



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, 21 MARCH 2017** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
13 March 2017

Mark Hall
Chief Executive

ITEM NO.

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 17 January 2017** 1 - 11
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 17 January 2017** 12
6. **Petitions and Deputations**
To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part 4 of the Constitution.

7. Community Services Update	13 - 20
8. Disabled Facilities Grants and The Lightbulb Project	21 - 27
9. Review of Pest Control Service	28 - 35
10. Oadby and Wigston Advisory Services	36 - 42
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15. Customer Services Transformation Update	59 - 60

MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 17 JANUARY 2017 COMMENCING AT 7.00 PM

<u>IN ATTENDANCE:</u>		
Chair - Councillor G A Boulter Vice-Chair - Councillor F S Broadley		
COUNCILLORS (11):		
G S Atwal L A Bentley Miss A R Bond J W Boyce	Mrs L M Broadley D M Carter Ms K M Chalk Mrs L Eaton	R E Fahey Mrs S Z Haq K J Loydall
OFFICERS IN ATTENDANCE (5):		
S J Ball Mrs A E Court	S Glazebrook Ms S Lane	S Nash C Raymakers

Min Ref.	Narrative	Officer Resp.
30.	<p><u>APOLOGIES FOR ABSENCE</u></p> <p>An apology for absence was received from Councillor Dr T K Khong.</p>	
31.	<p><u>APPOINTMENT OF SUBSTITUTES</u></p> <p>Councillor R E Fahey substituted for Councillor Dr T K Khong.</p>	
32.	<p><u>DECLARATIONS OF INTEREST</u></p> <p>None.</p>	
33.	<p><u>MINUTES OF THE PREVIOUS MEETING HELD ON 11 OCTOBER 2016</u></p> <p>RESOLVED THAT:</p> <p>The minutes of the previous meeting of the Committee held on 11 October 2016 be taken as read, confirmed and signed.</p>	
34.	<p><u>ACTION LIST ARISING FROM THE MEETING HELD ON 11 OCTOBER 2016</u></p> <p>The Chair enquired as to whether the necessary discussions and actions had taken place in respect the feasibility of developing the open space at Wigston Road, Oadby for additional car parking provision (Minute Reference 8 – Leisure Services Update).</p> <p>The Director of Services / Monitoring Officer advised that Planning Officers were due to attend the site in question during week-ending 19 January to assess the same.</p> <p>RESOLVED THAT:</p> <p>The Action List be noted by Members.</p>	

35.	<u>PETITIONS AND DEPUTATIONS</u>	
35a.	<p><u>MODERNISE THE HILL FIELD PLAY-AREA IN OADBY GRANGE E-PETITION</u></p> <p>Mr Sanjay Mistry presented and spoke upon the e-Petition at agenda item 6a.</p> <p>The Petitioner stated that the existing play-area was outdated, its configuration did not fully utilise the space available and the play-equipment installed was limited during inclement weather, ambiguous as to its use and, or, was not disability-friendly. With reference to a document tabled at the meeting entitled 'Modernise Florence Wragg Play Area', Mr Mistry cited a number of costed proposals that sought to better optimise the space available, to modernise the play-equipment and to improve the security and hygiene of the enclosure. The proposed modernisation was said to want to provide local children and their families with a safer, more accessible and inclusive play-area and to further promote the exercise and well-being of young children.</p> <p>Councillors G A Gamble and J Kaufman commended the e-Petition and the pro-active approach taken by the local community in addressing a community need.</p> <p>Councillor Miss A R Bond suggested that the necessary funding could be sought from funds available to the Oadby Residents' Forum or by residents' donations.</p> <p>Councillor J W Boyce stated that the e-Petition was to be duly noted and he was confident that some of the modernisation requested was possible through the Capital Programme. He advised that any action(s) to be taken was to be progressed in the new financial year with an anticipated completion date by the following year (2018).</p>	
36.	<p><u>COMMITTEE REVISED FINANCIAL POSITION 2016/17 AND DRAFT BUDGET 2017/18</u></p> <p>The Committee gave consideration to the report (at pages 14 - 17) as delivered and summarised by the Interim Finance and Accountancy Manager which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce moved the recommendations <i>en bloc</i> as set out at paragraph 2 of the report (at page 14).</p> <p>Councillor K J Loydall seconded the recommendations.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The revised General Fund Revenue Budget position for 2016/17 (as set out at paragraph 4.1. of report) be considered;</p> <p>(ii) The Committee's draft General Fund Revenue Budget for 2017/18 (as set out at paragraph 4.2. of report) be recommend to the Policy, Finance and Development Committee.</p>	
37.	<u>HOUSING FINANCE UPDATE</u>	

	<p>The Committee gave consideration to the report (at pages 18 - 19) as delivered and summarised by the Interim Finance and Accountancy Manager which should be read together with these minutes as a composite document.</p> <p>The Chair moved the recommendation as set out at paragraph 2 of the report (at page 18).</p> <p>The Vice-Chair seconded the recommendation.</p> <p>Councillor Mrs L M Broadley acknowledged the benefit to be enjoyed by social tenants in respect of the 1% rent reductions on dwellings for 2017/18. She further noted that there was an ever-increasing and significant disparity between social and private-sector tenants as a result of the Government's inaction to regulate the high rental rates for dwellings within the private-sector which, in conjunction with insufficient levels of housing stock, forced prospective renters out of the market.</p> <p>Councillor K J Loydall commended the bringing-up of the Council's housing stock to the Decent Homes Standard under the Capital Programme. He further noted the lack of comparable standards enforceable against private-sector dwellings, reiterating the same concerns raised by Councillor Mrs L M Broadley, and called upon the Local Government Association to advocate the re-introduction of private-rent regulations. The Member expressed his cynicism towards private-sector influence(s) upon public-sector services, as promoted by the Government, and wished to see self-regulatory powers returned to local government so to give effect to principles of localism.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The report be noted by Members; and (ii) The new levels of rent and service charges (as set out at paragraphs 4 and 5 of the report) be recommended to the Policy Finance and Development Committee.</p> <p>Votes For 10 Votes Against 0 Abstentions 3</p>	
38.	<p><u>COMMUNITY SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report and appendix (at pages 20 - 31) 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:</p> <p>(i) Access had since been gained to one of the two outstanding properties where the gas safety certificate had expired and that the gas supply to the other property had since been capped-off due to inoccupation and the improbability of the tenant returning. A 100% compliance rate was, therefore, reported; and (ii) A total of 12 initial expressions of interests had been received in respect of the Borough Wide Cleaning Contract (BWCC) from which, and subject to Members' approval, a shortlist of 6 companies would be compiled to invite to tender.</p>	

	<p>Councillor J W Boyce moved the recommendations <i>en bloc</i> set out at paragraphs 2.1 to 2.3 of the report (at page 20).</p> <p>Councillor D M Carter seconded the recommendations.</p> <p>Councillor K J Loydall seconded the recommendations.</p> <p>Councillor L A Bentley enquired as to: (a) why the second property had been capped-off; and (b) whether the existing cleaning staff were protected under the BWCC tendering process. He stated that there was insufficient information contained in the report regarding dog fouling and fly-tipping to make a full assessment. The Member suggested that the Council ought to make better use of its prosecutorial powers towards irresponsible dog-owners, explore feasible methods to identify dog-owners and introduce a singular means for the public to report dog-fouling incidents.</p> <p>The Interim Community Services Manager advised that the tenant of the second property had been admitted to the Bradgate Mental Health Unit, Leicester and that the gas-supply unit was capped in accordance with gas safety regulations. He confirmed that the existing cleaning staff had been informed of the BWCC tendering process and were to be employed by any external contractor upon the same terms and conditions. He stated a full report regarding dog-fouling and fly-tipping would be brought to the next meeting of the Committee.</p> <p>Councillor L M Broadley commended the prospect of a BWCC in-house bid. The Member denounced the decision taken by Leicestershire County Council (LCC) to top-slice the 2016-17 funding for Disabled Facilities Grants (DFG's) to whom responsibility for any service delay/failures ought to be imputed. The year-on-year discretionary top-up funding provided by this Council, although laudable, was said to be unnecessarily diverting resources from other essential projects in the Borough.</p> <p>Councillor Mrs S Z Haq enquired as to the approximate timescale of a CPO approval.</p> <p>The Director of Services / Monitoring Officer advised that, subject to the Secretary of State's approval, the process could take between 6-18 months due to its complexity.</p> <p>Councillor K J Loydall stated that there was an online reporting procedure for dog-fouling via the Community Safety Partnership page(s) and suggested that a record of all reported incidents ought to be collated to identify problem-areas. In respect of the BWCC, he noted the historical failures of awarding contracts to private contractors and hoped to see small contractors afforded the opportunity to tender <i>vis-a-vis</i> larger contractors under the use of the Official Journal of the European Union (OJEU). The Member further raised a concern as to limited 1-year protection to be provided to existing cleaning staff working under present terms and conditions.</p> <p>Members requested that no decision was to taken on the BWCC until such time as a full report had been considered at a subsequent meeting of the Committee.</p> <p>The Interim Community Services Manager and Director of Services /</p>	<p style="text-align: center;">SG</p>
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	<p>Monitoring Officer jointly-advised that the advertising undertaken regarding the BWCC was to gauge initial levels of interest only. They advised that the bulk of existing cleaning services (c. £180,000) were presently externalised and, as such, in accordance with the Council's Financial Regulations, must go to tender and to obtain the best quality service at the best possible price. It was reported that Human Resources and Operations departments were in the process of compiling an in-house bid. Members were assured that steps would be taken to mitigate the risk(s) posed to existing cleaning staff in respect of the continuation of their terms and conditions.</p> <p>Councillor Miss A R Bond stated that it was important to secure expressions of interest/bids from British-based, as opposed to European-based, firms.</p> <p>The Interim Community Services Manager advised that all expressions of interest hitherto received had been from British companies and that it was doubtful any expression of interests would be received from European companies.</p> <p>Councillor D M Carter commended the prospect of a BWCC in-house bid. He further commended the progress made on 114 Uplands Road, Oadby and hoped it would set a precedent in relation to other void properties. In respect of the telecommunication site at Chartwell House, Oadby, the Member welcomed the removal of the outdated equipment to address Members' visual amenity concerns. He further acknowledged the importance of effective emergency communications within the Borough and beyond and supported the proposal to seek limits as to the use etc. of any secondary/back-up generator to be installed on the rooftop site.</p> <p>Councillor J W Boyce commended the proposed CPO. He stated that it was to be prudent to refurbish hard-to-let sheltered properties to garner more interest from prospective tenants. He reiterated the need for a full, separate report on dog-fouling and fly-tipping so that a full appraisal of the situation(s) could be undertaken. In respect of the BWCC, he stated that it was incumbent upon Officers to widely survey all the available options to provide the best value-for-money, particularly in light of the £1.4m of efficiency savings required to be delivered by the Council.</p> <p>The Chair confirmed that a refurbishment programme was currently being undertaken and would feature in a report to a subsequent meeting of the Committee.</p> <p>RESOLVED THAT:</p> <ul style="list-style-type: none"> (i) The contents of the report be noted by Members; (ii) A Compulsory Purchase Order in respect of 114 Uplands Road, Oadby be pursued (iii) The tendering of the proposed new Borough Wide Cleaning Contract be approved. <p>Votes For 10 Votes Against 0 Abstentions 3</p>	
39.	<p><u>PROPOSED WORKS AT ELIZABETH COURT, WIGSTON</u></p> <p>The Committee gave consideration to the report and appendix (at pages 32 - 45) as delivered and summarised by the Interim Community Services</p>	

	<p>Manager which should be read together with these minutes as a composite document.</p> <p>The Interim Community Services Manager added that there were some lifestyle issues contributing to the causes of the dampness, mould-growth and condensation and, therefore, as part of the works project, the Council was to run an education programme for tenants on ways to mitigate the potential causes of the same. It was further noted that Low Carbon Exchange (LCE) was one of only a limited number of companies accredited and experienced to carry out cavity wall extraction.</p> <p>Councillor Mrs L M Broadley moved the recommendations <i>en bloc</i> set out at paragraphs 2.1 to 2.3 of the report (at page 32).</p> <p>Councillor K J Loydall seconded the recommendations.</p> <p>Members collectively commended the report on behalf of affected residents.</p> <p>Councillor L A Bentley asked whether the proposed works were to be funded through the Housing Revenue Account (HRA). He stated that the best value-for-money and quality was essential due to the significant investment required and requested that all future reports to be brought to this Committee be fully-costed accordingly.</p> <p>The Interim Community Services Manager answered affirmatively, reiterating that the majority of the proposed works were to be funded either partly or wholly by underspend on the External Wall Insulation (EWI) contract. He assured Members' that the proposed works were to be tendered competitively.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <ul style="list-style-type: none"> (i) The remedial solutions (as outlined in Option 2 of the report) be approved subject to carrying out a more detailed and in depth technical survey; (ii) The existing windows be replaced and financed by bringing forward expenditure from future provision contained in the 30 year business plan; and (iii) The cost of the works to be partly or wholly funded through the under spend on the External Wall Insulation (EWI) Contract and the works to be procured by a variation to the existing EWI contract. 	
40.	<p><u>CONTRACT COMPLETION REPORT - BOULTER CRESCENT, WIGSTON</u></p> <p>The Committee gave consideration to the report and appendix (at pages 46 - 53) 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 K J Loydall moved the recommendation set out at paragraph 2 of the report (at page 46).</p> <p>The Chair seconded the recommendation.</p> <p>Councillor K J Loydall commended the success of the Community Flat and enquired as to whether there were plans for its inclusion for weekend use.</p>	

	<p>The Interim Community Services Manager advised there was some sporadic weekend use. It was said that the long-term plan was to continue to work closely with residents' groups and the community with a view to handing over responsibility.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The contents of the report be noted by Members.</p>	
<p>41.</p>	<p><u>FIXED-TERM TENANCIES</u></p> <p>The Committee gave consideration to the report and appendix (at pages 54 - 60) as delivered and summarised by the Housing Services Manager which should be read together with these minutes as a composite document.</p> <p>The Housing Services Manager added that the report reflected the mandatory imposition of regulatory governance on behalf of the Government. He stated that by granting the maximum 10-year term, it would provide all tenants with a greater sense of belongingness and would assist in continuing to strengthen community cohesion.</p> <p>Councillor Mrs L M Broadley moved the recommendations <i>en bloc</i> set out at paragraph 2.1 and 2.2 of the report (at page 54).</p> <p>Councillor D M Carter seconded the recommendations.</p> <p>Councillor Mrs L M Broadley denounced the Government's decision stating that there were other means to achieving the same objectives intended by the legislation. She noted the importance attached to social housing by tenants as being considered as a "home". She asked that the matter continue to be reviewed with a view to extend.</p> <p>Councillors J W Boyce asked whether the legislation removed tenants' rights under the Right to Buy (RTB) scheme. He stated that if tenants' rights subsisted, it would worsen the situation in respect of the depletion of the Council's housing stock.</p> <p>The Housing Services Manager advised that qualifying tenants would continue to enjoy the right(s) granted to them under the RTB scheme.</p> <p>Councillor Mrs S Z Haq enquired as to the effect(s) of any tenancy changes upon the calculation of any discount awarded under the RTB scheme.</p> <p>The Housing Services Manager advised that the discount would be calculated over the aggregate term spent in Council-owned/Housing Association accommodation.</p> <p>Councillor K J Loydall asked whether tenancies could be extended in perpetuity.</p> <p>The Housing Services Manager advised a final decision regarding tenancy extensions was awaited, however believed that such was to be the case.</p> <p>RESOLVED THAT:</p> <p>(i) The latest position in terms of Fixed-Term Tenancies be noted by</p>	

	<p>Members; and</p> <p>(ii) The maximum 10-year term for all lettings affected by the changes be agreed.</p>	
<p>42.</p>	<p><u>HOMELESSNESS REDUCTION BILL UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 61 - 63) as delivered and summarised by the Housing Services Manager which should be read together with these minutes as a composite document.</p> <p>The Housing Services Manager added that the Bill introduced a myriad of obligations incumbent upon the Council requiring additional resources to facilitate. The additional funding to be provided by the Department for Communities and Local Government (DCLG) was said to likely be insufficient to cover the added-costs. He stated that a renewed emphasis was to be placed upon preventative work to ensure that the necessary action was taken to reduce homelessness in a cost-effective manner.</p> <p>The Chair moved the recommendations <i>en bloc</i> set out at paragraph 2.1 and 2.2 of the report (at page 61).</p> <p>Councillor Mrs L M Broadley seconded the recommendations.</p> <p>Councillor Mrs L M Broadley noted the intimate relationship between this agenda item and the foregoing agenda item insofar as the risk of homelessness as consequence of a tenancy terminating. She commended the report as means to securing the necessary objectives notwithstanding the additional burdens.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The implications of the Homeless Reduction Bill be noted; and</p> <p>(ii) The impact on the Housing Options Team due to the increased level of homelessness (as outlined in paragraph 4 of the report) be noted.</p>	
<p>43.</p>	<p><u>OADBY AND WIGSTON TREE STRATEGY - PUBLIC CONSULTATION DRAFT</u></p> <p>The Committee gave consideration to the report and appendices (at pages 64 - 120) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce moved the recommendations <i>en bloc</i> set out at paragraphs 2.1.1 to 2.1.4 of the report (at page 64).</p> <p>Councillor K J Loydall seconded the recommendation.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>(i) The report be noted by Members;</p> <p>(ii) A programme of public consultations regarding the current draft document be authorised;</p> <p>(iii) The Planning, Development and Regeneration Manager be authorised to make any further minor changes to the draft text that might arise from those intended consultations; and</p> <p>(iv) The Planning, Development and Regeneration Manager be instructed</p>	

	to report further to this Committee to authorise formal adoption of the finished document.	
44.	<p><u>LEISURE SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 121 - 127) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.</p> <p>Councillor Mrs L M Broadley moved the recommendation as set out at paragraph 2 of the report (at page 121).</p> <p>The Chair seconded the recommendation.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The progress in relation to Leisure Services be noted by Members.</p>	
45.	<p><u>FACILITIES SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 128 - 130) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.</p> <p>The Director of Services / Monitoring Officer added that:</p> <ul style="list-style-type: none"> (i) The cost of fitting new coin mechanisms to existing car park ticket machines was reported to be £500 and was to be met from the current car park budget; and (ii) The new bench/bin for the area outside the HSBC bank on The Parade, Oadby was on order and due to be installed by February together with new pavement. <p>Councillor J W Boyce moved the recommendation as set out at paragraph 2 of the report (at page 128).</p> <p>The Chair seconded the recommendation.</p> <p>Councillor Mrs L M Broadley advocated the uniform introduction of car parking charges and time restrictions across all car parks in the Borough, including the introduction of the same at Kirkdale Road and Countesthorpe Road, South Wigston.</p> <p>Councillor L A Bentley commended the progress made at Ervins Lock Footbridge however expressed reservations as to the lengthy-protraction of the project and the potential dissipation and inadequacy of the contributions secured under the section 106 Agreement to fully realise the costs thereof. He emphasised that a means of crossing the waterway was urgently needed. The Member raised a concern as to the works recently undertaken to 21 trees sited at Wigston Cemetery. He further requested information regarding the car parks in South Wigston to ascertain the problems perceived before application of the same restrictions were considered.</p> <p>The Chair requested a full viability study to be commissioned across all car parks in the Borough to explore the feasibility and suitability of parking</p>	MHo

	<p>regulations and restrictions <i>vis-a-vis</i> the parking requirements between the three town centres.</p> <p>The Chair further noted the impact of Leicestershire County Council's plans to charge for on-street parking provision across Leicestershire in the near future.</p> <p>Councillor K J Loydall suggested that the viability study should form part of the ongoing Strategic Asset Management work being undertaken by the Chief Finance Officer under the remit of the Change Management Committee.</p> <p>Councillors A R Bond and R E Fahey supported the introduction of uniform car parking charges and time restrictions across all car parks in the Borough.</p> <p>Councillor J W Boyce requested that a separate report be brought back to a subsequent meeting of this Committee in respect of the car parks at Kirkdale Road and Countesthorpe Road, South Wigston. It was said that this report was then to be subsequently fed into the Strategic Asset Management Plan.</p> <p>RESOLVED THAT:</p> <p>The information in the report be noted by Members.</p> <p>Votes For 12 Votes Against 0 Abstentions 1</p>	MS
46.	<p><u>OPERATIONS SERVICES UPDATE</u></p> <p>The Committee gave consideration to the report (at pages 131 - 132) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.</p> <p>The Chair moved the recommendation as set out at paragraph 2 of the report (at page 131).</p> <p>The Vice-Chair seconded the recommendation.</p> <p>Councillor Ms K M Chalk left the Chamber at 8.48 pm.</p> <p>The Chair commended this Council's performance in being recognised as the seventh lowest household waste-generating authority (281.2 kg/pp) in the country for 2015/16 and being in the top-performing quartile in respect of the reuse, recycling and composting of household waste (48.84%) across all the Leicestershire District and Borough Councils for 2014/15.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The information provided within the report be noted by Members.</p>	
47.	<p><u>CUSTOMER SERVICES TRANSFORMATION UPDATE</u></p> <p>The Committee gave consideration to the report and appendix (at pages</p>	

	<p>133 - 135) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.</p> <p>Councillor J W Boyce moved the recommendation as set out at paragraph 2 of the report (at page 133).</p> <p>The Chair seconded the recommendation.</p> <p>UNANIMOUSLY RESOLVED THAT:</p> <p>The information provided within the report be noted by Members.</p>	
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THE MEETING CLOSED AT 8.52 PM



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CHAIR
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TUESDAY, 21 MARCH 2017
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Agenda Item 5

SERVICE DELIVERY COMMITTEE

ACTION LIST

ARISING FROM A MEETING HELD ON TUESDAY, 17 JANUARY 2017

Min Ref.	Title	Action To Be Taken	Officer	Target Date	On Target
38.	Community Services Update	An update to be brought to the next meeting of the Committee in respect of dog-fouling and fly-tipping.	SG	Mar-17	Yes
45.	Facilities Services Update	A report to be brought to a subsequent meeting of the Committee in respect of the car parks at Kirkdale Road and Countesthorpe Road, South Wigston.	MS	Jul-17	Yes
45.	Facilities Services Update	A full viability study to be commissioned as part of the Strategic Asset Management Plan across all car parks in to explore the feasibility and suitability of parking regulations and restrictions <i>vis-a-vis</i> the parking requirements between the three town centres.	MHo	Oct-17	Yes



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Information
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Title: **Community Services Update**

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

1. Introduction

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. To grant delegated authority to approve the award of the Borough Wide Cleaning Contract to the Community Services Manager in consultation with the Chair of the Service Delivery Committee and the Chief Finance Officer (Section 151 Officer).

3. Information

3.1. Current Tenant Arrears

The target is to reduce the gross arrears to 2.5% of the annual rent debit by the end, of the current financial year. The table below shows the performance from December through to February 2017.

December 2016	January 2017	February 2017
£131,614	£136,947	£132,746
2.64%	2.75%	2.66%

The current arrears figure is on profile to meet the end of year target of 2.5%.

Arrears are being affected by the increase in Universal Credit cases which currently stand at 10. In all cases direct payments have been requested, however there is a built in minimum 6 week delay for payments.

As reported at the last meeting the introduction of Universal Credit is likely to have an increasingly adverse impact on arrears and feedback from other authorities who have fully rolled out UC shows a dramatic increase in arrears e.g. in Croydon collection levels have dropped from 98% to 72% in respect of Universal Credit. Customers. Universal Credit in OWBC is expected to be fully rolled for all new claimants from March 2018 and migration of all existing claimants by 2022 and we need to be fully prepared to mitigate the effects.

The suggested arrears target for 2017/18 will be brought to the next meeting of this Committee, once the outturn for the current financial year is known.

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.

December 2016	January 2017	February 2017
£130,193	£123 319	£132.746
2.5%	2.49%	2.71%

To date £11 K has been collected and cases totalling £39K, have been referred to our appointed collection agents for tracing and further action. Cases that are deemed to be irrecoverable will be submitted for write off in accordance with the financial procedures.

3.3. Homeless Prevention Funding success

The Council working with Leicester City, Rutland County and the other Leicestershire district and Borough Councils have been successful in securing DCLG grant funding for 2 projects:

- £285k for Homeless Prevention Trailblazer project (Leicester City lead authority); and
- £398k for Rough Sleeping (Charnwood BC lead authority)

Communities staff took a lead with Leicester City Council in the Homeless Prevention Trailblazer bid and are currently working to deliver the project over the next 2 financial years. This project will see tailored advice being made available to a wider audience than at present and will provide an element of floating support for the most vulnerable and least able to cope homeless people.

The Rough Sleeping project effectively builds upon and extends the successful No Second Night Out project with the partnership expanding to include Leicester City Council.

3.4. Gas Safety

There are 2 outstanding cases from January where we have not been able to gain access and legal action is being pursued.

There are a further 2 cases outstanding at the end of February of which one has made an appointment in March to have the work carried out and the other is subject to legal action. A verbal update will be given at the meeting.

The overall performance figure is 99.7% compliant.

3.5. Void Performance

Empty Council Properties - excluding properties requiring major works		
Date	Number of normal voids	Average working days
Q3 2015/16	33	42
Q4 2015/16	18	23
Q1 2016/17	25	23
Q2 2016/17	22	20
Q3 2016/17	31	27

Q4 2016/17	25	17
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The target for voids requiring a normal amount of re-let works for 2016/17 was set at 20 working days and overall for the year to date the average is 21.75 days which is deemed to be top quartile performance and a major transformation from 2 years ago when it stood at 58 days. Performance would have been even better if it were not for difficult to let bed sit properties and sheltered housing which has adversely skewed performance.

3.6. Chartwell House, Oadby - Expiry of Lease for rooftop Telecommunications Site

Further to the report to the last meeting negotiations are still ongoing regarding the renewal of the lease and it is hoped that an agreement can be reached in the near future and a further report will be brought back to the next meeting.

3.7. Empty Homes - Private Sector

a. 114 Uplands Road, Oadby

Following the approval by full Council on 31 January 2017, the Compulsory Purchase Order in respect of 114 Uplands is being pursued through our legal advisors and Members will be kept informed of progress by a further report to the next meeting of this Committee.

b. 37 Newton Lane, Wigston

A meeting has been arranged with the owners of this property to discuss the options for bringing this property back into use and a further report will be brought back to the next meeting of this Committee.

Generally we are continuing to monitor empty homes by close liaison with Council Tax and taking follow up action to minimise the number of empty homes in the Borough.

It is worth noting that Oadby and Wigston is one of the best performing authorities in respect of empty homes in Leicestershire and the East Midlands.

3.8. Update on Capital Programme

A progress report regarding the 2016/17 Capital Programme is attached at **Appendix 1**.

Members should be aware of two current issues in respect of major works:

The external wall insulation programme to solid wall properties is on target to finish on time by the end of March after which the contractors will move on to the Elizabeth Court remedial works scheme and letters have gone out to the residents informing them of the impending works.

The concrete repairs and redecoration works to Chartwell House have been completed however, during the contract it was discovered that water either from rainwater or overflows was getting behind the metal balcony edge covers (that were fitted some years ago) and had been a major cause of paintwork flaking on the undersides of the balconies. These have all been sealed on their upper edge and are currently being monitored. The painters are due to return to carry out defects work at some time between April and June providing the sealing up of the gap has proved

effective.

We will shortly be entering into negotiations with the contractor for the next phase of the works to the remaining blocks during the next financial year.

3.9. Choice Based Lettings

At a previous meeting of this Committee a discussion was held around the provision of a replacement Choice Based Lettings system. Following continued delays within the partnership it has been decided to pursue an independent solution. Quotations based on a detailed specification have been received and follow up with the successful contractor has commenced. Implementation will depend upon staff resources but should be before the end of 2017.

It is hoped that some level of continued co-operation with the Leicestershire District and Borough Councils will continue around policy development and emerging trends.

3.10. Borough Wide Cleaning Contract

The cleaning of Council buildings and the communal areas of its housing stock is mainly carried by external contractors and a small number of directly employed staff. In order to comply with standing orders, to test the market, and to ensure best value for money it was decided to go out to tender for a Borough Wide Cleaning Contract,

Due to the monetary value a contract for the cleaning of all Council owned buildings has been advertised through the Official Journal of the European Union (OJEU). Initial expressions of interest were received on 2 January 2017 and a shortlist of 6 suitable companies were invited to tender.

The deadline for the receipt of tenders is 24 March and the submissions will be assessed in terms of price and quality. Alongside this, the feasibility of an in-house bid is also being considered.

A detailed specification of works for each building has been prepared and effective monitoring of the contract would be incorporated into the new arrangements to ensure that the contract is delivered to a high standard and in accordance with the specification.

Due to the timing issue in that tenders will not be assessed until after 24 March and not to delay the award of the contract Members are asked to give delegated authority to the Head of Communities in consultation with the Chair of the Service Delivery Committee and the Chief Financial Officer to approve the successful tender. This will include the option of the in-house bid.

A further report will be brought back to the next Committee.

Background Documents:-

Appendix 1 – Capital Programme

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

Tel: (0116) 257 2674

Implications	
Financial (CR)	CR1: Decreasing Financial Resources - Efficient housing void and debt management is essential to keeping income streams in this service on target. The tendering of the Borough wide cleaning contract

	will ensure best value for money.
Legal (AC)	CR 5: Effective Utilisation of Assets/Buildings - Tackling the issue of empty homes in the Borough and the relevant enforcement action.
Risk (SG)	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. CR4: Reputation Damage - Failure to progress the capital programme may affect the Council's reputation.
Equalities (SG)	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

APPENDIX 1

2016/17 Capital Programme Projects (including roll over projects from previous year)			
Scheme	Number of Homes	Description	Procurement Method & Update
<p>Schemes on site or tendered</p> <ul style="list-style-type: none"> • Boulter Crescent – whole home • King Street - external works • Queen Street– whole home • Queen St – external wall insulation • Kings Dr Gibson Close - Kitchens 	<p>30</p> <p>8</p> <p>3</p> <p>13</p> <p>26</p>	<p>Whole home approach</p> <ul style="list-style-type: none"> • Balance of 2 year contract for 143 homes • Retaining walls and landscape, affects 8 flats • Balance of contract for 13 homes • Now included in main EWI contract • Contract commences 14th March <p>(All now in defects period)</p>	<p>Tendered by Ridge Consultants</p> <ul style="list-style-type: none"> • Completed • Completed • Completed • Completed • Completed
<p>Kitchens and Bathrooms</p> <ul style="list-style-type: none"> • Kenilworth Dr – Kitchens /Bathrooms • William Peardon Ct – Bathrooms • Kings Dr Gibson Close – Bathroom only • Malham Way – Both • Countesthorpe Rd – Both • Bassett Street – Kitchens /Bathrooms <p>(Significant access issues at Kenilworth Dr)</p>	<p>4/5</p> <p>30</p> <p>19</p> <p>25</p> <p>3</p> <p>4/5</p>	<p>To deliver balance of original ten year programme</p> <ul style="list-style-type: none"> • Design and work schedules prepared in house • 25 low access showers, 5 replacement bathrooms • Low access showers to be fitted in most cases • Consultants have completed tender documents • Design and work schedules prepared in house • Design and work schedules prepared in house <p>(All to be completed by 31.03 unless indicated later)</p>	<p>To be tendered using consultants</p> <ul style="list-style-type: none"> • Delays due to access • Complete except communal • Deferred to 2017/18 • Out to tender • Works on site • Works start 13.03.17
<p>Previously Refused Decent Homes Work</p>	<p>15 to 20 (estimate)</p>	<p>At relet or by subsequent request of same tenant</p> <p>Examples: electrical upgrades or rewiring; DPC and re-plastering; heating upgrades, kitchens and bathrooms</p>	<p>By quotation</p> <ul style="list-style-type: none"> • Progressing as estimated • Includes 5 major refurb at relet
<p>Boiler Replacement Programme</p>	<p>100</p>	<p>End of life replacement/upgrade</p> <p>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.</p>	<p>Via External Wall Insulation contract and local contractor.</p> <ul style="list-style-type: none"> • 30 properties in EWI contract • Plus responsive replacements • None let through gas servicing contractor

APPENDIX 1

Communal Heating Replacement Phase 1 – William Peardon Court	36	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.	Consultants report due March <ul style="list-style-type: none"> Identify best solution Works scheduled for summer 17
Replacement of Door Entry Systems	All door entry controlled blocks	Current systems becoming obsolete as spare parts and replacement fobs no longer available.	Unable to identify pre tendered framework or specialist consultant. Interim solution being put in place with existing providers from 1.4.17
Chartwell House Concrete Repairs	41	First phase of concrete repairs to be followed by external redecoration (walkway ceilings etc.) (Contact extended due to weather & conditions found on site during works leading to additional works)	Tendered by new in house surveyor <ul style="list-style-type: none"> Contract let, started 12.09.16 Completed Monitoring walkway ceilings
Brabazon Road Concrete Repairs	Shops and leasehold maisonettes	Survey and make safe completed (Cost of works per leaseholder potentially high – terms of individual leases currently being checked to ensure correct legal processes followed)	To be tendered (following receipt of indicative costs). <ul style="list-style-type: none"> Leaseholder consultation and timescales yet to be agreed
External Doors	Phases of 50	Replacement of failed composite doors (original contractor went out of business)	Assessment of pre – tendered frameworks completed <ul style="list-style-type: none"> Contract let for 100 doors Fitting throughout March
External Insulation to Solid Wall Homes	152	Contract administrator, QS + H&S advisor appointed. Contract let & on site, to be completed by 31.03.17. Phase 1 – Oadby Phase 2 – Wigston Phase 3 – Sth. Wigston (planning permission needed)	Tendered by consultants <ul style="list-style-type: none"> 88 homes completed as at 22.02 Planning applications approved On site in South Wigston Keeping to programme
External Works - Junction Road, Maromme Square, Burgess Street	Estate Works	Reduce height of screen walls & replace with railings; improve play area and other estate works. All in consultation with residents.	Scheme modified following tenant feedback. <ul style="list-style-type: none"> Works ordered

APPENDIX 1

			<ul style="list-style-type: none"> • Pre contract site meeting 16.03
Fire Safety Upgrade Marriott House	27	<ul style="list-style-type: none"> • Improvements to roof space compartments • Detailed work to fire doors and closers in common areas 	To be tendered using consultants <ul style="list-style-type: none"> • Fire risk assessments completed • Immediate issues addressed • Deferred to 2017/18
Fire Safety Upgrade Junction, Maromme, Burgess	54	<ul style="list-style-type: none"> • Replacement of flat doors • Upgrading and new finishes to common areas 	To be tendered using consultants <ul style="list-style-type: none"> • Fire risk assessments completed • Deferred to 2017/18
Disabled Adaptations	30	Assuming a similar number of referrals to 2015/16. Delivery process commences as soon as referrals are received.	Quotation / Tender <ul style="list-style-type: none"> • Budget has been significantly overspent due to increased number of referrals
Car Hardstanding	15	Waiting list reviewed and updated. Phase 1 and 2 (plus 2 at relet) Phase 3 and 4 (5) New applications (2)	Quoted in four phases <ul style="list-style-type: none"> • Completed (10) • No further progress • 2017/18 bid
William Peardon Court CCTV	36	Upgrade security / CCTV	Quoted <ul style="list-style-type: none"> • Completed
Garages and Bungalow Porch Recesses (Cyclical not capital – but for information)	TBC	Re start of painting programme	Quotation <ul style="list-style-type: none"> • Surveys currently taking place • To be completed spring 2017
Elizabeth Court – Bin Stores	Common area works	Bin area conversion and refurbishment including running underground electrical supplies from main buildings for lighting	Quoted <ul style="list-style-type: none"> • Works start on site 13.03 • To be completed by 31.03



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Decision
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Title: **Disabled Facilities Grants and The Lightbulb Project**

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

1. Introduction

- 1.1. In October 2015 Service Delivery Committee resolved that options for the Council to join the Lightbulb Project as a means of delivering Disabled Facilities Grants (DFG's) be explored further with a view to joining the project. Subsequently the Project was tested out by referring two pilot schemes to them and Service Delivery Committee received a further report in July 2016 informing them of progress.
- 1.2. At the time the full details of the project and financial arrangements were still to be developed and it was unclear if all of the districts would commit to delivering their services through Lightbulb. A decision was made in principle to join the project and Officers have continued to work with and support development of the project, which is now moving into its implementation stage.

2. Recommendations

- 2.1. Members are asked to consider the contents of this report and give approval for the Council to formally enter into the Lightbulb Project for the delivery of DFG's and associated works with effect from 1 October 2017.
- 2.2. In addition Members are asked to consider if they would be prepared for the Council to enter into an earlier pilot referred to as the phase 1 roll out.

3. Information

- 3.1. In October 2016 Members were advised that the final business case was awaited. When received this contained overall costs at district level but not what each district would contribute. This was because at that time it had not been established how much the County Council would contribute (as a result of moving relevant sections of the Occupational Therapist Service and some administration of DFG's into the Lightbulb Project).
- 3.2. It has subsequently been clarified that the cost to OWBC would be £25,640 per annum for the first full year of operation based on delivering just DFG's. This compares to current expenditure of £34,800 for the delivery of DFG's and Council House Adaptations. The change is therefore expected to be broadly cost neutral.
- 3.3. Development of the project has continued and all District Councils have continued their support for Lightbulb. All the necessary approvals are in place for Blaby DC to host the service and meetings are currently taking place to establish the detailed procedures that would operate. It is now aimed for the project to be fully live by 1 October 2017 and the Districts are in the process of obtaining final approval.
- 3.4. At go live stage, the project will focus on services delivered with DFG's and not include the delivery of Council funded adaption's to its own properties. It is intended however that Council tenants will initially access these services through the same route and therefore have the same opportunities to be signposted to other services.

- 3.5. There are no TUPE transfer implications for OWBC as the vast majority of its service is currently carried out under external contract. OWBC has already trimmed its directly employed staff to 20% of one administrative post and the management of the service has been carried out on an interim basis linked to the provision of Council House Adaptations, pending the outcome of the Lightbulb project.
- 3.6. The Councils current external contract runs on an annual basis from 1st April to 31st March and the service provider is aware that the 2017/18 contract (subject to final Committee approval to deliver future DFG provision through Lightbulb) will be on a reduced run-off basis. Council House adaptations are currently delivered through the same contract and it is proposed this continues for the full 2017/18 financial year.
- 3.7. With regard to DFG funding Members will be aware that there has been dialogue between Districts and County about the top slicing that took place in the 2016/17 financial year which means that the Council will have to provide a top up of around £140,000 to meet the shortfall. However going forward this should not happen in future years. Arising from these discussions there is general consensus amongst districts that DFG money should be spent in meeting DFG's and kept within district in the first instance. In view of this (and that grants had increased in 2016/17) OWBC should in future be under less pressure to provide top up funds and should it need to do so may benefit from the potential to use unspent DFG monies in other districts before the funds are made available to the County for use in other Better Care initiatives.
- 3.8. The Lightbulb Project also seeks to reduce cost of provision of Disabled Facilities through larger scale procurement activities which should benefit all Members.
- 3.9. All districts have completed readiness assessments and Lightbulb are ready to recruit further at hub (central team) and spoke (district team) levels and have training programmes in place.
- 3.10. Finally the Lightbulb Project is looking to implement a phase 1 roll out where another authority (in addition to Blaby and North West Leicestershire) start to start to receive services under the new model prior to full go live on 1st October 2017. This would benefit the project and the authority involved by introducing an element of staggering the role out while at the same time testing the new procedures. In practice it would also give the authority taking up this challenge more direct involvement in developing the working arrangements. Due to contractual delivery arrangements and more complex TUPE arrangements OWBC has been identified as the authority which could most easily do this and are keen to enter into discussions about early roll out. From an Officer point of view this would seem to have advantages compared to joining at the same time as all other districts when the project will be under its most pressure.
- 3.11. As there has been quite a long lead in to this project we have included details of its aims and objectives as a reminder below.

The overall objective of the Lightbulb Project is to deliver savings to the health and care economy by maximising the part housing support can play in keeping people independent in their homes; preventing or reducing care home placements or demand on other social care services; avoiding unnecessary hospital admissions or readmissions or GP visits and facilitating hospital discharge.

The aim is for this to be achieved through improving the customer journey to make it easier to access and navigate the service, ensuring the right solution is available at the right time with the right outcome. Core to this is to provide efficient, cost effective service delivery, particularly in relation to the delivery of Disabled facilities Grants.

This all translates to a one stop shop approach, delivering a consistent customer experience across the County.

Background Documents:-

None.

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

Tel: (0116) 257 2674

Implications	
Financial (CR)	CR1: Decreasing Financial Resources – This may affect the Council’s ability to top up Disabled Facilities Grants.
Legal (AC)	No significant legal implications.
Risk (SG)	CR4: Reputation Damage – Failure by the Lightbulb Project to provide or reduce services.
Equalities (SG)	The Lightbulb Project will provide equality of access for all regardless of tenure. An Initial Screening is attached to this report.
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input type="checkbox"/> Not Applicable



Oadby & Wigston
BOROUGH COUNCIL

EQUALITY ASSESSMENT

PART 1 - INITIAL SCREENING

Name of Policy/Function:		This is new
Disabled Facility Grants and The Lightbulb Project	<input checked="" type="checkbox"/>	This is a change to an existing policy
		This is an existing policy, Function, not previously assessed
		This is an existing policy/function for review

Date of screening	7 March 2017
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1. Briefly describe its aims & objectives

This changes how disabled facilities grants and the associated works are delivered to residents in the borough.

2. Are there external considerations?

e.g. Legislation/government directive etc

These changes do not arise from specific government policy.

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

Disabled residents of the borough, their carers and families – have an interest in timely and appropriate adaptations.

Social care practitioners and other medical professionals – have an interest in their service users homes being appropriate to their assessed needs.

The Council who are obliged to provide certain adaptations.

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

The continued delivery of disabled facility grants and the associated works for disabled borough residents.

5. Has any consultation/research been carried out?

No – none planned.

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

Consider and identify any evidence you have -equality data relating to usage and satisfaction levels, complaints, comments, research, outcomes of review, issues raised at previous consultations, known inequalities) If so please provide details.

None have been highlighted in the report. The service provides a function to primarily those who are frail and infirm as a result of age or those who are disabled.

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 or not sure.*

	Type of impact, reason & any evidence
Disability	Not sure - could be detrimental if there is a decrease in performance in the delivery of essential adaptations
Race (including Gypsy & Traveller)	Neutral
Age	Not sure - could be detrimental if there is a decrease in performance in the delivery of essential adaptations.
Gender Reassignment	Neutral
Sex	Neutral
Sexual Orientation	Neutral
Religion/Belief	Neutral
Marriage and Civil Partnership	Neutral
Pregnancy and Maternity	Neutral

8. Could other socio-economic groups be affected?

e.g. carers, ex-offenders, low incomes, homeless?

Yes, low income households who rely on the disabled facilities grants system i.e. those who cannot afford to pay for necessary adaptations, may be disproportionately affected if performance decreases.

9. Are there any human rights implications?

No, as there is no right to a home.

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?

i.e. not discriminatory under anti-discrimination legislation

No. Any decrease in performance directly discriminates against both the disabled and the very elderly who are both primary recipients of Disabled Facilities Grants. Clearly the hope is that performance improves or remains the same but at a cheaper cost, though the report suggests the changes are broadly cost neutral.

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

Yes – the Lightbulb project hosted by Blaby District Council.

13. Is a Part 2 full Equality Assessment required?

Yes.

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

September 2017 (as the scheme goes live on 1 October 2017).

Please note that you should proceed to a Part 2, the full Equality Impact 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 Stephen Glazebrook Date 07/03/2017
(Policy/Function/Report written)

Countersigned by Anne Court Date 07/03/2017
(Head of Service)

Please forward an electronic copy to: 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 9



**Service Delivery
Committee**

**Tuesday, 21 March
2017**

Matter for Decision

Title: Review of Pest Control Service

Author: Paulette Samuels (Environmental Health Team Leader)

1. Introduction

- 1.1. This report provides an internal review of the current Pest Control Service regarding domestic pests together with an assessment of the available options for consideration by Members regarding future service provision.
- 1.2. There are three available options listed in the recommendations and these are discussed in paragraph 8 of the report.

2. Recommendations

- 2.1. To continue the service as it is currently being delivered.
- 2.2. To consider providing services on the current basis but with an enhanced focus on service development, and maximising income generation. This should ensure that the service at least breaks even with the aim of achieving a profit margin of 10%.
- 2.3. To discontinue the service entirely and consider outsourcing it in totality.

3. Background

Pest Control is a non mandatory function of local authorities delivered in a variety of ways ranging from being completely outsourced, to an income-generating service, charging competitive market rates for treatments, revisits and, in some cases, specialist advice. Most local authorities target those pests considered a public health risk such as rats and mice. It is important to note that treatment is a separate issue to enforcement of statutory pest control legislation as that remains a duty of the Council.

In that respect, the Council has specific duties under the Prevention of Damage by Pests Act 1949, namely to take steps to ensure that the Borough is kept reasonably free from rats and mice and in particular to:

- From time to time carry out inspections
- Destroy rats and mice on land the Council owns or occupies, and
- Enforce duties of owners and occupiers to keep other land free from rats and mice

The Council does not have to undertake pest control itself and, if it chooses to do so, there is no requirement to offer this service free of charge. Powers and duties regarding public health pests are included in other environmental legislation, such as the Food Safety Act, Public Health Acts, and Housing Acts.

In partnership with Severn Trent the Council also undertakes sewer baiting to assist in the proactive management of the rodent population in the Borough.

Oadby and Wigston Borough Council advertise their pest control provision on the

corporate website as covering "domestic rodents, squirrels in premises, wasps, bed bugs/fleas, cockroaches and pest identification".

Fees and charges were amended with Committee approval in June 2016 to raise the fees in line with neighbouring authorities.

The personnel responsible for delivering the service are not solely employed in this function alone. They also provide a supporting role to other services such as carrying out dog patrols and management of stray dogs in the Borough as well as offering general support to the Environmental Health (EH) team. The main person delivering the pest control service is the Environmental Health (EH) Technician (Pest Control) who has been employed by the Council since March 2009. However other Officers are trained to deliver and support this area of work during periods of absence due to leave or sickness.

Future service developments may include the introduction of Public Space Protection Orders for dog fouling covering the open spaces within the Borough. The EH Technician is earmarked to provide the necessary patrols and enforcement. However, this is very much in its early stages of development.

4. Financial Review

The full cost of providing the pest control service in-house is difficult to accurately identify because it varies according to seasonal demand. However, we have assumed a 60/40 split between pest control and stray dog duties. There are some costs that would remain in the absence of an in house pest control service and would have to be absorbed elsewhere into other budgets/cost centres.

The following table summarises the current position assuming approximately 60% of EH Technician's time is spent on pest control. The other 40% would roughly split as 30% on Stray Dogs/Dog Fouling patrols and responses and the other 10% in support of delivering other EH functions in times of staff shortages and increased workload:

Expenditure Head	Revised Budget 2016/17	Est. Out Turn 2016/17	Saving if remaining 40 % element work cannot be absorbed	Saving if 40% element can be absorbed	If 40% element can be absorbed and van not required
	£	£	£	£	£
Manpower	0	28,000	21,000	34,980	34,980
New Equipment	100	0		0	0
Equipment Baits Poisons & Insecticides	1,400	1,400	1,400	1,400	1,400
Protective Clothing	100	100	50	50	50
Telephone and Alarm System	200	200		0	0
Transport Recharge	3,400	3,400	700	700	2,730
Wasps Nest Income	(7,000)	(8,900)	(8,900)	(8,900)	(8,900)

Rodent Control Income	(4,300)	(9,100)	(9,100)	(9,100)	(9,100)
Other Pests Commercial (Sewer Baiting)	(2,800)	(2,800)	(2,800)	(2,800)	(2,800)
Camera Surveys	(100)	0	0	0	0
Depot Recharge	780	780		0	0
Central Support	7,550	7,550		0	0
NET COST OF SERVICE	(670)	20,630	2,350	16,330	18,360

The figure of **£18,360** represents the **maximum** projected saving from no longer delivering the service in-house.

5. Service Delivery

The Customer Service Centre (CSC) provides administrative support to the Pest Control Service by virtue of booking appointments for treatments and collecting payments. Last year they booked over 350 treatments.

Pest Control Enquiries recorded on the CRM (Period: Jan 1 2016 - 30 Dec 2016)	
Type of Enquiry	Number
Book a pest control treatment	366
Book an additional treatment	29
Cancel a treatment	7

6. The Leicestershire Picture

Local Authority	Service Delivery Model	Treatments
Blaby DC	None	None
Hinckley & Bosworth BC	In-house	Rats, Mice, Wasps, flies, moths, cockroaches, bed bugs, carpet beetles, ants (commercial properties only)
Charnwood BC	In-house	Rats, Mice Fleas, cockroaches, bed bugs, squirrels, wasps. (Information Sheets on web)
North West Leicestershire DC	In-house	Rats, Ants (inside), bed bugs, bees, fleas, mice, wasps
Melton DC	In-house	Rats, mice, cockroaches, carpet beetles, bed bugs, wasps, fleas, flies, moths.

Harborough DC	Outsourced to Midland Environmental Services	Rats, Mice, Wasps, bees, bed bugs, fleas, cockroaches, squirrels, birds
Oadby and Wigston BC	In-house	Rats, Mice, Wasps, bed bugs, fleas, cockroaches, squirrels and pest identification

7. Case Study – Brighton and Hove

Brighton and Hove have developed a pest control service they describe as “sustainable, environmentally friendly and self-funding”¹ It has been reported that “income generated by Brighton and Hove City Council through its pest control services has risen by 279% over the last 6 years.”² This article further reported that the Council’s pest control income increased from £17,265 to £35,708.83 between 2009/10 and 2010/11. It jumped by 25% to £44,960.75 in 2011/12, and a further 21 % to £54,444.86 in the nine months from April to December 2012. These increases were attributed to ‘the introduction of new charges for some pest-control treatments such as rats and mice and an increase in existing charges.’

Roy Pickard, Environmental Health Manager – Brighton and Hove stated: “To generate additional income, we had to expand the services we offered. New services included carpet moth treatment, humane mouse trapping, break back traps for rats, self-help insect treatments for customers on low incomes, a fox repellent advice service, a service for removing squirrels from lofts, wildlife management, and pest-proofing.”³

8. Options

It is considered that there are 3 viable options for the pest control service and these are discussed below:

- 1. Option One:** Continue to provide the present service as it currently stands.

Given that the projected savings range from £2,350 - £18,360 there is scope to break if the projected outturns are realised throughout 2017/18 and the vehicle used for both pest control and stray dogs is retained.

- 2. Option Two:** Continue the same service provision with enhancements and the provision of additional services to service delivery

If this is selected then further steps could be taken to improve the current service provision:

- Developing the trusted ‘brand’ of the Council through advertising the new services on our Web site and utilising our Letterbox circular to further publicise the pest control service,

¹ Environmental Health News, December 2016/January 2017, p. 20

² The Argus. 11th February 2013. ‘Pest control income increases for Brighton and Hove City Council’ (downloaded 19/12/16)

³ Environmental Health News, December 2016/January 2017, p. 21

- Seek commercial contracts to offer expert advice on pest control management whilst being mindful of our statutory responsibilities to take enforcement action where necessary.
- Obtain customer feedback via satisfaction surveys conducted primarily with customers who have accessed the service since the new charges were implemented in June 2016.

As shown in the case study of Brighton and Hove above it should be possible to increase revenue by offering additional services and a 10% profit margin is considered achievable. It is anticipated that the revised service if approved could be implemented as from June 2017.

3. Option Three: Discontinue the Pest Control Service

If this option is selected, then further points would need to be considered including:

- Not providing any service at all, as is the case at Blaby DC.
- Tender out the service through a competitive process with delivery of the pest control service by a third party provider, as is the case at Harborough DC.
- Seek advice from both local authorities to determine which model best suits the needs of Oadby and Wigston.
- The overall savings of this option would be in the region of £18,000. However, there would be an additional cost to the service for a replacement vehicle to continue with the delivery of the stray dog service.
- There may be a detrimental effect on the control of pests and impact on the public's perception of the Council.

- 9 Option Two appears to be the most practical solution as it allows the current service to continue and should generate additional income to make the service self financing with the aim of achieving a 10 % margin.

The service would then be reviewed periodically, going forward, to ensure ongoing viability in accordance with the Councils' Corporate Priority of effective service provision.

Background Documents:-
None.

Email: paulette.samuels@oadby-wigston.gov.uk

Tel: (0116) 257 2613

Implications	
Financial (CR)	CR1: Decreasing Financial Resources - There is a need to make the service more cost effective.
Legal (AC)	No significant implications.
Risk (SG)	CR4: Reputation Damage - Damage to the Council's reputation by withdrawing the in-house service.
Equalities (SG)	No significant implications. An Initial Screening is attached to this report.
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input type="checkbox"/> Not Applicable



Oadby & Wigston
BOROUGH COUNCIL

EQUALITY ASSESSMENT

PART 1 - INITIAL SCREENING

Name of Policy/Function:		This is new
Review of Pest Control Service	<input checked="" type="checkbox"/>	This is a change to an existing policy
		This is an existing policy, Function, not previously assessed
		This is an existing policy/function for review

Date of screening	7 March 2017
--------------------------	--------------

1. Briefly describe its aims & objectives

This changes how infestations of pests i.e. rats are dealt with.

2. Are there external considerations?

e.g. Legislation/government directive etc

These changes do not arise from specific government policy.

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

Borough residents with pest problems.

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

To save the Council money.

5. Has any consultation/research been carried out?

No – none planned.

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

Consider and identify any evidence you have -equality data relating to usage and satisfaction levels, complaints, comments, research, outcomes of review, issues raised at previous consultations, known inequalities) If so please provide details.

None have been highlighted in the report.

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 or not sure.*

	Type of impact, reason & any evidence
Disability	Neutral
Race (including Gypsy & Traveller)	Neutral
Age	Neutral
Gender Reassignment	Neutral
Sex	Neutral
Sexual Orientation	Neutral
Religion/Belief	Neutral
Marriage and Civil Partnership	Neutral
Pregnancy and Maternity	Neutral

8. Could other socio-economic groups be affected?

e.g. carers, ex-offenders, low incomes, homeless?

No.

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?

i.e. not discriminatory under anti-discrimination legislation

Not at present.

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

No.

13. Is a Part 2 full Equality Assessment required?

N/A

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

N/A

Please note that you should proceed to a Part 2, the full Equality Impact 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 Paulette Samuels Date 07/03/2017
(Policy/Function/Report written)

Countersigned by Stephen Glazebrook Date 07/03/2017
(Head of Service)

Please forward an electronic copy to: 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, 21 March
2017

Matter for Information

Title: Oadby and Wigston Advisory Services

Author: Stephen Glazebrook (Interim Community Services Manager)

1. Introduction

- 1.2. In June 2016, the Council entered in to a 3 year partnership arrangement with Helping Hands and Citizens Advice Leicestershire for the provision of advisory services throughout the Borough of Oadby and Wigston.
- 2.2. This report is to give Members an overview of how the contract is performing.

2. Recommendations

Members are asked to note the contents of the report

3. Information

- 3.1. Helping Hands and Citizens Advice formed a joint venture to deliver housing advice services at a number of locations throughout Oadby and Wigston.
- 3.2. The advice covers a wide range of issues including housing, debt and money management, discrimination, financial services etc.
- 3.3. **Appendix A** attached is a joint report from Helping Hands and Citizens Advice giving a comprehensive breakdown of the issues dealt with together with the number of clients seen.
- 3.4. Members will recall that there were separate temporary arrangements in place with both organisations prior to the commencement of the current contract from June 2016 and the figures provided in their joint monitoring report also include the months of April and May 2016.
- 3.5. In the period April - December 2016 almost 2,400 residents received advice and assistance from the service.
- 3.6. The service provided is independent and free of charge for customers at accessible locations in Oadby, Wigston Magna and South Wigston.
- 3.7. A close working relationship has been established with OWBC Customer Services and client satisfaction with the service has been evaluated at 95%.
- 3.8. The contract is performing well and is adjudged to be providing excellent value for money for the Council and the residents of Oadby and Wigston.

Background Documents:-

Appendix A - Joint Report of Helping Hands and Citizens Advice

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

Tel: (0116) 257 2674

Implications	
Financial (CR)	CR1 Decreasing Financial Resources - This is a 3 year fixed price contract so provides certainty until June 2019.
Legal (AC)	The joint venture provides an independent service so there are no significant legal risks for the Council.
Risk (SG)	An independent and unbiased service provides a valuable check and balance on the Council and other service providers
Equalities (SG)	There are no significant equality issues as the service is available for all residents.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

Appendix A - Oadby and Wigston Advisory Services Report from Helping Hands and Citizens Advice Leicestershire

Nine months on....

On 8th February 2017 Les Gill, the Chair of Helping Hands Community Trust and Richard Evans CEO of Citizens Advice Leicestershire met with Stephen Glazebrook of O&WBC to review the Oadby & Wigston Advice Service.

The findings are that:

- both organisations are working well in partnership;
- the service provision is free, independent, available Monday to Friday at easily accessible surgery locations in Oadby, Wigston Magna and South Wigston.

Service Delivery

Service managers from both organisations meet at 6 weekly intervals to evaluate service provision, ensure quality of delivery, the client experience is seamless, ease of access across the Borough and to avoid duplication of effort. Client satisfaction is evaluated and is currently running at 95%. Effective marketing and communication ensures that clients can easily access the service.

Feedback on Integration with Borough Council Services

There is a close working relationship with Customer Services officers who are able to refer clients directly to our advisers at the Customer services or to the most appropriate surgery in Oadby and South Wigston. Both organisations have received positive feedback from Customer Services as they are able to refer clients seamlessly to the attending organisation. Trish Hatton, from the Customer Services Team, recently wrote:

‘Feedback is very positive, officers are friendly and good with customers. Customer seem to go away happy after appointments and feel as if they were helped. There are no issues from our point of view, Trish Hatton

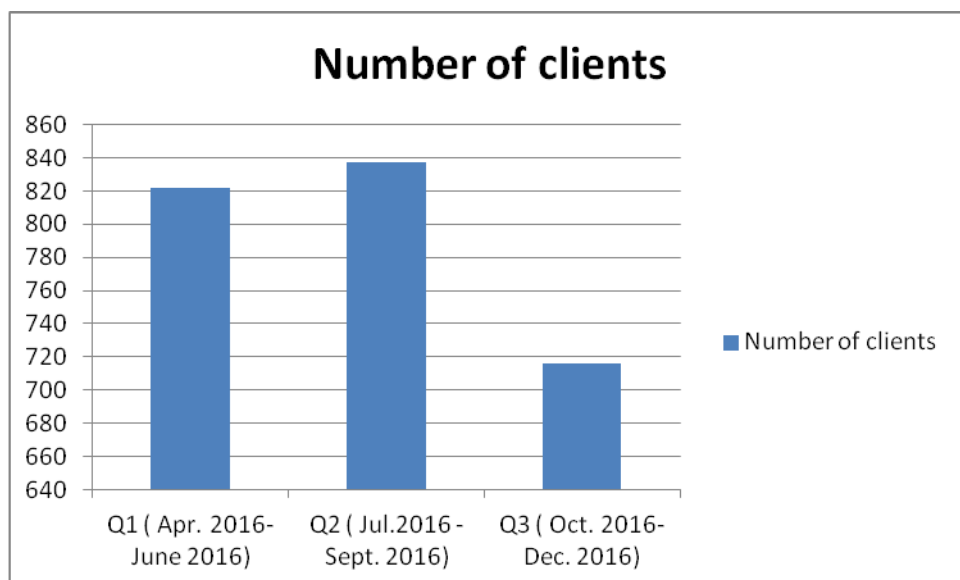
Joint working arrangements:

- Clients are referred between the two organisations so as to ensure that they can access pro-bono legal, money and debt management services.
- Kennedy House – both organisations have representatives attending meetings for MAVF. Asylum seekers are able to access welfare benefits and housing advice once they are granted ‘Refugee’ status.

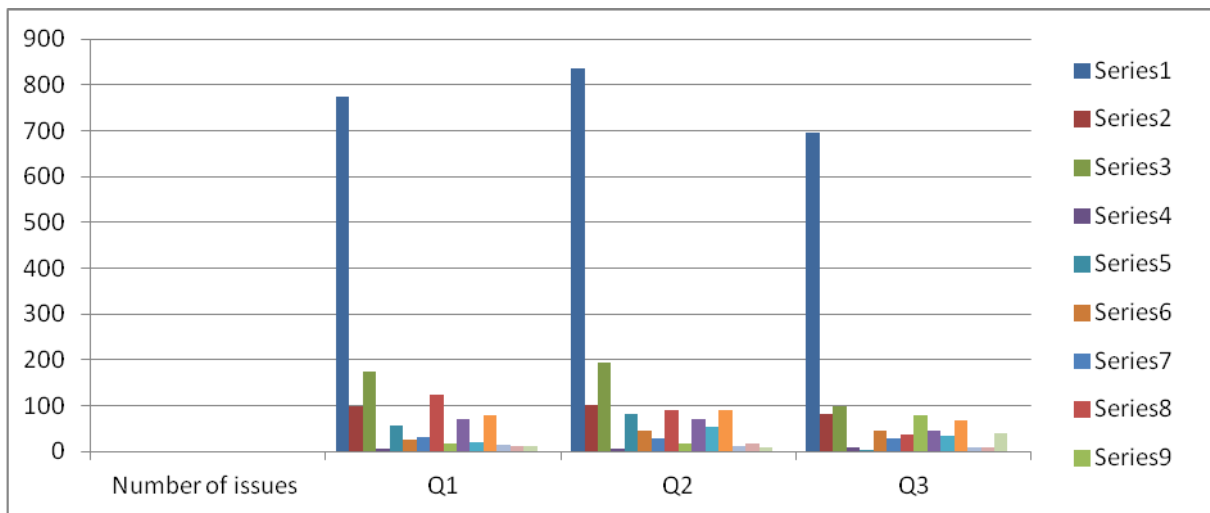
Statistics & Case Studies

Set out below are the client and issue numbers for the first 3 quarters of operation, showing an increase across quarters 1 & 2. There was a decrease in Quarter 3 due to Christmas and New Year but we are expecting the figures for Qtr 4 to show a continuing increase. We have also included a break down of the issues dealt with and two client case studies.

Quarter	Number of clients
Q1 (Apr. 2016-June 2016)	822
Q2 (Jul.2016 - Sept. 2016)	837
Q3 (Oct. 2016-Dec. 2016)	716



Number of issues	Q1	Q2	Q3
Benefits & tax credits	773	837	697
Consumer goods & services	100	102	83
Debt / Money Mgmt .	173	194	98
Discrimination	6	6	9
Employment	57	82	3
Financial Services	27	46	45
Health & Community Care	30	28	29
Housing	123	91	37
Immigration	16	17	78
Legal	70	70	45
Other	19	55	33
Relationship & Family	80	91	68
Tax	15	11	9
Travel & Transport	11	16	9
Utilities & Communication.	12	10	40
Totals	1512	1656	1283



Key:

1. Benefits and tax credits
2. Consumer
3. Debt
4. Discrimination
5. Education
6. Employment
7. Financial Services
8. Health and Community Care
9. Housing
10. Immigration
11. Legal
12. Other
13. Relationship
14. Tax
15. Travel & Transport
16. Utilities

Case Study No: 1

1. Profile of Client:

The client is 61 years old and suffers from severe arthritis, mental health issues, dental problems and poor eyesight (she needs a magnifying glass to read). She lives with her 85 year old father who she describes as 'very controlling and short tempered'.

2. Summary of issues:

The client has lost her national insurance number and has no formal identification document or bank account. She has no transport available to her and walks everywhere, which is a struggle because of her severe arthritis.

The client informed us that she has no access to money and has been completely dependent on her father throughout her life. She receives no benefits and initially attended the advice session as she wanted a food voucher.

3. Options Discussed and Action taken :

The following options were discussed and action taken:

- **Making a claim for benefits in her own right:-**
An online application was made for ESA and an application form was completed for Personal Independence payments. The clients GP surgery was contacted to arrange an appointment to obtain medical evidence to support her benefits claim. We also contacted the National Insurance Office to sort out her NI number
- **Opening a bank account for benefit payments:-**
Our adviser accompanied the client to the Post Office and assisted her to open a bank account
- **Obtaining a food voucher:-**
The client was given a food voucher and taken to the Food bank to collect a food parcel
- **Safeguarding issues:-**
See below in outcomes.

4. Outcomes :

- The client now has her own bank account into which benefits can be paid.
- We have arranged with the client and her GP surgery for fit for work notes to be forwarded to us so that we can ensure they are forwarded to the DWP. She will then receive benefits and control her own finances, thus no longer being dependent on her father for her needs.
- Client has agreed to return for a further appointment to discuss the safeguarding issues arising from her statements regarding her father, including the possibility of finding her own accommodation. At this stage the client did not want to consider this but agreed to a further appointment to discuss safeguarding in general.

5. Any unusual factors or difficulties for client:

Client completely dependent on her father

Case Study No: 2

1. Profile of Client:

Client referred by one of our partners is 63 years old, and divorced called in on 27/04/16 very distraught as her ESA appeal was turned down and placed on JSA. A decision client found it very difficult to understand and in her very confused state of mind withdrew her claim as her condition prevents her from any form of employment.

2. Summary of issues:

Sadly born with defective feet now compounded by osteoarthritis and as years have progressed musculoskeletal problems have set in. She has also suffered life threatening anaphylactic shock on two separate occasions. Further treatments for anxiety and depression are also on going.

3. Options Discussed and Action taken :

Client was very disillusioned by the way she had been sanctioned by the DWP and our adviser was able to reassure her that with support and our advocacy she should appeal to the Court of Tribunal. She was assisted in making a phone call when her case was reviewed live. Our client was also assisted in completing ESA 50

4. Outcome :

After two months her ESA was reinstated. Her application for Personal Independence Payments was also initially turned down, but again with our encouragement and help including obtaining medical reports an appeal was successfully lodged. Client is now in receipt of Standard Rate Care and Higher Rate Mobility Component.

5. Any unusual factors or difficulties for client:

Our client suffers from severe physical disability that impacts upon her confidence but has every confidence in the Advice Service as a result of the assistance she has received.



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Information
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Title: **Corporate Enforcement Update**

Author: **Paulette Samuels (Environmental Health Team Leader)**

1. Introduction

There are a broad range of environmental standards and legislation enforced by Environmental Health either independently or inter-dependently with other sections of the Council. This Report seeks to inform Committee of the responsibilities and the enforcement outcomes achieved in the last two months.

2. Recommendations

Members are asked to note the contents of the report.

3. Information

3.1. Asbestos Case - Marstown Avenue, South Wigston

Following positive action by the Council and in cooperation with the site owner the site has been cleared of asbestos containing material at his expense. We are just awaiting final confirmation that the gardens are now safe for residents to use in order that the control measure implemented by PHE (Public Health England) can be reviewed.

Residents are regularly updated by letter on the current situation the last correspondence being on the 10th February 2017. PHE are also aware of the action being taken on the site.

3.2. Dog-Fouling

Over the last two months the main focus of activity has been the provision of advice and proactively stencilling and placing additional signage where necessary across the Borough. Regular monitoring is still being done in the parks and open spaces across the Borough. Eighteen (18) monitoring visits have been undertaken evenly across the Borough's Parks and open spaces and is seemingly acting as a deterrent.

Timber Street has been a problem area in particular during these Winter months. This was due to 'opportunistic' dog owners who were allowing their dogs to foul the street during the darker evenings.

Reliable intelligence has led to letters being sent to alleged perpetrators and the complainants being advised of this action so as to encourage further reporting, where necessary. Educational signs have also been erected in the area to further encourage responsible dog ownership by owners cleaning up after their dogs.

A visit on 6th March 2017 confirmed the success of this intervention as there was a noticeable improvement in the standard of cleanliness in this street.

There were 26 dog related cases reported during January and February. Just over

half of the complaints were directly related to dog fouling on the streets leading to advice; stencilling and signage. 10 stray dogs were picked up and taken to Kennels. Others reported incidents were of dogs being aggressive to neighbouring households.

3.3. **Pest Control**

44 initial requests regarding pests in domestic settings were received during January and February and the breakdown is shown in the table below:

Pest Type	Numbers
Rats	29
Mice	10
Cockroaches	0
Squirrels	3
Fleas/bedbugs	2
Birds	0
TOTAL	44

3.4. **Enforcement of Litter, Fly-Tipping and Accumulations**

These three areas tend to merge in terms of how they are classified, how they differ and what action can be taken and by whom.

Presently, there is a shared responsibility between Environmental Health and the Clean and Green Team.

3.5. **a. Fly-tipping and Accumulations**

Environmental Health received 8 reports of fly tipping during the period which were investigated and progressed within the stipulated response times. In addition to this the Borough is regularly monitored for any nuisances in line with the requirements of the Environmental Protection Act 1990 section 79 (1).

Under the Anti Social Behaviour Crime and Policing Act 2014 (ASBCP 2014) s.43-58., Four Community Protection Warning Notices have been served since January 2017. This is a new power used by the Council in pursuing ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible.

No Fixed Penalty Notices were served in this period due to the new approach by Officers resulting in a more effective and longer lasting outcome.

1 Simple Caution was administered for a fly tipping offence.

3.6. **b. Litter**

In the Oadby and Wigston leaflet prepared for residents entitled 'Litter and the Law – a guide for the public' it states that "Litter can be as small as a sweet wrapper, or as large as a bag of rubbish, or it can mean lots of items scattered about. The legislation also specifically clarifies that discarded gum products, cigarette ends, and matches are types of litter."

Section 87 (1) of the Environmental Protection Act 1990 states the offence of 'leaving litter' as such:

"A person is guilty of an offence if he throws down, drops or otherwise deposits any litter in any place to which this section applies and leaves it."

Further in that section it refers to litter being left in the open air in the area of a principal litter authority to which the public has access with or without payment.

3.7. **c. Fly Tipping**

Fly tipping is the illegal deposit of waste on land contrary to Section 33(1)(a) of the Environmental Protection Act 1990. The types of waste fly tipped range from 'black bag' waste to large deposits of materials such as industrial waste, tyres, construction material and liquid waste. Fly tipping is a significant blight on local environments; a source of pollution; a potential danger to public health and hazard to wildlife. It also undermines legitimate waste businesses where unscrupulous operators undercut those operating within the law.

Local Councils and the Environment Agency (EA) both have a responsibility in respect of illegally deposited waste. Local Councils deal with most cases of fly tipping on public land, whilst the EA investigates and enforces against the larger, more serious and organised illegal waste crimes.

It is worth noting that in 2015/16 the estimated cost to Local Authorities in England was £49.8 million.¹

3.8. **d. Accumulations**

This describes any collection of waste material(s) in a specific location and could be as a result of the act of littering or fly-tipping. In section 79 (e) of the EPA1990 an accumulation is included in the list of statutory nuisance as:

"any accumulation or deposit which is prejudicial to health or a nuisance"

This essentially deals with the residue left from littering or fly-tipping whether it contains organic, putrescible matter such as food items or inert material such as concrete, metal and wood. If the accumulation attracts vermin due to its content, the period of time it has been in situ or its proximity to a site known to experience such infestations, it could be removed under Section 5 of the Prevention of Damage by Pests Act 1949. Environmental Health have powers to serve statutory notices for sites to be cleared and will enforce site clearance to the default of the site owner, if the notice has not been complied with.

3.9. **e. Current Operational Practices**

The quantity, location and content of deposited waste, determines who could be responsible for removing it to a licensed waste site. Currently Oadby and Wigston operate a 'fluid' arrangement between Environmental Health and the 'Clean and Green Team', who are the Duty Body (as defined by section 89 of EPA 1990) responsible for keeping the public land and certain highways, which they are responsible for within the Borough, clear of litter and refuse.

Refuse would be the waste arising from a private household, or, by contractual

¹ Gov.uk website. "Fly tipping in England" Extract from the details of document produced 2nd March 2017.

arrangement or commercial premises. At the moment, household refuse is presented for collection in black bin bags and recycled waste in orange bags. This often leads to confusion when being reported as a problem of deposited waste. Sometimes bags presented for collection are not collected (usually because households have placed more than 3 bags of rubbish for collection on one day). These are sometimes reported as 'fly tipping'. Initial investigation by either Environmental Health or the Clean and Green Team will extract evidence from the bagged waste to identify the name and address of the perpetrator. If no such identifiable information is found then, the next point of consideration is where the waste is located. If identifiable information is retrieved from bagged waste then a visit would be made to that address and the occupants advised to remove their waste immediately. The opportunity is also seized to educate householders on what materials within their waste are recyclable or advised to make a request for additional bags to be collected based on the size of the household, to avoid future missed collections from that address. The non-collection of extra bags is often cited as the 'reason' for fly tipping.

The Clean and Green Team conduct daily patrols of the district and items such as Sofas or Fridges and Freezers dumped in the district are now routinely picked up the following Monday after the notification. Other items are collected daily.

This approach is designed to maximise the use of resources on the day when residents can also pay for their 'Bulky' items to be collected, and access is granted to the local refuse disposal site. (Exemptions and subsidised prices are available for residents in receipt of benefits, and/or classed as disabled or OAPs as detailed on the Council Website.)

Depending on the location of where the items are dumped, enquiries are made to try to identify the culprit. If successful, then formal action can be taken by the Environmental Health Team by virtue of the service of statutory warnings or notices under either, the EPA1990 or Anti-Social Behaviour, Crime and Policing Act 2014, where Community Protection Warnings or Notices can be served on occupants or responsible individuals. This latter process is followed where waste is reported and situated on private land and where 'Repeat Offenders' have been identified for referral.

Routine monitoring of 'hotspots' is done daily and/or in response to customer complaints or referrals from Members. Two particular areas currently being monitored are Welford Road (lay-by) and the 'country lane' section of Newton Lane.

3.10. Abandoned Vehicles

There have been 19 reports received of abandoned vehicles during the last 2 months, all of which were investigated and progressed. In several cases, the reported vehicle did not meet the criteria for an abandoned vehicle so no formal action could be taken. In all such cases, the complainant was advised of the outcome of our investigation.

Further work is being done with the Customer Contact Centre to improve the quality of referrals, this includes gathering additional information from the complainant as to potential ownership, why is the vehicle abandoned and the duration the vehicle has been in the location, this has reduced the number of complaints of illegal or nuisance parking being reported as 'abandoned vehicles'.

3.11. The Regulation of Investigatory Powers Act (RIPA) 2000

The Regulation of Investigatory Powers Act 2000 is designed to properly manage the

process of collecting intelligence when investigating potential crimes.

The authorisation of directed surveillance is covered in section 28 and would be applied for under subsection (3) if it is:

(b) for the purpose of preventing or detecting crime or of preventing disorder.

This allows Officers to conduct monitoring and erect where deemed necessary, closed circuit television (CCTV), to collect evidence which may result in criminal conviction, such as for reports of fly tipping across the Borough. Overt surveillance does not require the same level of authorisation.

Monitoring

There have been no RIPA applications made in the last 4 months.

Background Documents:-

None.

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Implications	
Financial (CR)	CR1: - Decrease in Financial Resources.
Legal (AC)	No significant implications.
Risk (SG)	CR6: Regulatory Governance CR4: Damage to Council's Reputation - By failing to take action.
Equalities (SG)	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

Agenda Item 12



**Service Delivery
Committee**

**Tuesday, 21 March
2017**

**Matter for Information
and Decision**

Title: Leisure Services Report

Author: Avril Lennox MBE (Health & Leisure Services Manager)

1. Introduction

This report provides Members with an update on the Council's Leisure Services, which includes the Health & Wellbeing Board, the Leisure Contract; Sport & Physical Activity Commissioned activities and Brocks Hill Country Park & Centre.

2. Recommendations

That Members note the information provided within the report and endorse and promote the range of opportunities to the wider audience, including volunteering.

3. Information

3.1. Health & Wellbeing Board

The Oadby and Wigston Health & Wellbeing Board has recently undergone a restructure. Whilst it 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.

A core group of individuals attend each meeting; this includes Council Members, representation from our leisure provider, the Locality Lead Manager for East Leicestershire CCG, the GP Locality Lead in Oadby & Wigston, and a Senior Public Health Manager, plus a range of Council Officers. In addition, 'specialist' health professionals, private health operators, and providers are invited to attend the relevant health themed meetings.

Each of the quarterly meeting held so far, have concentrated on a particular area of health, in line with the Board's priorities for 2016/17, as shown below:

- 1. Dementia / Mental Health – July meeting**
- 2. Diabetes / Healthy Weight – October meeting**
- 3. Substance / Alcohol misuse – January meeting**

There is strategic fit with a number of agendas for example the County joint Health & Wellbeing strategy, the Sport & Physical Activity Commissioning work stream; the joint OWBC health inequalities Action Plan; and Sports Development plan; the Greening the Borough action plan including Conservation Volunteering; in addition to meeting a number of our Councillor's key priorities; the Council's Vision and Values, and the Local Sports and Active Recreation Alliance aims.

One of the early actions was to improve communication and to promote local health services. A dedicated online resource has now been set up, for use by Health Professionals, GP's and residents in order to provide information about local

opportunities and health related matters. This can be accessed via the following link:
www.activeoadbywigston.org.uk/health

One key area identified by the Oadby & Wigston HWBB is the need to help Public Health reduce the number of admissions to hospital. We will do this by educating local people to seek help early rather than late; as a first point of contact by using the 111 help line; using the Walk in Centres; taking advice from their local pharmacist; or their GP. It was noted that we all should be working towards encouraging a healthier community, where communities/individuals help themselves.

The final meeting will be held on 4 April 2017, and will act as the Board's Health Summit. All agencies and partners involved in the previous meetings will be invited to attend. This will provide an opportunity to evaluate what has been delivered and confirm whether expected outcomes have been achieved, as well as identifying and setting the locality priorities for 2017/18.

3.2. Leisure Contract

Participation

Participation has once again substantially increased since the launch of the new Wigston Pool and Fitness Centre and the redeveloped Parklands Leisure Centre. Whilst December was the quietest month of the year January, as expected, was the busiest with both Wigston Pool & Fitness Centre and Parklands Leisure Centre breaking all-time high participation records for the month. There have been nearly 128,000 visits in the period December to January, that's nearly 2,170 per day!

Programmes & Events

Everyone Active now run a wealth of activities for many different groups in the community, for example:

- Pool lifeguard courses;
- Targeted programmes for girls;
- Walking cricket;
- Gymnastics;
- Cheerleading;
- Trampolining;
- Football;
- Touch tennis;
- Badminton;
- Tap dancing;
- Modern dancing;
- Ballet;
- Rugby;
- Kurling;
- Under 5's soft play; and
- Active Life sessions for 50+ to name, but a few!

Customer Feedback

Customer feedback has been pleasing, with the emphasis on the delivery by frontline staff. In particular the positive feedback received in December and January about the Receptionists and how well they were dealing with many customers, including during

the busy month of January. Other complimentary feedback included the cleanliness of the facilities, particularly at Wigston, which was commented on many times.

Customer Engagement

Everyone Active has been extremely proactive in engaging the community, with the aim to enable as many people as possible to be aware of both the facilities and services available. The free Everyone Active card helps to record how active individuals are, as well as providing many other benefits. There are now nearly 44,000 people across the Borough and some just outside the Borough boundaries with a free Everyone Active card.

New Staff / Posts

Everyone Active has recently recruited new swim teachers, lifeguards and apprentices, with additional opportunities for lifeguards and Duty Managers to follow.

3.3 2016/17 Sport & Physical Activity Commissioning

The following information provides a brief update on progress and future plans for the final delivery of targeted interventions for 2016/17, utilising external funding:

January – March 2017:

Back to Sport Sessions: There were five different 'Back to Sport' sessions launched on 23 January at Wigston College and South Wigston High School. The aim was to engage with adults who haven't played sport for a while and to provide access to non-competitive, informal opportunities. All but one of the activities were successful and are continuing to run, with the exception of cricket due to lack of interest.

Retirement Project: The 'Men in Sheds' style project is being planned and will start before the end of March. It will consist of various projects e.g. refurbishing benches and making different items for the Country Park such as, picture frames and bird boxes. This pilot project will initially be targeted at existing volunteers, and then rolled out in the future to attract new volunteers.

Dementia Day Service: Leicester City in the Community has been commissioned to deliver a block of 6 physical activity sessions to the service users at 'J and S Day Service' in South Wigston. The participants will have an opportunity to take part in activities such as Table Tennis, Kurling, Boccia, Seated Exercises and Skittles. This opportunity also includes the provision of a small amount of equipment and staff training, so further activities can be delivered in the future, once the project has finished.

ASB Diversionary Project: January 2017 saw the launch of the 'Something to Do' project which is a series of weekly Sport and Physical Activity sessions for young people aged 11-18. Activities included Boxing, Dodgeball, Basketball and Football. The participation numbers have been building week on week, all activities are free of charge and based in Wigston, to address recent identified ASB incidents.

BME Groups: Engagement with this group and various faith groups across the Borough has been extremely positive. Confirmation has been received that the Leicestershire Nutrition and Dietetics Service will deliver a 10 week DHAL course to Members of the Oadby Mosque. This programme is a healthy eating and lifestyle course specifically designed for South Asian residents.

Sport England: The Council's leisure team has recently been part of a county-wide working group in order to submit a large funding bid to Sport England. If successful, it

will result in considerable investment in activities for over 55's across Oadby and Wigston. The programme will also build on the recent success of our Falls Prevention programme.

2017/18 Sport & Physical Activity Commissioning:

The Council's leisure team recently provided a presentation to the county commissioning group in order to bid for £65,386 funding to deliver targeted sport and physical activity programmes during 2017/18. This together with 'partnership cash' of £39,533 provides an overall plan worth £104,919 investment for the Borough. Confirmation of funding will be provided soon.

The following provides a brief outline of proposed activities with the above 2017/18 funding, once approved:

Running, Walking and Cycling: The leisure team aim to expand the current strong weekly Walking and Running offer across the Borough, by including Dementia and Mental Health walks. In addition, to setting up weekly led cycle rides, to build on last year's success.

Nifty at 50: Building on the over 50 programme we aim to buy into an existing brand 'Nifty at 50' and will partner with Melton, Blaby and Harborough Councils (East Leicestershire CCG area) to deliver more sessions across the Borough. This collaboration will also enable us to provide improved ways of working, with the opportunity to book sessions online.

'Just' – Women and Girls: Building on our Female only programme we aim to buy into an existing brand 'Just' and will again partner with Melton, Blaby and Harborough Councils (CCG area) to deliver more sessions across the Borough. This collaboration will also enable us to provide an effective and efficient service.

Community Energy Club: This club gives children who don't engage with traditional sports clubs and school PE a chance to try a wide variety of physical activities in a non-competitive environment. The club has gained considerable success in recent months in South Wigston with over 40 young people attending each week. During 2017/18 we aim to expand this opportunity by setting up another club in a different location in the Borough.

Disability: Partnership working with Leicester City and Leicester Tigers will enabled us to deliver a range of Football and Rugby sessions for adults and children with additional needs. Over the next year, the sessions will be delivered at various locations in Oadby, Wigston and South Wigston.

3.4 Oadby and Wigston 2017 Awards Evening – Date for your Diary

Following on from the extremely successful awards evening last November, plans are now underway for this year's event.

This will be the Boroughs 8th annual Awards Evening. It will be held on 22 November 2017 at Parklands Leisure Centre (5:30 p.m. for 6:00 p.m.). This partnership event will be organised and jointly funded by OWBC and Everyone Active, with support from the Local Sports Alliance.

3.5 Brocks Hill Update

Conservation Work Update

The Council's new Park Warden, Jamie Gould, started in post on 15 December 2016. She has already taken active steps to initiate important habitat management tasks at Brocks Hill and the other green spaces. Many of the areas of the park were suffering from neglect, so she has pushed ahead with progress to start restoring these areas, prioritising tasks according to their seasonal requirements.

The Park Warden has assessed areas of improvement for the Brocks Hill management plan, written the majority of the Forestry Commission Woodland Management Plan for the woodlands across the Borough and has also written a 22 page guide to habitat management at Brocks Hill for the volunteers.

Working closely with Hollie Standall (Natural Discovery Volunteer Officer) and our Grounds Maintenance team, the aim has been to achieve objectives regarding practical maintenance of Brocks Hill and our other green spaces, in addition to on-going work such as creating risk assessments, purchasing necessary equipment and materials, and carrying out site checks.

The woodland compartments at Brocks Hill were overdue for thinning, an important management technique that improves the health and structure of the trees. After receiving the felling licence arranged by Henry Pearson (Tree Officer), the Park Warden, along with two ground maintenance operatives carried out three weeks of felling operations. Throughout February, two hectares of woodland were thinned at Brocks Hill. Other woodland tasks include coppicing, creation of stakes and binders and wood chipping of brash: with much of this work being carried out by volunteers under the Park Warden's supervision. This is in addition to overseeing tree planting, fruit tree pruning, hedgelaying, scrub cutting and restocking the den building area.

The ponds at the front of the Brocks Hill centre were overgrown with vegetation, compromising their wildlife and aesthetic value. The Park Warden organised the clearance of the ponds by contractors and worked with grounds maintenance and volunteers to remove the debris.

As well as supervising volunteers, the Park Warden also manages a work experience student from Brooksby College, who will be carrying out 50 hours of volunteering with the Council. This is in addition to being a visible presence at Brocks Hill, interacting with visitors, which has resulted in many positive comments regarding habitat management. Moving forwards the aim is to continue with seasonal management of the habitats and other areas of the park during spring and summer.

3.6 Heritage Lottery Project Update

The new Natural Discovery Volunteer Officer, Hollie Standall, also started in post on 15 December 2016. During December through to February she organised a number of taster days and drop-in sessions at various sites across the Borough, in order to recruit new volunteers.

The volunteer taster day on 21 January at Fludes Lane saw 3 new volunteers join the group. The taster day was also attended by BBC Radio Leicester, who was able to promote the volunteer drop-in sessions at Brocks Hill planned for 25 January. This opportunity was subsequently attended by 13 individuals, 7 of whom are now regularly volunteering with the Council. Pochin's Bridge now has 3 regular volunteers and 5 additional volunteers who attend occasionally. Volunteers have been involved in a range of tasks at Brocks Hill, Fludes Lane and Pochin's Bridge, such as scrub clearance, gardening, felling of small trees, litter-picking, path maintenance and coppicing.

Overall the push to recruit more volunteers has been successful with a significant increase of 91.7 percent from 24 to 46 regular volunteers since December 2016. As expected, volunteers' hours have also increased, with January seeing a 10 per cent increase compared to the same time last year and February seeing a 33.8 per cent increase. It should also be noted that there has been a pleasing increase in diversity amongst our volunteers, with an increase in women, younger people and those with disabilities. However, more engagement with our BME community is a priority moving forwards.

As well as increasing the number of volunteers in this short space of time, the Natural Discovery Volunteer Officer has started to focus on updating the current volunteer policy and procedure. A more thorough and informative induction for all new volunteers will also take place, in addition to Volunteer Agreements, to ensure volunteers know what we expect from them and what they can expect from us.

More recently the Natural Discovery Officer attended the Oadby Stakeholders group meeting, to provide information about the range of volunteering opportunity; this is in addition to providing a PowerPoint presentation to the Oadby Residents' Forum on 28 February to promote the benefits of volunteering.

Future plans include:

- from *7 March* onwards, students with disabilities from South Leicestershire College will carry out a gardening project where they learn to grow their own fruit, vegetables and flowers as well as conservation tasks;
- *13 March* – presentation to the Wigston Residents' Forum;
- *15 March & 22 March* – Sharps training for volunteers;
- *15 March* - presentation board to be set up for the newly formed South Wigston Stakeholders group meeting; and
- *19 March* - Taster day at Pochin's Bridge.

Promotion: Volunteer promotion has been via a number of methods including the Brocks Hill newsletter, Facebook, Twitter, the website and via posters on the Borough's notice boards. In addition to delivering flyers to households in the area of Fludes Lane and Pochin's Bridge to encourage engagement.

Further promotion is via the Easter edition of Letterbox, which has just been distributed. Social media will be used more in the future in order to attract a younger audience.

3.7 Car Parking – Brocks Hill / Parklands Leisure Centre

The need to increase car parking spaces at Brocks Hill / Parklands Leisure Centre was highlighted in the last Committee report; this is due to the popularity of the leisure and the increase of visitors to Brocks Hill Centre and Country Park, particularly during the summer months. This will be progressed together with other issues on the site that have come to light namely substantial repairs needed to the access road into the site, which is this Council's responsibility and the provision of a footpath leading into the site from Wigston Road, Oadby. A further report with proposals will be brought to the next meeting.

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Implications

Financial (CR)	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.
Legal (AC)	No significant implications.
Risk (AL)	CR1: Decreasing Financial Resources. CR8: Organisational Change.
Equalities (AL)	Current EA Commissioning Action plan completed in July 2015. Next assessment due in 2018. Brocks Hill Equality Assessment completed June 2016.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Information
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Title: Facilities Services Update

Author: Margaret Smith (Facilities and Administration Manager)

1. Introduction

This report covers the progress and developments within the Facilities Service and sets out achievements and work in progress since 17 January 2017 when progress was last reported.

2. Recommendations

That Members note the information in the report.

3. Capital Projects

3.1 Ervins Lock Footbridge

Revised drawings were submitted to Canal and River Trust by William Saunders acting on behalf of the Council on 16th December 2016 and their comments are awaited. William Saunders is liaising with the trust for their response.

3.2 Refurbishment of Bus Shelters

Nine shelters have so far been re-painted (Blaby Road, Saffron Road, Aylestone Lane). A further 5 (Gloucester Crescent) are at varying stages of completion. This will be followed by 8 shelters in Oadby (Wigston Road and A6).

3.3 Cemetery Wall Repairs

Due to the contractor being ill, the start date for this work has been delayed.

3.4 Memorial Safety Programme

There is an on-going requirement to check the safety of memorial stones within the cemeteries. Checks are up to date and remedial work has been carried out on a number of headstones since the last report. Further checks were carried out following Storm Doris and two headstones were found to require attention; one will be dealt with in-house and the other via the family.

4 Forum Projects

At the time of writing there are no outstanding Forum projects for the Facilities Section.

5 Borough Entry Signs (Update from Greening of the Borough Working Group)

5.1 On 31st January 2017, the Policy Finance and Development Committee approved the request for an additional £1,350 to be allocated to this project. A start date for the contractor to remove the first three entry signs (Crow Mill, Aylestone Lane and Kilby Bridge) for refurbishment is awaited.

6 Facilities Work

6.1 Car Parks

- The car park ticket machines at Paddock Street, Aylestone Lane and Sandhurst Street have been upgraded to take the new £1 coin;
- Lights in Sandhurst Street and East Street Car Parks have been repaired; and
- Car Park Signs have been ordered for Blaby Road Car Park and Station Street Car Parks as agreed by Policy Finance and Development Committee.

6.2 Cemeteries

- The chart below shows the number of interments that Cemetery staff have dealt with during the three months 1st December 2016 to 28th February 2017.

	Full Burials	Interment of Cremated Remains	Scattering of Ashes
Wigston Cemetery	17	27	2
Oadby Cemetery	4	2	2

- Repairs are being carried out to the roofs of the mortuary and cemetery toilet following storm damage.

6.3 Street Furniture

- The replacement bench and bin to be installed outside of HSBC in The Parade Oadby have arrived and will be installed as soon as possible; and
- Bins for Horsewell Lane, Manor Street, Leicester Road, and Kirkdale Road have arrived and will be installed as soon as possible.

Background Documents:-

None.

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



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Information
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Title: Operations Services Update

Author: Brian Kew (Operations Manager)

1. Introduction

This report covers progress and developments within the Operations Services setting out achievements and work in progress.

2. Recommendations

That Members note the information provided within the report.

3. Waste & Recycling

3.1. Refuse and Recycling Consultation

The waste consultation survey went 'live' on February 16 and ran until 12 March, 2017. The survey consisted of six questions relating to waste and recycling arrangements together with the opportunity to leave a general comment. Much consideration from both Officers and members was given to the wording of the questions asked, alongside the opening paragraph that communicates the backdrop and reason for undertaking the consultation.

Only residents of Oadby and Wigston were eligible to complete the survey and it was on a per household basis – not per individual. The survey was available on our website, social media channels, by paper copies that were available from the Customer Service Centre and Brocks Hill. Plus it featured prominently in the Letterbox newsletter for which the print and distribution method was brought forward with the aim of Letterbox being delivered between 27 February and 6 March ahead of the consultation cut-off.

This multi-channel approach should provide a good cross-section of responses from different resident demographics. A response rate of 1k – 2k is considered to be sufficient as a reliable evidence base when considering the topic of the survey and the marketing undertaken. A response rate close to 2k would be viewed very successful in terms of returns for a Borough of this size.

The paper and online results will begin to be assimilated as from 13 March with the results being reported to the Change Management Committee on 5 April. There will be a more detailed second consultation in the summer – when the results and methodology of this initial survey have been fully examined.

3.2. Garden Waste

The garden waste service has re-commenced. The uptake for garden waste bins is now at 68% across the borough and continues to be an upward trend with another 35 requests in the first week of the service re-commencing.

4. Street Cleaning

Recruitment to the South Wigston town centre operative job has taken place.

5. Graffiti

There has been an outbreak of graffiti in Wigston town centre and the Little Hill Estate, Wigston. The Operations team are assisting the Police who are leading on these particular incidents.

6. Grounds Maintenance

Works are being undertaken during this period. The main ones are:

- Bushloe House has been revamped grasses and shrubs have been planted
Tree saplings have been planted at Rosemead Drive to re enforce the hedgerow;
- Trees saplings have been planted around Peace Memorial Park;
- Badge bed has been ordered for Peace Memorial Park to commemorate 100 years of the Lions International Club, which supports the needs of local communities; and
- Storm Doris caused trees to come down in the borough and these were dealt with immediately by the Operations team. Officers worked after hours to make sure a damaged tree was taken down safely on Welford road without incident.

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Implications	
Financial (CR)	No significant implications.
Legal (CR)	No significant implications.
Risk (BK)	CR1 Decreasing Financial Resources - In relation to waste collection. CR4 Reputation Damage - Failure to provide or reduce services.
Equalities (BK)	No significant implications.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



Service Delivery Committee	Tuesday, 21 March 2017	Matter for Information
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Title: **Customer Services Transformation Update**

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

1. Introduction

This report provides an update on delivery of services at the Customer Service Centre in Bell Street, Wigston and progress of the Customer Service Transformation programme to introduce online forms, and an update on Universal Credit.

2. Recommendations

That Members note the information provided within this report.

3. Information

3.1. Customer Service Centre

The Customer Service Centre has been operating from Bell St for almost 17 months; service is well embedded and customers are familiar with and making good use of the Centre.

The new service model which allows customers to have multiple enquiries dealt with at first point of contact either in person at the centre or over the phone is proving to be a more efficient use of resource and is reflected in high customer satisfaction levels which is evidenced by the excellent outcomes in the 6 monthly customer satisfaction surveys (which have been reported at a previous Service Delivery Committee).

The next customer satisfaction survey will be carried for a two week period during April 2017.

In late January 2017 first tier planning calls were migrated to the Customer Service Team this was facilitated by close working between the Customer Service Team and the Planning Team to ensure Customer Service staff were trained appropriately and are fully conversant with the types of queries and requests they receive.

3.2. My Account and Online Forms

To enhance and develop the service further, giving customers more options of how and when they access Council services, work is ongoing to deliver a suite of online forms and a My Account facility which will allow customers to view their Council Tax account and Housing Benefit and Council Tax Support entitlements.

This is the first step towards channel shift to provide services online.

This functionality is currently in the testing phase with additional work necessitated by an upgrade to the CRM (Customer Relationship Management) forms which will be used by the public and are currently being used by staff in the Customer Service Centre. This requires a re-write of the forms and user acceptance testing.

Online forms and My Account will be launched in the new financial year once full testing is completed and signed off.

The full potential to develop and realise channel shift across all services will be part of the authorities transformation programme.

3.3. Universal Credit

Universal Credit full service is planned to go live in Oadby and Wigston in March 2018. The Benefit Team are working closely with neighbouring authorities and specifically Melton BC and Harborough DC who launched UC full service in November 2016 to share best practice and lessons learned.

Background Documents:-

None.

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