money around the site to enhance facilities e.g. sculptures. These will now be placed around the throne and will be of a local stone construction.
- Social media: [www.facebook.com/BrocksHillCountryPark](http://www.facebook.com/BrocksHillCountryPark) has continued to increase the Brocks Hill marketing reach. There is significant engagement and sharing of page posts, with the page now having 2,401 followers (August 2016).

Visitor Figures for Brocks Hill are shown below, for May through to August 2016:

May	11,080
June	10,831
July	16,596
August	10,155

### **3.5 Pride of the Borough – Simon Lucas**

Looking back over the past 12 months we can reflect on a number of notable achievements:

The continued success of our Membership card scheme. In our 1<sup>st</sup> year (2015) we had 466 members, to date (30/8/16) the figure for 2016 is 571. As you would expect the majority are residents of Oadby & Wigston, however there are a number from neighbouring districts, villages etc. which means people coming into our towns to spend their money!

Our bulb planting projects continues with more spring flowering bulbs being planted by volunteers including Scouts, Guides, Rotary Clubs, Church Groups and residents (having responded to a letter drop) who are 'just' planting the verge outside their home.

We are entering the 2<sup>nd</sup> year of the Take Pride campaign which aims to raise the awareness of litter and encourage people not to drop it in the first place, but take it home and to spread the message to friends and neighbours.

We have started to have regular monthly working groups on the 3<sup>rd</sup> Saturday of the month. Tasks undertaken so far range from helping claim back over grown areas to litter picking. Litter picking is targeted to areas identified by Brian Kew as being

problematic for his staff, they then collect the bagged up waste. Naturally bulb planting is a future task when we hope to encourage more people to get involved.

We are proud to organise the boroughs entry into East Midlands in Bloom. This highlights the partnership between the council (in particular the Clean & Green Team) and volunteers and brings together all the volunteer environmentally based work that goes on in the borough. This year's tour quite literally went to all corners of the Borough and through all 3 town centres. The results/award will be confirmed mid-September, however whatever the results we will be celebrating our year at the Annual Awards and Celebration Evening on the 19<sup>th</sup> September.

We continue to organise a borough wide Floral Displays Competition encouraging people to plant up their front gardens, often with 'unusual containers' to help improve the look and feel of the borough. This year's most unusual container was a car!

We are also looking at other projects which include marking the Penfold in Wigston, and possibly Oadby's. Having remedial work done to the Wickham Fern (which has some rot in the base).

#### **Floral Display Competition Winners:**

Best Front Garden – Evelyn Brooker, Thirlmere Rd, Wigston

Best Container – Meg Hall off Launceston Rd Wigston

Young Person's Best Container – Theo Jaman, c/o Amanda Nunnley, The Elms Social Club

Most Unusual Container – J. Robinson, S Wigston

Best Business Floral Display – The Elms Social Club, Launceston Rd. Wigston

Most Environmentally Friendly garden - Ms Maureen Waugh, Thornby Gardens

### **3.6 Car Parking – Brocks Hill / Parklands Leisure Centre**

The need to increase car parking spaces at Brocks Hill/ Parklands Leisure Centre has become apparent over the last year. The popularity of the leisure centre has increased with families and individuals of all ages wishing to access this superb facility. Brocks Hill's visitor numbers have also increased, particularly during the summer months.

Whilst this has been positive with regards to the leisure contract's profit share scheme, the negative impact has been the number of complaints received from people having difficulty parking on site.

As requested during the July Service Delivery Committee, the Health & Leisure Manager was tasked with gaining draft quotes to construct new parking spaces, on identified grass areas as agreed by Councillors.

This has now been actioned, and the draft information can be found in Appendix 1 of this report. It provides a map showing the identified areas together with draft costings and approximate number of car parking spaces the construction works might achieve. It also provides a comparison of a tarmac finish verses grasscrete. Please note that Area 2 (£5,400 to tarmac) has already received approval for capital funding in 2016/17.

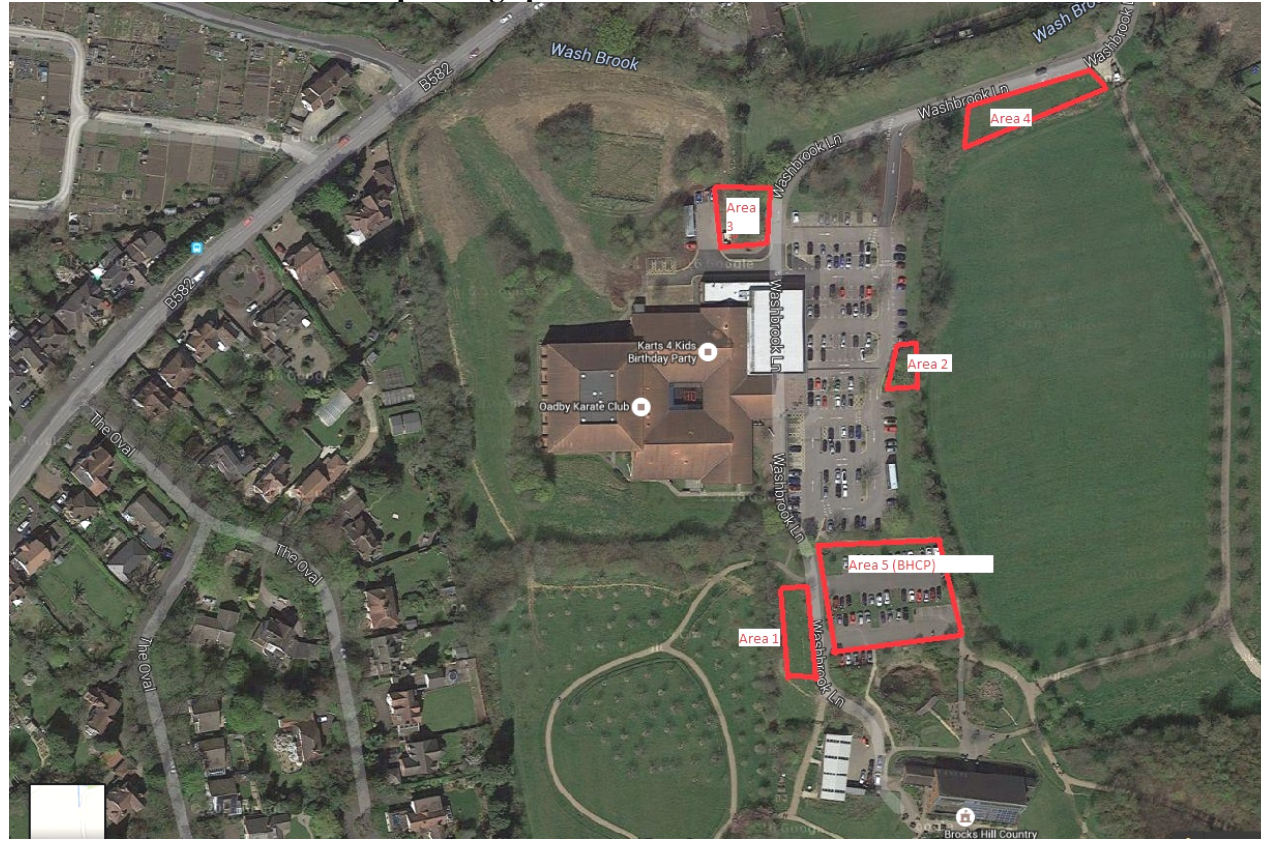
- Members are being asked to provide their comments and approval to progress the draft quotes, through a formal Tendering process.
- Members are also asked to identify a budget that can be used to cover these costs.

<b>Implications</b>	
<b>Financial (CR)</b>	The above schemes/projects can be met within budgetary provision including external funding/support identified, with the exception of the costs associated with increasing car parking spaces.
<b>Legal (AC)</b>	No significant implications, however planning will be applicable to increase car parking spaces.
<b>Risk (AL)</b>	CR1 - Decreasing Financial Resources CR8 - Organisational Change
<b>Equalities (AL)</b>	Current EIA Commissioning Action plan completed in July 2015. Next assessment due in 2018. Brocks Hill Equality Assessment completed June 2016.
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input type="checkbox"/> Not Applicable



**Appendix A:**

**Costs for additional car parking spaces – Brocks Hill / Parklands Leisure Centre:**



Location	Length (m)	Width (m)	Approx. No. of spaces	Cost for Tarmac finish	Cost for Grasscrete finish
Area 1	13.4	33.5	up to 22	£38,500	£45,000
Area 2	15	5.7	up to 5	£5,400 (capital bid approved)	£6,300
Area 3	20.2	15.3	up to 12	£28,500	£33,000
Area 4	58.5	13	up to 30	£65,220	£75,150
Area 5 (BHCP)	5.5	5.5	up to 9	£2,600	£3,000
<b>Total:</b>			<b>78</b>	<b>£140,220</b>	<b>£162,450</b>

# Agenda Item 12



<b>Service Delivery Committee</b>	<b>Tuesday, 11 October 2016</b>	<b>Matter for Information</b>
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**Title:** **Customer Service Transformation Update**

**Author:** **Jacky Griffith (Welfare and Taxation Manager)**

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## **1. Introduction**

This report provides an update for Members on how the Customer Service Centre is operating since it opened on 12 October 2015 and how Phase 2 of the Customer Service Transformation programme is progressing.

## **2. Recommendations**

That Members note the information provided within the report.

## **3. Information**

### **3.1. Progress to Date**

#### **Footfall and Customer Satisfaction**

The popularity of the new location and service provided is evidenced by the increase in footfall in comparison to footfall when the customer service centre was located at the main council offices in Bushloe House and 100% customer satisfaction from a survey conducted in March 2016.

Latest statistics show August 2016 was the second busiest month since opening in October 2015. There were 8676 customer enquiries which was an increase of 2396 enquiries compared with July 2016. A comparison of August 2016 to August 2015 (when customer services was at Bushloe House) shows there has been a dramatic increase in customer contact. This is attributed to Customer Services being in a much more central/convenient location for parents to pop in during school holidays and calls being answered quicker and enquiries being resolved at point of contact.

The average for telephony performance was going well to meet the 20 second target for answering calls at the beginning of August. This was affected by a telephony system failure on 23 August where the system was down until lunchtime, together with the dramatic increase in enquiries; the overall average for call answering came out at 31 seconds. With the summer leave period over and the addition of two new technical officers this will help towards meeting a 20 second target for answering calls.

Face to face average waiting times were 5 minutes and average handling times were 10 minutes in August 2016 which is excellent considering the increase in customer demand.

### **3.2. Phase 2 of Customer Service Transformation**

#### **Online forms and My Account**

Phase 2 of Customer Service Transformation will deliver a "My Account" functionality which will allow Council Tax payers and Housing Benefit/Council Tax Support

recipients to view their accounts online.

At the same time a suite of online forms will be available for Council Tax, Benefits, Waste Management, Building Control and Environmental Health.

All of the forms will have been tested in the Customer Services Centre environment before the launch to ensure that they are fit for purpose and easy for residents to navigate.

The Customer Services Management Team is working alongside the Customer Relationship Management System (CRM) / My Account provider and the Web Development Officer to complete configuration and testing to launch the service before the end of this year, December 2016.

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<b>Implications</b>	
<b>Financial (CR)</b>	There is budgetary provision for the customer services transformation.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (AC)</b>	CR1 - Decreasing financial resources. CR4 - Reputation damage.
<b>Equalities (JG)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

# Agenda Item 13



<b>Service Delivery Committee</b>	<b>Tuesday, 11 October 2016</b>	<b>Matter for Information and Decision</b>
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**Title:** **Facilities Services Update**

**Author:** **Margaret Smith (Facilities and Administration Manager)**

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## **1. Introduction**

1.1 This report covers progress and developments within the Facilities Service. It sets out achievements and work in progress since 5 July 2016 when progress was last reported.

## **2. Recommendations**

- 2.1 That Members note the information within the report.
- 2.2 That Members agree to restrict the number of grave spaces that can be purchased in advance at Wigston cemetery to a maximum of two per family for both burial and cremation plots.

## **3. Capital Projects**

### **3.1 Ervins Lock Footbridge**

- Information has been obtained from utility companies which show there are no services in the area that need to be avoided.
- Arrangements have been made with Canal and River's Trust for CCTV of the bywash channel and topographical surveys to be undertaken; this work should start on site week commencing 5<sup>th</sup> September.
- Design and feasibility work will be undertaken once results of the surveys are known.

### **3.2 Sheila Mitchell Pavilion**

- Work to repair (and where necessary replace) the slatted canopy roof is complete.
- A new CCTV system has been installed.

### **3.3 Refurbishment of Bus Shelters**

- Two local contractors are being invited to submit prices for re-painting of bus shelters in the Borough.

### **3.4 Cemetery Wall Repairs**

- Start date awaited from contractor

### **3.5 Sandhurst Street Car Park Wall repairs**

- Site visit held with contractor and quote awaited

## **4. Forum Projects**

#### 4.1 Oadby Forum

- The work to refurbish Ellis Park Drinking Fountain was scheduled to take place in July but has been delayed. A site meeting with the appointed contractor took place on 6<sup>th</sup> September and work is scheduled to start on 13<sup>th</sup> September.
- A new bus shelter with seat has been installed at Howdon Road.
- Litter bins have been installed at Coombe Park (2) and Launde Road, near to Manor School.

#### 4.2 Wigston Forum

- A seat has been installed into the bus shelter outside the Council Offices.

### 5 Facilities Work

#### 5.1 Pavilions and Community Centres

- Willow Park Pavilion – re-pointing of the external brickwork, gutter repairs and re-tiling in the showers has been completed as part of the cyclical maintenance programme.
- Horsewell Lane Pavilion – the surface of the disabled ramp has been repaired.
- The Freer Centre and Walter Charles Centre continue to be hired out on a regular basis; there are 14 regular groups hiring the Freer Centre (equating to approximately 43% of the hire time availability) each week and 5 regular groups at Walter Charles Centre (equating to approximately 25% of the hire time availability). Over and above this both centres continue to be popular with one-off party hire which accounts for the majority of the weekend lettings and are not included in the above percentages.
- The toilets and entrance hall at the Freer Centre have been re-painted.

#### 5.2 Public Toilets – Maintenance

- Repairs have been carried out to the handwash units at Junction Road, Willow Park and Peace Memorial Park toilets.
- Repairs have been carried out to the disabled toilets at Peace Memorial Park and Willow Park which have both suffered vandalism over the last few weeks.

#### 5.3 Car Parks

- Severn Trent is carrying out an emergency sewer repair in Junction Road Car Park which has proved a bigger job than originally anticipated.
- The usage of Blaby Road Park Car Park has been monitored over the summer months following the assertion that the parking problems are caused by South Leicestershire College Students. The results for 22<sup>nd</sup> July to 2<sup>nd</sup> September are given below. The college term does not begin until 12<sup>th</sup> September therefore monitoring will continue in order to gauge what impact this has on the parking.

Date	Time	Cars
Fri 22 <sup>nd</sup> July	12 noon	3
Tues 26 <sup>th</sup> July	11.00am	3
Thurs 28 <sup>th</sup> July	9.30am	0
Fri 29 <sup>th</sup> July	9.30am	0
Tues 2 <sup>nd</sup> Aug	4.00pm	0
Wed 3 <sup>rd</sup> Aug	9.00am	4
Mon 8 <sup>th</sup> Aug	11.00am	4

Wed 10 <sup>th</sup> Aug	2.00pm	2
Fri 12 <sup>th</sup> Aug	10.00am	1
Tues 16 <sup>th</sup> Aug	3.00pm	3
Fri 19 <sup>th</sup> Aug	9.00am	1
Wed 24 <sup>th</sup> Aug	2.30pm	3
Tues 30 <sup>th</sup> Aug	12.30pm	3
Thurs 1 <sup>st</sup> Sept	2.45pm	2
Fri 2 <sup>nd</sup> Sept	10.30am	4

#### 5.4 Cemeteries

- A new fence has been installed at Oadby Cemetery near to Wigston Road.
- The chart below shows the number of interments that staff have dealt with since 1<sup>st</sup> April 2016

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	24	42	7
Oadby Cemetery	3	11	6

- In addition to the above, 12 cremated remains plots have been purchased in advance at Wigston Cemetery meaning the recently extended Garden of Remembrance is already almost full and further cremated remains plots need to be created as a matter of urgency to keep in line with demand. A quote is awaited for extended the beds which will be created on the opposite side of the cemetery road to the existing Garden of Remembrance.
- Members are asked to approve a decision to restrict the number of grave spaces that can be purchased in advance at Wigston cemetery to a maximum of two per family for both burial and cremation plots. There is currently no limit on the number of plots that can be purchased in advance at Wigston Cemetery and the more that are sold in this way the less are available for the interment of ashes of the recently deceased. Twelve Garden of Remembrance plots have been purchased in advance at Wigston since 1<sup>st</sup> April 2016 and 7 of these have been purchased by the same individual. (There is already a longstanding member decision not to allow any graves to be purchased in advance at Oadby Cemetery due to the limited amount of available space.)

#### 5.5 Allotments

- Inspections of plots are undertaken regularly. Two tenants have had their allotment agreements terminated recently due to non cultivation of their plots.
- The waiting time for an allotment is currently around 6 to 8 months.
- Liaison meetings have been held with plot holders from Wigston Road, Aylestone Lane and Brabazon Road allotment sites.

#### 5.6 Sports Pitches

- Oadby Owls Football Club continue to hire all of the football pitches at Coombe Park for their football academy.
- In addition, 9 out of the 10 pitches across the remaining Borough's parks are fully booked for the forthcoming year.
- Quarterly liaison meetings have been held with Oadby Bowls Club and South Wigston Bowls Club.

#### Background Documents:-

None

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<b>Implications</b>	
<b>Financial (CR)</b>	All works need to met from within current budget allocations
<b>Legal (AC)</b>	No significant legal implications.
<b>Risk (MAS)</b>	CR5 - Effective utilisation of assets/buildings.
<b>Equalities (MAS)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable