



#### 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  
Miss M V Chamberlain  
Mrs L Eaton

R E Fahey  
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, 27 JUNE 2017** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**19 June 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 21 March 2017**

**1 - 10**

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 21 March 2017**

**11**

To read, confirm and note the Action List arising from the previous meeting.

**6. Petitions and Deputations**



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

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|---|----------------|
| <b>7. Provisional Committee Outturn Report (2016/17)</b>  | <b>12 - 20</b> |
| Report of, and to be presented by, the Interim Chief Finance Officer / Section 151 Officer.                                   |                |
| <b>8. Community Services Update</b>   | <b>21 - 26</b> |
| Report of, and to be presented by, the Interim Head of Community Services.  |                |
| <b>9. Fire Safety in the Borough (Verbal Update)</b>  |                |
| Verbal update to be provided by the Interim Head of Community Services.   |                |
| <b>10. Housing Options for Former Asylum Seekers</b>  | <b>27 - 31</b> |
| Report of the Housing Services Manager.<br>To be presented by the Interim Head of Community Services.                         |                |
| <b>11. Review of Pest Control Service Update</b>  |                |
| Report of the Environmental Health and Licensing Team Leader.<br>To be presented by the Interim Head of Community Services.   |                |
| The report and appendices will follow in an Agenda update issued ahead of the meeting of the Committee in due course.         |                |
| <b>12. Corporate Enforcement Update</b>   | <b>32 - 35</b> |
| Report of the Environmental Health and Licensing Team Leader.<br>To be presented by the Interim Head of Community Services.   |                |
| <b>13. Leisure Services Update</b>  | <b>36 - 41</b> |
| Report of the Health and Leisure Services Manager.<br>To be presented by the Director of Services / Monitoring Officer.       |                |
| <b>14. Facilities Services Update</b>   | <b>42 - 44</b> |
| Report of the Facilities and Administration Team Leader.<br>To be presented by the Director of Services / Monitoring Officer. |                |
| <b>15. Play Areas - Rolling Programme of Refurbishment</b>  | <b>45 - 48</b> |
| Report of the Facilities and Administration Team Leader.<br>To be presented by the Director of Services / Monitoring Officer. |                |
| <b>16. Operational Services Update</b>  | <b>49 - 50</b> |
| Report of the Operations Manager.<br>To be presented by the Director of Services / Monitoring Officer.                        |                |
| <b>17. Customer Service Transformation Update</b>   | <b>51 - 52</b> |
| Report of the Welfare and Taxation Manager.<br>To be presented by the Director of Services / Monitoring Officer.              |                |
| <b>18. Greening of the Borough Update</b>   | <b>53 - 56</b> |
| Joint report of the Health and Leisure Services Manager, Operations Manager   |                |

and Facilities and Administration Team Leader.  
To be presented by the Director of Services / Monitoring Officer.

## **19. Service Performance Management Framework**

**57 - 78**

Report of the Communications and Business Performance Management Officer.  
To be presented by the Director of Services / Monitoring Officer.

**For more information, please contact:**

**Democratic Services**

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**MINUTES OF A MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE  
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 21 MARCH 2017  
COMMENCING AT 7.00 PM**

<b><u>IN ATTENDANCE:</u></b>		
Chair - Councillor G A Boulter Vice-Chair - Councillor F S Broadley		
<b><u>COUNCILLORS (8):</u></b>		
L A Bentley Miss A R Bond J W Boyce	Mrs L M Broadley D M Carter Mrs S Z Haq	Dr T K Khong K J Loydall
<b><u>OFFICERS IN ATTENDANCE (5):</u></b>		
S J Ball Mrs A E Court	S Glazebrook M Hone	Ms S Lane

Min Ref.	Narrative	Officer Resp.
48.	<b><u>APOLOGIES FOR ABSENCE</u></b>  An apology for absence was received from Councillors Ms K M Chalk and Mrs L Eaton.	
49.	<b><u>APPOINTMENT OF SUBSTITUTES</u></b>  None.	
50.	<b><u>DECLARATIONS OF INTEREST</u></b>  None.	
51.	<b><u>MINUTES OF THE PREVIOUS MEETING HELD ON 17 JANUARY 2017</u></b>  <b>RESOLVED THAT:</b>  The minutes of the previous meeting of the Committee held on 17 January 2017 to be taken as read, confirmed and signed.	
52.	<b><u>ACTION LIST ARISING FROM THE MEETING HELD ON 17 JANUARY 2017</u></b>  In respect of the action points marked 'Facilities Services Update' (Minute Ref: 45), Councillor J W Boyce stated that a full viability study ought to be commissioned across all car parks in the Borough, not just restricted to car parks at Kirkdale Road and Countesthorpe Road, South Wigston. The viability study was to fully explore the feasibility and suitability of the options for parking regulations, restrictions and potential for appropriate charging <i>vis-a-vis</i> the costs of management and enforcement and parking requirements between the Borough's three town centres.  The Chair made reference to the possible introduction of Automatic Number Plate Recognition (ANPR) systems as a means to enforcing parking regulations.	

	<p>Councillor Mrs L M Broadley stated that viability study and accompanying report to be brought to this Committee should not be delayed for too much longer.</p> <p><b>RESOLVED THAT:</b></p> <p>The Action List be noted by Members.</p>	
<b>53.</b>	<p><b><u>PETITIONS AND DEPUTATIONS</u></b></p> <p>None.</p>	
<b>54.</b>	<p><b><u>COMMUNITY SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report and appendix (at pages 13 - 20) 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 there were two legal avenues available to the Council to address the outstanding cases in respect of gas safety compliance: an application to the courts for an injunction once the Gas Safety Certificate had expired; or enforcement action under alternative legislation, (viz. Environmental Protection Act 1990) to commence action at an earlier date.</p> <p>Councillor D M Carter enquired as to whether there was a possibility of an in-house bid by the Council for the Borough Wide Cleaning Contract (BWCC).</p> <p>The Director of Services / Monitoring Officer and Interim Community Services Manager jointly-advised that there was hopeful of the same and that if any in-house bid was received it would be considered impartially. It was stated that any in-house bid would require extensive review and work to determine whether it was feasible.</p> <p>Councillor Mrs L M Broadley stated that she was concerned at the possibility of no in-house bid being forthcoming given statements made at previous meeting of the Committee by Officers that there would be an in-house bid.</p> <p>Councillor Miss A R Bond enquired as to the costing of the current contract and the numbers of staff involved. In relation to Chartwell House, Oadby she stated that a number of complaints had been raised with standards of cleanliness by residents.</p> <p>The Interim Community Services Manager advised that 90% of the current cleaning contract was already externalised, with the bulk completed by two separate contractors. The current in-house team was said to consist of one caretaker and three part-time cleaners totalling c. £250,000 per year. He stated that there were currently a lot of <i>ad-hoc</i> arrangements in place in terms of cleaning without any detailed specification on what was required on a daily/weekly basis. In relation to the tender process, a detailed specification had been drafted in consultation with all managers responsible for each building. He advised that the new BWCC was to be self-monitoring and monitored by the Council on a periodic basis to ensure the contractor was performing well and in accordance with the specification.</p>	

	<p>Councillor K J Loydall commended Officers' work undertaken to reduce current and former tenant arrears and the progress made on empty/void properties. He further asked if any former tenant debts written-off could be written back-on in the future.</p> <p>The Interim Community Services Manager advised that the write-off criterion had been agreed with the Finance and Accountancy Manager. Any debts over 6 years old were to be submitted for write-off: however, if a former tenant came back to live in the Borough or if it was found out where the tenant was currently residing, the debt could be re-instated.</p> <p>Councillor L A Bentley asked how many empty/void properties there were within the Borough and how this interlinked with levying of Council Tax. The Member further enquired as to if any in-house bid for the BWCC had been hitherto received, how impartiality was to be maintained in the tendering process and, if the in-house bid was successful, how impartial the Council ought to be in the self-monitoring of quality standards. He also queried the legalities of an in-house bid <i>vis-a-vis</i> external bids.</p> <p>The Interim Community Services Manager stated that the Officer responsible for empty/void properties had regular contact with the Revenues and Benefits department responsible for Council Tax. He stated that the Council was reliant, in-part, on owners providing information concerning voids however Officers did periodically chase up and, or, re-visit properties currently paying the 150% levy.</p> <p>The Interim Community Services Manager further advised that tender bids would be submitted via an online portal and could only be opened by himself in the presence of the Senior Democratic Services / Legal Officer. If an in-house bid was successful, a member of Communities Services would monitor the quality of work. An open day for bidders to show all sites and what work was involved was recently held.</p> <p>The Director of Services / Monitoring Officer advised the Committee that the procurement exercise had a prescribed scoring matrix and could be challenged by any unsuccessful tenderer. This was to ensure full openness and transparency.</p> <p>Councillor Mrs S Z Haq congratulated Officers in exceeding targets in terms of void performance. She commended the way forward in relation to 114 Uplands Road, Oadby and was hopeful to see the property brought back into use. She requested to be kept up to date on the progress made as Ward Councillor. She further asked how many properties had been brought back into use since this scheme's inception.</p> <p>The Interim Community Services Manager stated that the requested information was not immediately available at the meeting but would be provided to the Member in due course.</p> <p>Councillor J W Boyce commended the report overall. He requested that: a further update was required at the next meeting of the Committee to detail what had been monetarily achieve in terms of former tenant arrears; and a policy be devised in terms of timeframes, systems and enforcement options for gas safety compliance.</p> <p>The Chair moved the recommendations <i>en bloc</i> set out at paragraphs 2.1 to 2.2 of the report (at page 13).</p>	<p>SG TA</p> <p>SG SN</p> <p>SG JS</p>
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	<p>The Vice-Chair seconded the recommendations.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>(i) The contents of the report be noted by Members; and</p> <p>(ii) Delegated authority to approve the award of the Borough Wide Cleaning Contract be granted to the Community Services Manager in consultation with the Chair of the Service Delivery Committee and the Chief Finance Officer (Section 151 Officer).</p>	
55.	<p><b><u>DISABLED FACILITIES GRANTS AND THE LIGHTBULB PROJECT</u></b></p> <p>The Committee gave consideration to the report and appendix (at pages 21 - 27) as delivered and summarised by the Interim Community Services Manager which should be read together with these minutes as a composite document.</p> <p>Councillor Mrs L M Broadley stated that there were no specified timeframes contained within the report in view of concerns that most adaptations, due to their very nature, applied for under Disabled Facilities Grants (DFG's) were required soon as possible. She further enquired as to what written assurances had been received from Leicestershire County Council (LCC) confirming that the full amount allocated by the Government for 2017/18 for DFG's would be received by this Council.</p> <p>The Interim Community Services Manager advised that Lightbulb Project (LbP) had run several pilot schemes and the results, compared against other Borough and District Councils, were completed in a shorter timescales primarily due to the LbP having direct access to Occupational Therapists (OT's). He stated that not all delays in commencing and, or, completing DFG's were solely attributable to the Council but involved other factors, most notably awaiting receipts of details from the applicant. He advised that adaptation turnaround times were to be monitored monthly as a Key Performance Indicator (KPI) and reported back to this Committee every six months. He advised that assurances, albeit not in writing, had been provided by LCC but this could not account for subsequent policy changes in the changing political landscape.</p> <p>Councillor J W Boyce stated that the LbP and OT's ought to have a close, working relationship to commission adaptations that are both affordable and appropriate. He opined that turnaround times for adaptations were also affected by the comparative age of the applicant, insofar as the requirements of older applicants were generally more easily and quickly met <i>vis-a-vis</i> younger applicants. He emphasised the importance of a bespoke model of service-delivery in respect of each applicant.</p> <p>Councillor L A Bentley sought assurances that this Council's initial contribution (of £25,640) was ring-fenced and that no subsequent contributions would be sought during the first full year of operation if, for instance, another Leicestershire Borough or District withdrew from the LbP. He said he was uneasy about this uncertainty.</p> <p>The Interim Community Services Manager advised that the withdrawal of a constituent authority could entertain the possibility of an increased figure-share contribution from this Council towards the administration costs of the LbP.</p>	

	<p>Councillor K J Loydall raised concerns in respect of: the holding and ownership of the LbP contract(s), the responsibility of the client-facing function; the restricted access to information to properly carry out governance checks; and the potential liabilities arising from the termination of the existing contract. He noted that no answer had been received to his question put at an earlier meeting of the Committee (held on 05 July 2016) in respect of whether the £1m start-up grant awarded to the LbP was still current. The Member further enquired as to: whether the discretionary top-up funding provided year-on-year by this Council was permissible; who was to be responsible for reporting back and the associated-costs thereof; and the potential for hidden costs.</p> <p>The Interim Community Services Manager stated that LbP was said to be a single-access point service that sought to provide an assessment of service-users' needs from the outset so to transform and maximise the delivery of housing support to targeted groups whilst providing a scope for savings. It was reported that Leicestershire County Council (LCC) was to make a contribution to the central LbP fund. It was said that the central LbP hub was to be based at Blaby District Council but a local presence in the Oadby and Wigston area would maintain a level of administrative control. The termination date of the existing contract (31 March 2017) was reported to be finite and engendered no liability implications. He stated that no additional or hidden costs were envisaged by the rolling-out of the first LbP phase.</p> <p>Councillor Mrs S Z Haq enquired as to whether priority would be given to hospital outpatients over other applicants, and if so, how this would be determined.</p> <p>The Interim Community Services Manager advised that Housing Support Workers were to liaise with various the healthcare institutions to ensure that the appropriate care packages were in place upon outpatients' discharge based upon a needs-assessment. He stated that every applicant was to be treated on an equal basis.</p> <p>Councillor J W Boyce moved that:</p> <ul style="list-style-type: none"> <li>(i) The contents of the report be considered by Members;</li> <li>(ii) Approval to be given for the Council to formally enter into the Lightbulb Project for the delivery of Disabled Facility Grants and associated works with effect from 1 October 2017; and</li> <li>(iii) Delegated authority be granted to the Community Services Manager, in consultation with the Chair of the Service Delivery Committee, to approve the Council entering into an earlier pilot scheme before 1 October 2017 subject to written assurances being provided by Leicestershire County Council and, or, the Lightbulb Project in respect of a model contract, reporting procedures and all other costs associated therewith in accordance with its business plan.</li> </ul> <p>The Chair seconded the motion.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <ul style="list-style-type: none"> <li>(i) The contents of the report be considered by Members;</li> <li>(ii) Approval to be given for the Council to formally enter into the Lightbulb Project for the delivery of Disabled Facility Grants and associated works with effect from 1 October 2017; and</li> <li>(iii) Delegated authority be granted to the Community Services Manager,</li> </ul>	
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	<p>in consultation with the Chair of the Service Delivery Committee, to approve the Council entering into an earlier pilot scheme before 1 October 2017 subject to written assurances being provided by Leicestershire County Council and, or, the Lightbulb Project in respect of a model contract, reporting procedures and all other costs associated therewith in accordance with its business plan.</p>	
<b>56.</b>	<p><b><u>REVIEW OF PEST CONTROL SERVICE</u></b></p> <p>The Committee gave consideration to the report and appendices (at pages 28 - 35) and the supplementary agenda update (at pages 1 - 8) 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 L A Bentley opined that report was based on too many ill-defined assumptions and that an exact, fully-itemised specification of services and costs was required so that Members could make a fully-informed and evidence-based decision.</p> <p>Councillors D M Carter and Mrs L M Broadley stated that the Council should approach the matter as private-sector based business opportunity insofar as to capitalise on the existing and widely appraised in-house expertise to provide a Council-ran competitively-price and high-quality service(s) to residents in this and neighbouring Boroughs and Districts. Councillor L M Broadley added that a 12-month review period ought to be considered to provide a sufficient-enough evidence base.</p> <p>Councillor Dr T K Khong stated that a 12-month review period was more advantageous so to account for the seasonal variation in demand for services. He further enquired as to whether the review and the provision of services were predicated upon the existing Scale of Fees and Charges or a proposed, revised Scale.</p> <p>The Interim Community Services Manager stated that comparative study of the public and private-sector charging structure(s) was first required to be able to respond.</p> <p>Councillor Mrs S Z Haq enquired as to whether any local assessment had hitherto been undertaken to ascertain market-driven demand for additional services.</p> <p>The Interim Community Services Manager reported that no local assessment had been undertaken apart from those case studies obtained from other local authorities.</p> <p>Councillor K J Loydall recommended a 12-month review period together with incremental reports being brought back to this Committee to ascertain whether a sufficient enough evidence base has been accumulated to justify a continued review.</p> <p>The Chair and Councillor G A Boulter advocated that an six-month review period was adequately indicative to provide a sufficient-enough evidence base in order to ascertain whether a private-sector based business opportunity was achievable. A six-month timeframe was said to allow the Council to gauge the local, market-driven demand, to assess all the options available and implement any changes that may be necessary ahead of the end of the financial year 2017/18.</p>	

	<p>Councillor J W Boyce moved that:</p> <ul style="list-style-type: none"> <li>(i) A review of the Council's pest control services be undertaken over a period of six-months, with an update report to be brought back to the next meeting of the Committee scheduled for June 2017; and</li> <li>(ii) The Community Services Manager be granted delegated authority do anything necessary to give effect to the above at (i) including, but not limited to, undertaking all the necessary steps and actions required to: <ul style="list-style-type: none"> <li>(a) deal with any and all residual matters to otherwise promote and deliver a private-sector based business model in relation to pest control services;</li> <li>(b) determine the appropriate benchmarking and setting of any revised Scale of Fees and Charges; and</li> <li>(c) to set a date from which any revised Scale of Fees and Charges is to be effective from.</li> </ul> </li> </ul> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <ul style="list-style-type: none"> <li>(i) A review of the Council's pest control services be undertaken over a period of six-months, with an update report to be brought back to the next meeting of the Committee scheduled for June 2017; and</li> <li>(ii) The Community Services Manager be granted delegated authority do anything necessary to give effect to the above at (i) including, but not limited to, undertaking all the necessary steps and actions required to: <ul style="list-style-type: none"> <li>(a) deal with any and all residual matters to otherwise promote and deliver a private-sector based business model in relation to pest control services;</li> <li>(b) determine the appropriate benchmarking and setting of any revised Scale of Fees and Charges; and</li> <li>(c) to set a date from which any revised Scale of Fees and Charges is to be effective from.</li> </ul> </li> </ul>	<p><b>SG PS</b></p>
57.	<p><b><u>OADBY AND WIGSTON ADVISORY SERVICES</u></b></p> <p>The Committee gave consideration to the report and appendix (at pages 36 - 42) 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 D M Carter enquired as to: whether both Helping Hands and Citizens Advice Leicestershire were jointly-involved in the provision of advisory services (i.e. immigration advice) to asylum seekers (at page 38); and if there was any identifiable reason to explain the sudden decrease and increase in employment and immigration-related issues in quarter three, respectively (at page 39).</p> <p>The Interim Community Services Manager stated that the provision of basic advice was jointly-delivered by both organisations and asylum seekers signposted between the two. The decrease in employment-related issues was possibly due to fewer appointments during seasonal period and the increase in immigration-related issues due to the establishment of Kennedy House, South Wigston as an asylum centre.</p> <p>Councillor J W Boyce enquired as to whether the two organisations were duly-licensed to provide immigration advice in light of the recent changes in</p>	

	<p>legislation: if they were not licensed, their role was to direct and signpost advisees accordingly.</p> <p>The Interim Community Services Manager stated that he would revert back.</p> <p>Councillor D M Carter moved the recommendation as set out at paragraph 2 of the report (at page 36).</p> <p>Councillor J W Boyce seconded the recommendation.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The contents of the report be noted by Members.</p>	
58.	<p><b><u>CORPORATE ENFORCEMENT UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 43 - 47) 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 L A Bentley commended the important and efficient work undertaken by the Clean and Green Team.</p> <p>The Member further requested that the Council make better use of its full prosecutorial powers towards irresponsible dog-owners and flight-tippers and to publicise successful prosecutions using the appropriate communication channels (viz. Letterbox, the Council's website, social media etc.) to widely-instil a deterrent to others.</p> <p>The Director of Services informed Members that a letter had been sent to Leicestershire County Council (LCC) outlining the Council's concerns</p> <p>Councillor Mrs S Z Haq enquired as to whether the itemised price-tariff for the disposal of non-household items at the Oadby Recycling and Household Waste Site (from April 2016) had increased occurrences of fly-tipping within the Borough.</p> <p>The Interim Community Services Manager stated that the requested information was not immediately available to draw a conclusion on the matter at the present time. He advised that a record was being kept of fly-tipping occurrences within the Borough and the associated clean-up costs incurred to the Council and that that the situation would continue to be monitored closely and Members informed periodically.</p> <p>Councillor Mrs L M Broadley welcomed the 'fly-tipping' and 'accumulations' definitions provided at paragraphs 3.7 and 3.8 of the report (at page 45). She further enquired as to whether the definition(s) and enforcement action(s) applied to occurrences to the rear of privately-owned commercial premises (viz. refuse areas).</p> <p>The Interim Community Services Manager stated that he would seek clarification on the legal position in relation to occurrences on commercial premises.</p> <p>Councillor Miss A R Bond expressed concern regarding the accumulation of rubbish in the wooded area/copse adjacent to ASDA on Leicester Road,</p>	JH

	<p>Oadby (A6) and the perceived lack of responsibility taken by the legal proprietor(s). She requested that enquires be made to identify the responsible legal proprietors of the land in question.</p> <p>The Chair moved the recommendation as set out at paragraph 2 of the report (at page 43).</p> <p>The Vice-Chair seconded the recommendation.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The contents of the report be noted by Members.</p>	<b>SJB</b>
<b>59.</b>	<p><b><u>LEISURE SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 48 - 54) 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 enquired as whether the requirement of a further, composite report and capital scheme in relation to car parking at Brocks Hill Country Park / Parklands Leisure Centre (at paragraph 3.7) was to present a further delay on the urgent realisation of a footpath to the site from Wigston Road, Oadby.</p> <p>The Interim Chief Finance Officer stated that a c. £40k provision within the capital programme was earmarked for the footpath which was best combined into a single, capital scheme to make better financial and logistical sense. He advised that no delay was envisaged by the bringing forward of a composite report and scheme.</p> <p>Councillor D M Carter moved the recommendation(s) as set out at paragraph 2 of the report (at page 59).</p> <p>The Chair seconded the recommendation(s).</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>(i) The information provided within the report be noted by Members;</p> <p>(ii) The endorsement and promotion of the range of opportunities to the wider audience, including volunteering, be furthered by Members.</p>	
<b>60.</b>	<p><b><u>FACILITIES SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 55 - 56) 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 S Z Haq requested that the periodic failing of street lights on Sandhurst Street, Oadby, and the long elapses of time between the reporting and fixing of the same, be investigated and the Highways Authority informed.</p> <p>The Chair moved the recommendation as set out at paragraph 2 of the report (at page 55).</p>	<b>MS BK</b>

	<p>The Vice-Chair seconded the recommendation.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p>	
61.	<p><b><u>OPERATIONS SERVICES UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 57 - 58) 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 57).</p> <p>Councillor D M Carter seconded the recommendation.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p>	
62.	<p><b><u>CUSTOMER SERVICES TRANSFORMATION UPDATE</u></b></p> <p>The Committee gave consideration to the report (at pages 59 - 60) 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 K J Loydall moved the recommendation as set out at paragraph 2 of the report (at page 59).</p> <p>The Vice-Chair seconded the recommendation.</p> <p><b>UNANIMOUSLY RESOLVED THAT:</b></p> <p>The information provided within the report be noted by Members.</p> <p>The Chair expressed his gratitude to Members of the Committee for their assistance and contributions to debates throughout the municipal year.</p>	

**THE MEETING CLOSED AT 9.03 PM**



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**CHAIR**  
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**TUESDAY, 27 JUNE 2017**  
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**SERVICE DELIVERY COMMITTEE**

**ACTION LIST**

**ARISING FROM A MEETING HELD ON TUESDAY, 21 MARCH 2017**

<b>Min Ref.</b>	<b>Title</b>	<b>Action To Be Taken</b>	<b>Officer</b>	<b>Target Date</b>	<b>On Target</b>
<b>54.</b>	<b>Community Services Update</b>	Ward Councillor, Mrs S Z Haq, to be kept informed on the progress made in respect of 114 Uplands Road, Oadby.	SG TA	Ongoing	Yes
<b>54.</b>	<b>Community Services Update</b>	An update to be provided to the next meeting of the Committee detailing the achievements made in the collection of former tenant arrears in monetary terms.	SG SN	Jul-17	Verbal update
<b>54.</b>	<b>Community Services Update</b>	A Policy be devised in terms of timeframes, systems and enforcement options etc. for gas safety compliance.	SG JS	Jul-17	Verbal update
<b>56.</b>	<b>Review of Pest Control Service</b>	An update report be brought back to next meeting of the Committee detailing the progress made in reviewing, promoting and delivering pest control services.	SG PS	Jul-17	Yes
<b>58.</b>	<b>Corporate Enforcement Update</b>	To publicise successful prosecutions of irresponsible dog-owners and flight-tippers using the appropriate communication channels.	JH	Ongoing	Yes (Verbal update)
<b>58.</b>	<b>Corporate Enforcement Update</b>	Enquires be made to identify the responsible legal proprietors of the land adjacent to ASDA on Leicester Road, Oadby (A6).	SJB	Apr-17	Yes
<b>60.</b>	<b>Facilities Services Update</b>	The periodic failing of street lights on Sandhurst Street, Oadby, and the elapses of time between reporting and fixing of the same, be investigated and the Highways Authority informed.	MS BK	May-17	Yes (Verbal Update)

# Agenda Item 7



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information and  
Decision**

**Title: Provisional Committee Outturn Report 2016/17**

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

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## **1. Introduction**

This report provides Members with details of the Committee's provisional outturn position for capital and revenue 2016/17 along with the outturn for the Housing Revenue Account (HRA). The Council's full outturn position will be reported to the Policy, Finance and Development Committee on 25 July 2017.

## **2. Recommendations**

- 2.1. To note the reported outturn positions.
- 2.2. To note the requested revenue carry forward.

## **3. Information**

The outturn position is still only provisional as, at the time of writing, the Council's Statement of Accounts although completed have not been scrutinised by the Council's external auditors. As a result of audit, some technical adjustments may be necessary.

## **4. General Fund (GF)**

- 4.1. In February 2016, the Council approved a 2015/16 General Fund budget for this Committee of £3.593 million. These estimates were later revised to £3.418 million which were approved at Council in February 2017. At the time officers were set ambitious savings targets within the budget in order for the Council to maintain a robust financial position.

The provisional outturn position for 2015/16 is £3.382 million which represents a £211,000 saving for the financial year as compared to the Original budget and £36,000 saving against the Revised Estimate reported to Committee in January 2017.

The GF variances for each service are detailed in ***Appendix 1***.

- 4.2. The provisional outturn position figures shown in the attached appendices have been adjusted to remove those technical accounting adjustments such as depreciation, impairment and the movement of unused grants into reserves that would normally be shown in the statutory year end Statement of Accounts and which do not affect the balance on the General Fund. This makes the figures comparable to the approved budgets for the year.

The headline variances are explained below:

- Recycling disposal has performed above expected levels making a considerable contribution to reducing net expenditure;
- The review of staffing structure and the movement of agency to permanent posts has shown significant savings;
- Transport costs have been kept under control throughout the year; and
- Car park enforcement charges have once again been reduced.

Significant variances (over £10,000) are shown in **Appendix 2** of this report.

## 5. **Housing Revenue Account (HRA)**

In February 2017, the revised forecast for the HRA was that a contribution would be required from balances of £1.046m leaving a balance of £0.300m at 31 March 2017. However, the provisional outturn position shows a deficit of £0.913m for the year with a closing balance of £0.433m. This represents a £0.133m under spend against the revised budget.

The headline variances are explained below:

- Although there has been a significant reduction in hired staff the service did incur significant agency costs in the first half of the year. This has been partly offset by a reduction in salaries;
- Part of the programme of planned revenue maintenance has been deferred to 2017/18. The funding for this has been returned to the HRA reserve; and
- Improved debt collection has meant that the provision put in place for bad and written off debts has not been fully utilised.

Overall rental income is down as a result of the length of time properties have remained void. This is principally due to the extensive refurbishment programme being undertaken.

The HRA Provisional Outturn 2016/17 is attached as **Appendix 3** of this report.

## 6. **Capital Programme (CP)**

The revised capital programme for this Committee included Housing schemes with a budgeted cost of £4.260m and General Fund schemes of £1.181m. The total budgeted programme is £5.441m. The provisional outturn for Housing is £3.796m an under spend of £0.463m, and for the General Fund £0.604 which represents an under spend of £0.577. The total under spend on the programme is £1.040m. This funding is requested to be carried forward to 2017/18 and a full list of these schemes will be taken to the Policy, Finance and Delivery Committee on 25 July.

The programme in 2016/17 saw a continuation of major investment in the Council's housing stock and this will continue into 2017/18. The Council's General fund saw major investment across all Committee services, however replacement of the Council's refuse fleet has been deferred while the nature of the service provided is reviewed.

The CP Provisional Outturn 2016/17 is attached as **Appendix 4** of this report.

## 7. **Carry Forwards**



Any Capital schemes which have not been completed at 31 March will be carried forward at Policy Finance and Development Committee into 2017/18.

Revenue budget requests for this Committee are as follows:

- Housing Division - Orchard (Management System) Development £8,500.

#### **Background Documents:-**

None.

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<b>Implications</b>	
<b>Financial (CR)</b>	As set out within the report and appendices.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (CR)</b>	CR1 – Decreasing Financial Resources CR9 – Economy
<b>Corporate Priorities (CR)</b>	CP2 – Effective Service Provision CP3 – Balanced Economic Development
<b>Vision and Values (CR)</b>	Not applicable.
<b>Equalities (AC)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

**Service Delivery Committee (General Fund) Provisional Outturn Summary 2016/17**

<b>Cost Centre</b>	<b>Service Head</b>	<b>Original Budget 2016/17</b>	<b>Revised Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Variance Revised vs. Actual (Under) / Over</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
14001	Environmental Health Admin/Enforcement	285,920	286,000	282,336	(3,664)
14004	Environmental Protection	1,830	2,400	851	(1,549)
14006	Pest Control Service	(550)	(3,100)	(12,054)	(8,954)
14007	Dog Control Service	7,490	7,700	7,586	(114)
14008	Private Housing	(6,580)	(6,700)	(6,219)	481
14101	Community Development	131,860	134,500	163,723	29,223
14102	Health Promotion	5,350	6,100	6,175	75
14103	Grants	52,480	84,200	104,849	20,649
14104	Recreation and Leisure	66,580	63,600	70,534	6,934
14106	Multicultural	1,240	1,200	917	(283)
14201	Homelessness	48,890	48,100	17,074	(31,026)
14204	Improvements for People with Disabilities	220	300	353	53
14206	Boulter Crescent Community Flat	19,710	19,500	17,439	(2,061)
20001	Allotments	25,940	14,100	17,730	3,630
20002	Sports Grounds	157,150	173,100	178,342	5,242
20003	Parks and Open Spaces	100,080	111,100	112,527	1,427
20004	Wigston Fields (Frier Centre)	7,360	5,000	12,634	7,634
20005	Peace Memorial Park Pavilion	13,500	11,300	11,838	538
20007	Leisure Centre and Swimming Pools	349,940	323,700	273,713	(49,987)
20009	Water Charges Day centre	(4,450)	3,300	1,829	(1,471)
20101	Closed Churchyards	2,380	2,500	2,491	(9)
20102	Cemeteries	70,840	41,300	68,849	27,549
20201	Brocks Hill Country Park	154,830	130,700	123,522	(7,178)
20202	Biodiversity	10,720	8,500	6,560	(1,940)
20206	Brocks Hill Events	66,030	29,000	5,225	(23,775)
20205	Greening The Borough	0	5,700	27,638	21,938
20301	Land Drainage	90	100	111	11
20401	Public Conveniences	41,320	40,800	37,829	(2,971)
20501	Car Parks	125,320	134,500	96,029	(38,471)
20601	Borough Engineering	59,910	55,100	53,228	(1,872)
20701	Street Cleansing	526,160	530,200	518,019	(12,181)
20801	Refuse Collection	526,680	571,800	538,642	(33,158)
20802	Recycling Collection	750,510	661,700	639,453	(22,247)
20803	Recycling Disposal	(47,130)	(124,000)	(152,208)	(28,208)
20804	Waste Minimisation	41,430	44,300	41,569	(2,731)
	Grant Funded Expenditure			112,745	112,745
	<b>Total</b>	<b>3,593,050</b>	<b>3,417,600</b>	<b>3,381,878</b>	<b>(35,722)</b>

**Holding Accounts**

19901	Environmental health	0	0	0	0
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**Service Delivery Committee (General Fund) Provisional Outturn Summary 2016/17**

<b>Cost Centre</b>	<b>Service Head</b>	<b>Original Budget 2016/17</b>	<b>Revised Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Variance Revised vs. Actual (Under) / Over</b>
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
29901	Mechanics Workshop	131,820	161,200	155,118	(6,082)
29902	Oadby Depot	72,820	69,600	78,120	8,520
29903	Grounds Maintenance Holding Account	308,870	336,920	353,060	16,140
29905	EDOS	323,250	191,600	227,338	35,738
70000	Fleet Management	15,800	12,700	8,680	(4,020)

Holding account net expenditure is recharged to the main cost centres shown overleaf

**Service Delivery Committee (General Fund) Provisional Revenue Outturn Position 2016/17**  
**List of Major Budget variances (above £10,000)**

<b>Cost Centre Code</b>	<b>Expense Head</b>	<b>Service Head</b>	<b>Expense Head</b>	<b>Original Budget 2016/17 £</b>	<b>Revised Budget 2016/17 £</b>	<b>Actual 2016/17 £</b>	<b>Variance Revised vs. Actual (Under) / Over £</b>	<b>Comments</b>
14101	0100	Community Development	Salaries	108,710	103,100	70,843	(32,257)	Vacancies in the departments establishment
14101	0200	Community Development	Hired Staff	0	14,200	38,402	24,202	Hired staff to cover vacancies
20007	1610	Leisure Centre	Business Rates	0	0	25,802	25,802	Rates due on the building
20007	2401	Leisure Centre	Contract Fees	328,720	300,000	220,355	(79,645)	Alignment of fees to contract years
20501	5140	Car parks	Enforcement Fees	37,350	35,000	15,176	(19,824)	Reduction in Enforcement as agreed
20803	2035	Recycling	Refuse Sacks	70,840	70,800	51,573	(19,227)	Using up current stock while service is reviewed
20803	9***	Recycling Disposal	Recycling Sales and Credits	(382,100)	(466,200)	(508,970)	(42,770)	Considerable upturn in the market place
		Extra Expenditure funded by revenue grants				122,000	122,000	Funded from the revenue grants reserves

## Housing Revenue Account Provisional Outturn Report 2016/17

Service Head	Original Budget 2016/17	Revised Budget 2016/17	Actual 2016/17	Variance	Explanation
	£	£	£	£	£
Housing Revenue Account	(3,729,990)	(3,702,800)	(4,075,161)	(372,361)	Depreciation -£287,000, Provision for Bad Debts - £122,000, Rent, +£36,000
Estate Management	1,139,460	1,162,000	1,229,818	67,818	Salaries -£139,000, Hired Staff +£172,000, Stock Survey -£14,000 CSSC +£28,000 Professional Services -£5,000
<b>Older Persons Services and Community Care :</b>					
Churchill Close	39,340	13,300	8,064	(5,236)	
Marriott House	46,830	46,700	41,044	(5,656)	
William Peardon Court (Kings Drive)	18,930	15,100	13,975	(1,125)	Salaries -£8,000
Communal Services	130,500	127,800	183,346	55,546	Awaiting electricity credit notes in 2017/18
Housing Support Officer	33,590	32,200	32,282	82	
<b>Caretakers Services :</b>					
Elizabeth Court	28,920	29,200	27,125	(2,075)	
Bennett Way	15,770	23,000	20,575	(2,425)	
Boulter Crescent	28,100	22,700	20,246	(2,454)	
Burgess St, Maromme Sq, Junction Rd	15,630	5,900	5,695	(205)	Electricity +£23,000
<b>TOTAL SUPERVISION &amp; MANAGEMENT</b>	<b>(2,232,920)</b>	<b>(2,224,900)</b>	<b>(2,492,991)</b>	<b>(268,091)</b>	
<b>REPAIRS AND MAINTENANCE</b>	1,351,310	1,381,400	1,236,327	(145,073)	Planned Maintenance -£145,000
<b>NET COSTS OF SERVICES</b>	<b>(881,610)</b>	<b>(843,500)</b>	<b>(1,256,664)</b>	<b>(413,164)</b>	
Capital Charges	538,480	533,800	532,583	(1,217)	
<b>NET OPERATING EXPENDITURE</b>	<b>(343,130)</b>	<b>(309,700)</b>	<b>(724,081)</b>	<b>(414,381)</b>	
Appropriations	494,000	1,355,800	1,637,486	281,686	Depreciation Adj +£287,000, Appropriations to Reserves £6,000
<b>DEFICIT / (SURPLUS) FOR THE YEAR</b>	<b>150,870</b>	<b>1,046,100</b>	<b>913,405</b>	<b>(132,695)</b>	
<b>HRA DEFICIT/(SURPLUS) BOUGHT FORWARD</b>	<b>(1,346,070)</b>	<b>(1,346,100)</b>	<b>(1,346,100)</b>	<b>0</b>	
<b>DEFICIT / (SURPLUS) FOR THE YEAR</b>	<b>150,870</b>	<b>1,046,100</b>	<b>913,405</b>	<b>(132,695)</b>	
<b>HRA DEFICIT/(SURPLUS) CARRIED FORWARD</b>	<b>(1,195,200)</b>	<b>(300,000)</b>	<b>(432,695)</b>	<b>(132,695)</b>	

## Service Delivery Committee Capital Programme 2016/17 Provisional Outturn

Project Code Reference	Scheme	2016-17 Final Budget	Capital Spend at 31st March 2017	Underspend / Overspend	Comments
	<b>Housing Revenue Account</b>				
50002	Boulter Crescent - Whole Unit Refurbishment	1,050,000	1,122,363	72,363	Work to be completed in 2017/18
50003	Central Heating	120,000	52,393	(67,607)	Work to be completed in 2017/18
50005	Door Entry Systems	20,000	6,086	(13,914)	Work to be completed in 2017/18
50006	Front & Rear Doors	66,000	60,598	(5,402)	Work to be completed in 2017/18
50007	Car Hardstandings	40,000	33,940	(6,060)	Work to be completed in 2017/18
50010	Fire Safety Junction Maromme Burgess	5,000	5,206	206	Necessary work needed to be fire safety regulations
50011	External Works Junction Maromme Burgess	50,000	34,467	(15,533)	Work to be completed in 2017/18
50014	Concrete Repairs Chartwell Hse	72,000	55,042	(16,958)	Work to be completed in 2017/18
50016	Decent Homes Work	210,000	192,257	(17,743)	Work to be completed in 2017/18
50017	Major Adaptations	309,000	261,648	(47,352)	Work to be completed in 2017/18
50018	Orchard Upgrade	10,000	3,450	(6,550)	Work to be completed in 2017/18
50024	Heating, Ventilation and Insulation	1,759,400	1,464,701	(294,699)	Lower take up than expected in wall insulation
50025	Scheme Based CCTV	2,600	2,410	(190)	Complete
50027	Subsidence 27 Falmouth Road	1,800	5,168	3,368	Minor residual works
50028	1 - 4 St Peter's Path Subsidence	3,500	3,328	(172)	Complete
50029	Council Housing	0	(7,574)	(7,574)	Invoice Cancellation
50030	Communal Heating System William Peardon Court	2,700	10,944	8,244	Funding to be covered by main heating and ventilation scheme
50032	Refurb Bathrooms William Peardon Court	130,300	132,505	2,205	Complete
50033	Garage Block Churchill Close	10,000	8,109	(1,891)	Complete
50034	Queen Street - Whole Unit Refurbishment	67,000	67,040	40	Complete
50035	Kings Drive / Gibson Close - Refurb of Kitchens	119,100	103,854	(15,246)	Work to be completed in 2017/18
50036	King Street - Retaining Wall to Drying Area	102,300	102,340	40	Complete
50038	Countesthorpe Road Refurb of Kitchens & Bathrooms	28,900	27,393	(1,507)	Complete
50039	Kenilworth Drive	18,000	0	(18,000)	Work to be completed in 2017/18
50040	Bassett Street	39,500	35,249	(4,251)	Work to be completed in 2017/18
50041	15/16 Retentions	12,000	12,011	11	Complete
50044	Bennett Way Roof	2,000	1,675	(325)	Complete
	Elizabeth Court - Refurbish Bin Store & Lighting	9,000	0	(9,000)	Work to be completed in 2017/18
	<b>Total - HRA</b>	<b>4,260,100</b>	<b>3,796,604</b>	<b>(463,496)</b>	

Project Code Reference	Scheme	2016-17 Final Budget	Capital Spend at 31st March 2017	Underspend / Overspend	Comments
	<b>General Fund - Service Delivery</b>				
52002	Disabled Facilities Grant	318,000	359,694	41,694	Demand dependent. Works completed in last quarter higher than anticipated.
54010	Play Area Refurbishments	31,440	4,999	(26,441)	Deferred to 2017/18
54012	Cemeteries - Memorial Safety	21,870	6,585	(15,286)	Reactive. Expenditure depends on results of surveys. Remainder likely to be required in future years.
54017	Festive Decorations	6,500	5,955	(545)	Complete
54020	Brocks Hill Country Park Access Footpath	5,300	0	(5,300)	On hold pending outcome of proposed car park extension under assessment by service delivery committee
54025	Grand Union Canal Footbridge	55,000	3,255	(51,745)	Still awaiting agreement with Canal & Rivers Trust - carry forward
54037	Wigston Cemetery Wall	6,750	3,750	(3,000)	
54055	Brocks Hill Car Park Drainage	12,750	0	(12,750)	On hold pending outcome of proposed car park extension under assessment by service delivery committee
54065	Brocks Hill Country Park Lighting Refurbishment	5,030	0	(5,030)	On hold pending outcome of proposed car park extension under assessment by service delivery committee
54111	Garden Waste Green Bins	0	26,250	26,250	Additional green bins
54114	Car Park Resurfacing	80,000	3,223	(76,777)	Car parking resurfacing postponed until a firm strategy for use of car parking land is carried out
54118	Refurbishment of Bus Shelters	18,700	14,405	(4,295)	Deferred to 2017/18
54122	Ford Transit Custom Van	17,360	17,358	(2)	Complete
54123	3 Public Cleaning Vehicles	43,530	43,531	1	Complete
54125	Blaby Road Park Lights	0	7,880	7,880	Complete
54126	3 Public Cleaning Vehicles	23,820	23,822	2	Complete
54127	Replace Wooden Slat Canopy at Shiela Mitchell Pavilion	10,000	10,409	409	Complete
54128	Purchase of Replacement Ride-on Mower for Cemeteries	5,500	5,775	275	Complete
54129	Sandhurst Street Car Park Boundary Wall Repairs	15,000	0	(15,000)	Car parking works postponed until a firm strategy for use of car parking land is carried out
54130	Blaby Road Park Pavilion	250,361	0	(250,361)	Scope of project still under discussion with community
54131	Parklands Leisure Centre, Car Park Improvement	6,400	0	(6,400)	On hold pending outcome of proposed car park extension under assessment by service delivery committee
54133	Replacement RVC	15,000	15,000	0	Complete
54134	Top Loader with Crane	161,470	0	(161,470)	Long lead time on order. Expected to arrive at the end of June.
54135	Fiat Ducato Beaver Tail	35,170	34,893	(277)	Complete
54532	Chicken Walk	0	5,650	5,650	Complete
54543	Brocks Hill Building Redevelopment	35,770	11,530	(24,240)	Remaining works on hold pending outcome of Brocks Hill service review.
	<b>Total -Service Delivery General Fund</b>	<b>1,180,721</b>	<b>603,965</b>	<b>(576,757)</b>	
	<b>TOTAL SERVICE DELIVERY</b>	<b>5,440,821</b>	<b>4,400,568</b>	<b>(1,040,253)</b>	



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information and  
Decision**

**Title: Community Services Update**

**Author: Stephen Glazebrook (Interim Head of Community Services)**

## **1. Introduction**

This report is to provide an update to the 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 approve the current rent arrears target of 2% of the annual rent debit for 2017/18.
- 2.3. To approve the former tenant arrears target of 2.5% of the annual rent debit for 2017/18.
- 2.4. To approve a voids turnaround time of 20 days for 2017/18

## **3. Information**

### **3.1. Current Tenant Arrears**

The target for 2016/17 was to reduce the gross arrears to 2.5% of the annual rent debit by the end of the financial year ending 31 March 2017. The table below shows the performance from January to March 2017.

January 2017	February 2017	March 2017
£136,947	£132,746	£103,362
2.75%	2.66%	2.07%

- 3.2. Members will note that the target for 2016/17 of 2.5% was achieved and Members are asked to consider the target for 2017/18. Arrears are increasingly being affected by the introduction of Universal Credit which has a built in delay of 6 weeks for payments. Also the Benefit Cap has been reduced to £20,000 which is adversely affecting some of our tenants and is likely to impact on the level of arrears.

There has been the usual increase in arrears at the beginning of the new financial year and the arrears at the end of April had increased to £127,132 which represents 2.61% of the annual debit. Taking into account the impact of Universal Credit and the Benefit Cap it is proposed that we set a target of 2% of the annual rent debit for 2017/18. Internally we will work towards a stretch target of 1.75%

### **3.3. Former Tenant Arrears**



The target for 2016/17 was to reduce former tenant arrears to 1.5% as a percentage of the annual rent debit. With hindsight this target was over ambitious in that only nominal effort had been made in respect of former tenant arrears over a considerable period of time. Many of our ex tenants are on low incomes and even when we are able to trace them repayments tend to be small, affordable amounts as little as £3.75 per week consequently it takes a long time to reduce the arrears by a meaningful amount. The increasing use of Debt Relief Orders and Bankruptcy also reduce or remove our ability to collect outstanding debts.

At the end of 2016/17 Former Tenancy Arrears stood at £124,590 which represents 2.56% of the percentage of the annual rent debt.

A tracing and collections agency was engaged during 2016/17 working alongside the Income Team to reduce former tenant arrears. In addition we are proposing a more systematic approach to writing off accounts that are deemed to be irrecoverable. Appropriate cases will be submitted to the Section 151 for approval which can be written back in if there is a change in circumstances.

In light of the above a target of 2.25 % of the annual rent debit is proposed. For 2017/18.

#### 3.4. **Voids**

During April 2017 some 8 properties were re-let as 'normal' void properties with an average of 20 working days. In May 2017 only 2 properties were-let with an average of 8½ working days.

The target for 'normal' void property turnaround remains at 20 working days.

#### 3.5. **Housing Allocations Policy and Choice Based Lettings**

Members will reMember that delegated authority was assigned to the chair of this Committee alongside Senior Officers to procure an independent Choice Based Lettings system in the event the current partnership arrangements no longer met our requirements.

These powers were taken up in March 2017 and the contract awarded to Home Connections.

Home Connections provide Choice Based Lettings solutions to a range of customers including 13 London Boroughs and several major Housing Associations.

The project plan anticipates the new system to be fully operational by November 2017.

Implementation of this new system will involve certain changes including a move to online application and the supply of supporting documents electronically. Members are assured that appropriate assistance will continue to be provided to the most vulnerable disconnected residents wishing to access the service.

The Housing Allocations Policy will be amended to remove reference to the Leicestershire Sub-Regional Partnership and in doing so the policy will revert to a more straightforward bedroom eligibility matrix. No other changes are anticipated to the Policy.

The internal procedures will be amended to ensure that no application is accepted for further processing without proof of identity for every adult. In this way staff resource will not be expended on speculative applications.

### **3.6. Additional Support for Domestic Violence**

From March 2016 the Community Team commenced a project with Women's Aid Leicestershire to assist housing staff with the difficult circumstances which arise around supporting victims of domestic abuse. This project added further value to the existing UAVA arrangements (United Against Violence and Abuse being the main Domestic Abuse partnership in Leicester, Leicestershire and Rutland which includes Women's Aid Leicestershire as a partner).

In the first 10 months some 44 households were assisted of which 20 had not previously sought help from the UAVA service.

The success of the project and the assistance rendered to both the Housing Options Team and the Housing Management Team has resulted in the project being continued into 2017/18.

### **3.7. Gas Safety**

100% compliance has been achieved to 31 May.

As at 12 June, only 8 properties remain to be serviced by 30 June and good progress is being made on those due in July. Procedures have been amended to strengthen the Council's position should it at any point prove necessary to take court action.

### **3.8. Empty Homes - Private Sector**

#### **114 Uplands Road, Oadby**

The trustees of this property have advised this Council that Oadby Estates were instructed on 5 June 2017 to place the property on the market.

The progress of this sale will be monitored.

#### **37 Newton Lane, Wigston**

There has been no further contact with the Council since letters were sent out to the legal owners prior to the last Committee Meeting on 21 March 2017.

Further attempts to engage in dialogue with the owners will be made to illicit a response or to secure the Councils' position to take appropriate action to bring the property into the pool of housing available to suitable applicants.

### **3.9. Chartwell House, Oadby - Lease for Rooftop Telecommunications Site**

At the time of writing, draft heads of terms for continuation of the lease have just been received and are being reviewed.

### **3.10. Update on Capital Programme**

All capital projects on site in 2016/17 financial year have now been completed with

the exception of the following:-

- Junction Maromme Burgess (external works to replace screen walls with railings) due to complete first week in July.
- Replacement kitchens and bathrooms at Countesthorpe Road, last two properties, works currently on site, completion due in June.
- William Peardon Court bathroom upgrades. All residents' bathrooms completed. Revised window arrangement to communal facilities still to be installed. Main contractor let down by intended window installer arrangements now being made with another window company.
- Chartwell House completed apart from one window needing replacement which is on order. Positive feedback from residents on works.

Good progress is being made on the 2017/18 capital programme with the two main contacts already tendered and let. These are:-

- (1) The Energy Improvement Works to 75 properties at Elizabeth Court, Wigston. (to install partial external wall insulation, extract existing cavity wall insulation and refill, replace windows and fit positive input ventilation systems) started on site on Monday 12<sup>th</sup> June 2017.
- (2) The decent homes upgrades to 25 properties at Malham Way, Oadby. This contract is currently being mobilised with an 8 week lead in period and works due to start in August. This project includes replacement kitchens, bathrooms, gas central heating boilers, electrical upgrades and some external work (to properties where these works have not already been undertaken at relet).

A full schedule of 2017/18 projects and progress update will be provided for the next meeting.

### 3.11. **Borough Wide Cleaning Contract**

Members will recall that authority to award the contract was delegated to officers in consultation with the Chair of the Service Delivery Committee. 5 completed tenders were received and were assessed in terms of price and quality and Pinnacle Housing limited were adjudged to have submitted the most economically advantageous tender.

Pinnacle has therefore been appointed and the new contract will commence shortly once the pension arrangements for transferring staff have been completed. The contract is for a 5 year period with the option to extend for further 3 years if desired. All existing staff have the option of transferring to the new company on their existing terms and conditions and are protected by the Transfer of Undertakings (Protection of Employment Regulations). Extensive consultation has been carried out with all the staff involved and a smooth transition to the new contract is expected.

Overall the new contract is subject to a detailed specification and will be monitored on a regular basis to ensure that the required standards are being achieved. Overall the contract will save the Council £20,000 per year.

### 3.11. **Local Housing Company**

At its meeting on 23 May 2017, full Council received a report regarding Housing and Property Development in the Borough.

The following recommendations were approved:

- (a) That a Council-owned housing and property development company is created to build Houses for rent and for sale and other property development.
- (b) That the Articles of Association of Bushloe Developments Limited be approved.
- (c) That final approval of the Business Plan is delegated to the Section 151 Officer.
- (d) Two Officers of the Council - Anne Court (Director of Services / Monitoring Officer) and Christopher Raymakers (Interim Finance and Accountancy Manager) be appointed as Directors of the Company.
- (e) That Stephen Glazebrook (Interim Head of Community Services) be appointed as an Independent Executive Director and will also perform the role as Company Secretary.
- (f) That the land at Bennett Way, South Wigston is sold to the Housing Company at market value.
- (g) That £100k is vired from existing budgets to provide an initial loan to the Company to cover its operating costs for 2017/18 and any contingencies that may arise.

### 3.12. Lightbulb Project Update

Work is progressing towards the planned 1 October 2017 go-live date. Most of the detailed work involving the authorities joining the project has now been completed. The Lightbulb Project Team is now recruiting and training staff; finalising TUPE arrangements where these apply; and making operational arrangements.

#### Background Documents:-

Report of the Interim Head of Communities entitled 'Housing and Property Development within the Borough' to Council on 23 May 2017 and appendices.

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Implications	
<b>Financial (CR)</b>	CR1 - Decreasing Financial Resources - Efficient housing and void management is essential in maintaining income streams.
<b>Legal (AC)</b>	The Council's lawyers have confirmed that it has the power to set up the Local Housing Company. The Contract for the new cleaning contract has been completed and signed by all parties.
<b>Risk (SG)</b>	A full risk assessment has been carried out in relation to the new Local Housing Company.
<b>Corporate Priorities (SG)</b>	The new Housing Company will seek to address the Council's Corporate priorities by using modern methods of construction (CP3) including the highest levels of Energy Conservation providing green and safe places (CP4) to live.
<b>Vision and Values (SG)</b>	The new Housing Company will seek to work with the Council's chosen Vision and Values and will adopt innovative solutions (VV4) to provide new housing in the Borough.
<b>Equalities (SG)</b>	An initial Equality Assessment in respect of the new Housing Company was submitted in the report to full Council on 23 May 2017.
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input type="checkbox"/> Not Applicable





<b>Service Delivery Committee</b>	<b>Tuesday, 27 June 2017</b>	<b>Matter for Information</b>
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**Title:** **Housing Options for Former Asylum Seekers**

**Author:** **Steve Nash (Housing Services Manager)**

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## 1. Introduction

Sheila Mosley, the Chair of the Oadby & Wigston Multi-Agency Forum which supports the Asylum Dispersal Area, has written to the Council expressing concerns over the re-housing options of those asylum seekers which receive a positive decision. Her letter is attached as ***Appendix 1***.

## 2. Recommendations

Members are asked to note the contents of the report.

## 3. The Housing Register (The Waiting List)

- 3.1. Oadby and Wigston Borough Council have a statutory duty to have a Housing Allocations Policy, to operate a Housing Register and to deal with homelessness in the borough. The government has given Councils some latitude in deciding to allow local homes to be prioritised for local people. The Council has adopted a scheme which means that those without a local connection are considered non-qualifying for the purposes of the Housing Register (the waiting list).
- 3.2. Local connection for the purposes of the Housing Register is outlined in the Council's Housing Allocations Policy and is summarised below:
  - (1) Having lived in the borough for the past 2 years;
  - (2) Having lived in the borough for a total of 3 or more years out of the past 5 years;
  - (3) Currently working in the borough with either on a permanent contract or temporary contract running for a minimum of 12 months;
  - (4) Having parents, brothers, sisters or adult children (those aged 18 yrs or older) who are living in the borough now and have done so for at least the past 5 years - and where there are sufficiently close links in the form of frequent contact, commitment or dependency; and
  - (5) Other special circumstance (these will be exceptional).
- 3.3. The local connection criteria were changed in 2016 in response to changes made at Leicester City Council with the process commencing prior to notification being received from the Home Office that the Borough would become an Asylum Dispersal Area.

## 4. Potential Demand from Residents at Kennedy House

- 4.1. Kennedy House accommodates 56 asylum seekers being accommodated under the NASS arrangements. No asylum seeker is allowed onto the Housing Register.

Since opening 55 residents have received decisions from the Home Office in relation to their asylum claims, 14 have received positive decisions. Those receiving positive decisions are permitted to apply to the Housing Register, however they would fail the 'local connection' criteria and would be treated as 'non-qualifying'.

Of the 14 people eligible for assistance only 2 have approached the Council for assistance. It is assumed the others make their own arrangements likely in other parts of the UK.

- 4.2. Those receiving a positive decision whilst living at Kennedy House automatically have a local connection for life with the Borough for the purposes of homelessness. In the event we decide we owe a duty to house someone in this situation we would discharge that duty by securing privately rented accommodation unless they otherwise had a local connection to the Housing Register.

## **5. Single Person Accommodation**

- 5.1. Until 2016, the number of single person general needs vacant flats were typically in single digits – perhaps 8-9 annually. There was a dramatic, albeit temporary, increase in 2016 owing to the ending of the Boulter Crescent refurbishment scheme and the new developments on Kirkdale Road and Holmden Avenue.

It is envisaged that numbers will revert to single digits in 2017.

## **6 The Falcon Centre**

- 6.1. The Falcon Centre is commissioned by Leicestershire County Council as accommodation based support under their prevention agenda with reference to homelessness – it is a homeless hostel.

- 6.2. The referral criteria for Falcon Centre is:

- (1) Aged 18 and over;
- (2) Non-priority homeless;
- (3) Single; and
- (4) Have a local connection (Housing Register part 6) to a district or borough in Leicestershire.

As such former residents of Kennedy House with positive decisions are denied access to the Falcon Centre generally on the 4 point (though point 2 might also apply in a limited number of cases).

- 6.3. The County Council Equality Impact Assessment did not consider the needs of former Asylum Seekers. Officers have raised their concern over the lack of access to Leicestershire County Council as the commissioner of the service. A conversation started in January 2017 and continues at the time of writing.

## **7. Housing Options**

7.1. The Council's Housing Options Team have a number of potential solutions which can be deployed at the point a homeless former asylum seeker with a positive decision approaches for help, these include:

- Access to funds to help them secure rooms in shared houses and flats in the private sector;
- Referrals to Housing Associations for available properties; and
- Referrals to other hostels operated by independent organisations such as Action Homeless and Nottingham Community Housing Association (NCHA).

7.2. These solutions are generally located in the Leicester City area.

## **8. Discussion**

8.1. The Housing Options Team have a range of options available for former asylum seekers which are comparable to other applicants with the exception of:

- (1) Being allowed to stay at the Falcon Centre Hostel; and
- (2) Being allowed to bid on the relatively small number of available Council and Housing Association vacancies which occur in the Borough.

8.2. Former asylum seekers upon receiving refugee status or other leave to remain qualify for homeless assistance and are able to apply to the Housing Register. Neither right guarantees a home. The 2 former residents of Kennedy House were 2 of some 38 single people which approached for homeless assistance in 2016/17 and were found 'not to be in priority need'. All 38 people were offered a range of Housing Options, some were taken up more successfully than others. Few slept rough on the streets and of those who did all were offered bedspaces in temporary supported accommodation within a matter of some days. Sadly not all offers were taken up.

8.3. None of the asylum seekers have visited Oadby or Wigston before their arrival at Kennedy House. Many appear to have community and other close connections in other parts of the country. Anecdotal evidence suggests a strong draw towards Leicester in preference to Oadby or Wigston where they have no other strong centre of interest in the UK.

8.4. The Falcon Centre only has 30 bedspaces for the whole of Leicestershire and are purported to operate a waiting list. Access to their vacancies for former asylum seekers would provide benefits only if the support staff based there help the client to secure other forms of accommodation (not Council vacancies).

### **Background Documents:-**

None.

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<b>Implications</b>	
<b>Financial (CR)</b>	No direct implications arising from this report.



<b>Legal</b> (AC)	No direct implications arising from this report.
<b>Risk</b> (SN)	No direct implications arising from this report.
<b>Corporate Priorities</b> (SN)	Not applicable.
<b>Vision and Values</b> (SN)	Not applicable.
<b>Equalities</b> (SN)	No direct implications arising from this report.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

## **Appendix 1**

Dear John Boyce (as Leader of the Council)

I note that the Council AGM is approaching and so understand that the Chairs of Committees may change soon. I write to you in your capacity as Leader of the Council, and ask you to pass this to the relevant Councillors for consideration.

I attach the minutes of the latest Oadby & Wigston Multi-Agency Forum – MAF/Asylum Seekers-Refugees, and you will note that it was agreed by members attending the meeting of 8 May 2017 that I would write to you, and to the County Council expressing our deep concern regarding the impact of local Housing policy on creating a situation in which the residents of Kennedy House, in South Wigston become homeless when they receive the right to remain in UK.

We ask you to bring this concern to the relevant people/Committees for consideration of a solution, as the men going through Kennedy House have a right to be treated fairly and with compassion in their special circumstances. Perhaps there could also be some discussion with the County Councillors.

You know that Kennedy House is managed by G4S and houses up to 56 people seeking asylum in the UK, and you will see from our minutes that there is a good level of collaboration to welcome and help these men to feel safe and valued once they are here. Once they are given the right to remain in UK they have to leave their accommodation and some find their way out of the area, but unfortunately others become homeless.

As the rules stand, people with a positive decision from the Home Office have no right to apply for housing in Oadby & Wigston unless they have been living in the area for two years or are working. The men at Kennedy House are people who have very recently come to UK seeking a place of safety, and so are entering the asylum system and will not satisfy the 2-year residence rule (unless their cases last much longer than it should), and they are unlikely to fall straight into a job given their circumstances.

I know that the O&W Housing Office can offer to help with initial rental costs on a privately rented property, but rents in our area are prohibitively high and landlords are generally not keen to take people on Housing Benefit or people with immigration issues (because of confusion over the Immigration Act penalties for accommodating people without secure status).

Further, the Kennedy House residents do not qualify for a place at the Falcon Centre in Loughborough for the same reason.

Please could you keep me informed of the progress of this request

Many thanks

**Sheila Mosley**

Chair: Oadby & Wigston Multi-Agency Forum – MAF/Asylum Seekers-Refugees, [in my capacity as a Quaker from Leicester Quaker Meeting]

# Agenda Item 12



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information**

**Title: Corporate Enforcement Report**

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

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## **1. Introduction**

This report seeks to inform Committee of enforcement actions taken and general outcomes achieved in the last quarter.

## **2. Recommendations**

Members are asked to note the contents of the Report.

## **3. Information**

### **3.1 Asbestos Case - Marstown Avenue, South Wigston**

This site has been actively monitored and the overall case progressed by the relevant case officer to achieve the final level of site verification. Regular contact has been made by Officers of the Environmental Health Team to ascertain the level of confirmation by scientific analysis of the site. We are informed the work has been done and a visual assessment confirms this, however, the level of clearance required has not yet been forthcoming.

The options for progressing the acquisition of this information are being explored in relevant legislation and with the advice of our in-house Legal advisers.

At all points, colleagues at Public Health England are being updated. Residents affected by this delay are also being briefed by the case officer.

### **3.2 Dog Fouling**

Regular patrols and ongoing monitoring of the open green spaces in the Borough are still being implemented. It is believed that the presence of Council Enforcement officers in high visibility attire acts as a deterrent to 'would-be' offenders. Additionally, signage, stencilling and the provision of advice to dog owners and any concerned individuals still continues to challenge the behaviour of those who may consider not cleaning up after their dogs.

Future activities will centre on improving signage to direct dog owners to receptacles suitable for the receipt of dog waste generally across the Borough and anywhere that may emerge as a particular 'hot-spot'. Targeted 'letter drops' and the raised profile of enforcement officers, has quickly led to improvements in problem areas, as was reported at Timber Street. So, this approach will be adopted as a successful example of good practice going forward.

Committee is reminded that the effectiveness of deterrents designed to prevent dog

fouling is one of the enforcement tools Officers have used confidently and effectively. However, the full range of enforcement options will always be considered in each case and there will be no hesitation to present suitable cases for prosecution where this is deemed necessary.

The range of complaints related to dogs are as follows:

<b>Complaint</b>	<b>No.</b>
Dangerous dog(s)	9
Dog - Collection	1
Dog fouling	1
Dog microchip	1
Monitoring of parks	1
Noise from a dog barking	9
Other dog related problems	2
Signs/stencilling etc.	8
<b>Total</b>	<b>32</b>

### 3.3. **Accumulations, Litter and Flytipping**

Both Environmental Health and Client Services engage in the management of waste across the Borough using a range of enforcement options and practical remedies, such as collection and disposal of waste that is abandoned on public land containing no identifiable details of who may have deposited the waste.

Client services report their performance against the criteria contained in NI 195 (a national indicator that monitors 'improved street and environmental cleanliness – by the levels of (a) litter, (b) detritus, (c) graffiti and (d) fly-posting.'). However, Environmental Health enforces in all situations where there is sufficient evidence to identify a potential perpetrator, whether a resident or business in the Borough.

For example, section 34 of the Environmental Protection Act 1990 (EPA 1990) as amended by the Clean Neighbourhoods and Environment Act 2005, allows action to be taken on the owners/occupiers of commercial premises where it is evident they have not fulfilled their 'duty of care' by, for example, not ensuring they use a licensed waste carrier to remove their waste, or maintaining the appropriate documentation and records describing their waste by type or amount. Further to this, section 47 of the EPA 1990, allows action to be taken when a business has inadequate storage for their waste prior to its collection/disposal. Contravention can lead to the service of a fixed penalty notice or a fine not exceeding level 3 (currently £1000.)

Enforcement activity across these three areas is reported as follows:

<b>Activity</b>	<b>No.</b>
Accumulation - animals	1
Accumulation - commercial premises	8

Accumulation - domestic premise	21
Flytipping	10
Litter	5
Abandoned vehicle	27
<b>Total</b>	<b>72</b>

In all cases early intervention by Officers within the Environmental Health Team has achieved compliance and negated the need for Prosecutions.

#### 3.4. **Abandoned Vehicles**

As detailed in the above table there were 27 reports of abandoned vehicles and, where appropriate, the relevant procedure was implemented to serve the required notices. Several vehicles were removed once these notices expired and there had been no contact from the designated owner.

The robust enforcement of this responsibility within the Refuse Disposal (Amenity) Act 1978 conveys a 'zero tolerance' message to residents, giving confidence to those negatively affected by the presence of such vehicles and a clear message to would-be offenders of the action we will take.

#### 3.5. **Enforcement Options (Prosecution)**

##### **(a) Dog Owners**

In these cases full consideration of all options available to Officers of this Council is considered against the public interest test. Within this Officers are obliged to be proportionate and balanced in the decisions they make and the options they choose when taking action against any confirmed perpetrator. In these cases officers are obliged to discuss each case on its merits with the Environmental Health Team Leader and seek guidance where necessary from the Legal Team. From these considerations options are chosen to progress the case and prosecution is always considered at the appropriate stage in an investigation, usually, after every other attempt has been unsuccessful in gaining the required change in behaviour or circumstance.

##### **(b) Publicity**

Every successful prosecution case should be publicised locally to achieve at least two positive outcomes:

- (i)** A clear message is sent to all of the Councils stance on investigating offenders of environmental legislation, and
- (ii)** That we take such complaints seriously from the outset, and with a view that it may take all the enforcement interventions to be applied to a case before it is effectively dealt with

#### 3.6. **Regulation of Investigatory Powers Act (RIPA) 2000**

There have been no RIPA applications made in the last 3 months.

### 3.7. **Public Space Protection Orders (PSPOs)**

The replacement of Dog Fouling byelaws with the introduction of PSPOs is detailed within the Anti-Social Behaviour, Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014. The power to make such orders is detailed in Chapter 2 of the Anti-social Behaviour, Crime and Policing Act 2014 and the process is being reported via the Licensing and Regulatory Committee.

Details of the public consultation are in the process of being concluded to ensure residents within the Borough are made aware of the forthcoming changes which are due to be implemented in the Autumn of 2017.

#### **Background Documents:-**

None.

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<b>Implications</b>	
<b>Financial (CR)</b>	CR1 - Decrease in Financial Resources
<b>Legal (AC)</b>	No significant implications.
<b>Risk (PS)</b>	CR4 - Damage to Council's Reputation - by failing to take action. CR6 - Regulatory Governance
<b>Corporate Priorities (PS)</b>	CP2 - Effective Service Provision CP4 - Green and Safe Places
<b>Vision and Values (PS)</b>	VV4 - Innovation VV5 - Customer Focus
<b>Equalities (PS)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable

# Agenda Item 13



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information and  
Decision**

**Title: Leisure Services Report**

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

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## **1. Introduction**

This report provides Members with an update on the Council's Leisure Services, including the Health & Wellbeing Board, the Leisure Contract; Sport & Physical Activity Commissioned activities and Brocks Hill Country Park & Centre. In addition to approval requested for the proposed car park extension at Parklands Leisure Centre; access path from Tendring Drive into the Country Park; and the proposed removal of two items of play equipment at Brocks Hill.

## **2. Recommendations**

- 2.1 That Members note the information provided within the Leisure Services report and endorse and promote the range of opportunities to the wider audience as set out in paragraph 3 of this report.
- 2.2 That Members approve in principle the proposed car park extension at Parklands Leisure Centre as set out at paragraph 4 of this report.
- 2.3 That Members note the position on progressing appropriate access into Brocks Hill Country Park from the Tendring Drive Path as set out at paragraph 5 of this report.
- 2.4 That Members note the removal of two pieces of play equipment from Brocks Hill Country Park for health and safety reasons as set out at paragraph 6 of this report.

## **3. Information - Leisure Services**

### **3.1 Health & Wellbeing Board**

The final of the four planned Oadby and Wigston Health & Wellbeing Board meetings was held on 4 April 2017. Angela Bright (Chief Operating Officer West Leicestershire CCG and SRO for Integrated Teams), provided an overview of the Sustainability and Transformation Plans (STPs)/new models of care. Mike Sandys (Director of Public Health) presented Public Health's 2016 Annual Report and also provided an overview of the Leicestershire Joint Health & Wellbeing Strategy.

The HWBB discussed the local achievements from 2016/17 and proposed priorities moving forwards in 2017/18. Further meeting to be held to finalise the priorities and provide direction moving forwards.

One key area identified by the Board is the need to help Public Health reduce the number of admissions to hospital. All will be aware of last winter's crisis experienced at many hospitals, including Leicester, where low-risk patients were clogging up A&E departments. We aim to do this by helping to educate local people to seek help early, as well as supporting people to avoid ill health through prevention e.g.

promotion of healthy lifestyles, as well as encouraging more residents to take up the free flu jab.

### **3.2 Leisure Contract Update (February - April 2017)**

#### **Participation**

The period February, March and April 2017 saw over 220,000 attendances at Parklands Leisure Centre and Wigston Pool & Fitness Centre. There were the normal seasonal fluctuations experienced due to school holidays, as well as a new peak in Membership numbers for the gym and swim lessons. Participation in swimming, fitness, GP Referral and other target groups has been very pleasing.

#### **Programmes & Events**

New activities and/or events that took place during this period were:

- Blood donor sessions
- Rotary Club swim marathon
- Swim Teachers qualification training course
- Lifeguard qualification training course
- 3 day Loros Charity Awareness event
- Asian Sports Day
- Wedding and Birthday functions

This compliments all of the 'usual' diverse activities varying from the hugely popular dancing, ballet, gymnastics, swimming and various sports, to targeted sessions for girls, walking cricket, kurling and Active Life sessions.

#### **Customer Feedback**

Customer feedback at both centres has been really positive with the most compliments centred around the cleanliness of the facilities as well as how professional, polite and welcoming the staff are in engaging with customers.

#### **Customer Service at Parklands Reception**

SLM is investigating ways in which they can speed up the service customers receive at Reception, be it either in person or by telephone. They are doing this in 3 ways:

- (1)** SLM has installed an improved telephone system which distributes calls around other areas of the centre when they cannot be answered by reception. This system also has the ability to track the calls. Although it is early days SLM has identified they receive up to 700 calls per week.
- (2)** SLM has increased the messaging to customers to encourage them to use the online services. Indeed 10% of the transactions and 17% of new Members now join online.
- (3)** Lastly SLM is looking into automated services for fast-track entry. They already have turnstiles so Members can go straight in without queuing but SLM is also investigating the possibility of trialling automated kiosks so customers can make payment without having to queue.



## **Customer Engagement**

SLM has been extremely proactive in engaging with the community, trying to make as many people as possible aware of the both the facilities and services SLM offer. There are now nearly 47,000 people in the community who have a free Everyone Active card. This has contributed significantly to SLM's ability to deliver a positive message about activity to the community.

## **Community Contributions**

In the 3 month period SLM has given over £4,000 worth of free activity to the community in the form of activity passes, Memberships and free swimming to the less abled, those on the 'Supporting Leicestershire Families' scheme and to talented athletes in the Go Gold scheme.

## **Industry Accreditation/Acknowledgement**

It is pleasing to note that in March Parklands Leisure Centre scored impressively in the industry leading Quest review. SLM achieved a score of 'excellent' in an assessment which covers all aspects of organisation and service delivery in areas such as business planning, health and safety, industry compliance, community outcomes, customer experience, cleanliness, maintenance, environment and team management.

### **3.3 Sport & Physical Activity Commissioning Plan Update**

#### **Grant Funding**

The Council's Leisure Team has been successful in drawing down a total of £68,346 from LCC Public Health in order to develop sport and physical activity programmes which are designed to get local residents more active. The team has also been successful in drawing down an additional £10,000 which will contribute to supporting a Graduate Trainee (Legacy Maker) post. This role is vital in terms of experience for the successfully recruited candidate and for the development of opportunities across the Borough.

#### **Local Sport Alliance**

The Oadby and Wigston Local Sport Alliance has grown in Membership considerably during the past year with a range of voluntary and professional partners helping the group to develop. The group has recently become an unincorporated organisation which means as a partnership we are able to bid for up to £10,000 in external funding to continue to put on exciting projects in the area.

#### **Sport England**

There are a number of new funding streams available via Sport England that the local authority and local sport alliance can apply for, in order to increase the number of sport and physical activity projects in Oadby, Wigston and South Wigston. The Leisure Team is currently looking at new and existing partners to write joint funding bids/projects.

#### **'This Girl Can' campaign**

A new project was delivered in June as part of the 'This Girl Can' campaign. The aim was to encourage more women and girls aged 16+ to get active, by trying a variety of different sport and physical activity sessions, free of charge.

### **Led Cycle Rides**

The leisure team will be running three led cycle rides during the school holidays in different locations across the Borough. Each cycle ride will engage with a different target audience (e.g. women only, adults only and one ride for families).

### **Something to Do**

Due to the initial success of the Something to Do programme, which provides young people with free informal sport and physical activity sessions across the Borough, the leisure team has commissioned the existing organisations to continue their outside sessions until September. This is in addition to looking to add new opportunities to the project, including music and arts.

## **4. Tendring Drive path**

The Health and Leisure Services Manager spoke during the Development Control Committee on 17 November 2016, to request the opening up of the Tendring Drive path to allow easy access 'to all', to the Brocks Hill Country Park.

As evidenced in the meeting minutes, she confirmed that this would better realise the Council's key priority of improving the health and wellbeing of its local residents and the Council's vision statement "inclusiveness" by providing easier access to disabled and disadvantaged residents and visitors. She also confirmed it would reduce the need for some vehicular use to/from the site, promoting walking as a carbon-friendly alternative and the importance to consider equality in decision-making processes.

As a result of the Committee's decision to grant temporary planning permission, a number of quotes have been obtained for contractors to carry out the necessary works to ensure the entrance into the Country Park is DDA compliant.

To connect Tendring Drive to the hard surfaced paths at Brocks Hill, the existing wooden boardwalk will need to be replaced with new materials and DDA compliant toe-guards, to connect with a new section of boardwalk to be installed to cross two small ditches. The materials for the boardwalk are to be recycled plastic, which is durable and long lasting.

The quotes range from £8,000 to £10,900 to carry out the works. There is no budgetary provision for this amount of costs, so it will be included as a capital project for the year 18/19 budget.

## **5. Extension to Car Park at Parklands Leisure Centre and Footpath from Wigston Road, Oadby to the Leisure Centre**

The urgent need to increase car parking spaces at Brocks Hill/ Parklands Leisure Centre has become apparent over the last 18 months. The popularity of the leisure centre has increased with families and individuals of all ages wishing to access this superb facility. Brocks Hill's visitor numbers have also increased, particularly during the summer months.

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

Whilst previously a number of small individual green spaces have been identified for potential additional car parking, these will not future proof the sites. Therefore an alternative scheme is proposed by SLM. This particular area is between Wigston Road and Parklands LC building (opposite to the Cedar Suite entrance) and is envisaged will act as an overflow car park. The scheme will incorporate the requested footpath, to enable residents to walk from Wigston Road (opposite the Depot entrance) to both Parklands and Brocks Hill. The costs which are awaited will need to be met through significant borrowing. In planning terms the identified area is acceptable in principle, subject to the consultation process and appropriate conditions, particularly for screening. A verbal update will be given at the Committee meeting.

## 6. Brocks Hill Children's Play Equipment

Two pieces of play equipment at Brocks Hill are now redundant; the sand play unit and the zip wire. It is intended to remove these as the sand was removed from the play unit some time ago due to health and safety reasons. The zip wire needs to be removed from its current position for health and safety reasons due to its close proximity to the entrance into the Amphitheatre. Due to the age of the equipment and ongoing maintenance requirements it is not suitable to relocate elsewhere in the park.

### Background Documents:-

None.

**Email:** avril.lennox@oadby-wigston.gov.uk

**Tel:** (0116) 257 2673

Implications	
<b>Financial (CR)</b>	As set out in comments provided in the report on how projects in paragraphs 4 and 5 will need to be funded.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (AL)</b>	CR1 - Decreasing Financial Resources CR8 - Organisational Change
<b>Corporate Priorities (AL)</b>	CP1 - An Inclusive and Engaged Borough CP2 - Effective Service Provision CP4 - Green and Safe Places CP5 - Wellbeing for All
<b>Vision and Values (AL)</b>	The actions within this report meet the Council's Vision 'A Stronger Borough Together'. In addition, they also meets all five values: Accountability, Respect, Teamwork, Innovation and Customer Focus.
<b>Equalities (AL)</b>	An Equality Assessment has previously been completed.
	Equality Assessment:- <input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



# Agenda Item 14



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information**

**Title: Facilities Services Update**

**Author: Margaret Smith (Facilities and Administration Team Leader)**

---

## **1. Introduction**

This report covers the progress and developments within the Facilities Service and sets out achievements and work in progress since 21 March 2017 when progress was last reported.

## **2. Recommendations**

That Members note the information in the report.

## **3. Capital Projects**

### **3.1 Ervins Lock Footbridge**

Canal and River Trust (CaRT) has responded with their comments on the bridge design submitted to them by William Saunders on behalf of the Council. Their comments concern the aesthetics of the bridge rather than the principal of having a structure in this location and therefore it is taken that, in principal, they do not object to a bridge in this location. They point out that despite its semi rural nature at the Ervins Lock site, the canal at this location is a designated conservation area. Rather than the standard bridge design submitted, they indicate a wish to see a more bespoke and unique design. They have also raised concerns over the re-grading and diverting of the existing towpath and wish to see further cross sections of the proposed levels to check the impact on the trees and hedgerows. William Saunders has been asked to give an indication of the likely cost implications of a more bespoke structure.

### **3.2 Refurbishment of Bus Shelters**

There are 59 bus shelters installed in the Borough although not all require refurbishment. Twenty two shelters were re-painted / refurbished in 2016-17 capital programme and a request has been made to carry the budget balance of £7,260 forward in order to continue the programme.

### **3.3 Cemetery Wall Repairs**

This work has been completed.

### **3.4 Memorial Safety Programme**

The programme is on-going. The Sexton continues to check memorials on a routine basis.

### **3.5 Play Areas**

A request has been made to carry forward a balance of £26,441 from the 2016-17 Play areas are the subject of a separate report (at agenda item 15).

#### 4. Residents' Forum Projects

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

#### 5. Other Facilities Work

##### 5.1 Car Parks

The intermittent problem with the car park lights at Sandhurst Street car park, Oadby is now resolved.

##### 5.2 Cemeteries

The chart below shows the number of interments Cemetery staff have dealt with during the three months 1 March 2017 to 31 May 2017

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	18	29	5
Oadby Cemetery	4	6	5

As planned the cemetery vehicle was replaced in early June. A new vehicle was purchased outright and the leased vehicle returned.

There is potential to extend Oadby cemetery into the land of the former scout hut. Costs are being worked up for this in order to submit a capital bid for 2018-19. Should Members wish to bring this forward then budget provision would need to be found within the current capital year. This has been discussed briefly with the Finance Manager who advises that this may be an option but only on the basis that another project was put on hold or suspended.

#### Background Documents:-

None.

**Email:** margaret.smith@oadby-wigston.gov.uk

**Tel:** (0116) 257 2832

Implications	
<b>Financial (CR)</b>	As set out in comments incorporated within the report.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (MS)</b>	CR5 - Effective Utilisation of Assets / Buildings
<b>Corporate Priorities (MS)</b>	CP1 - An Inclusive and Engaged Borough CP2 - Effective Service Provision CP3 - Green and Safe Places CP5 - Wellbeing For All
<b>Vision and</b>	VV4 - Innovation

<b>Values (MS)</b>	VV5 - Customer Focus
<b>Equalities (MS)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



<b>Service Delivery Committee</b>	<b>Tuesday, 27 June 2017</b>	<b>Matter for Information and Decision</b>
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**Title:** **Play Areas - Rolling Programme of Refurbishment**

**Author:** **Margaret Smith (Facilities and Administration Team Leader)**

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## **1. Introduction**

The replacement of play equipment across the Borough is currently dictated by the Play Equipment Replacement Programme approved by the former Residents' Services Committee in January 2011. Since that date a number of play areas have been upgraded according to the programme. This report reflects that work and now offers an updated programme for Member approval.

## **2. Recommendations**

- 2.1 That Members approve the priority order as set out in the table below with the exception that new equipment for Ellis Park is deferred until a final decision is made on Oadby Pool Site.
- 2.2 That the play area at Florence Wragg Way be re-furbished as a priority using section 106 money.
- 2.3 That a single item of equipment (a climbing unit) is purchased and installed at Cleveland Road Open Space (Grittar Close) using 2017/18 capital budget to replace the see saw that was removed for health and safety reasons.

## **3. Information**

- 3.1. Play equipment that requires replacement is funded via:
  - Capital programme;
  - s106 money;
  - Forum allocations; and
  - Grant funding (where and when available).
- 3.2. The cost of renewing a play area depends on its size and the amount of equipment that requires replacing. For a large junior play area complete replacement of all equipment excluding fencing can be anything from £50k to £70k; the equivalent for a toddler play area would be around £30k to £50k.
- 3.3. Play equipment has a life expectancy of around 15 years although many factors affect this including usage, vandalism and construction material.
- 3.4. The updated priority order for replacement is set out in the table below for Member approval:

*(Continued overleaf)*



3.5.

<b>Priority order</b>	<b>Location:</b>	<b>Type of Equipment</b>	<b>Date of Installation</b>	<b>Comments</b>
<b>1.</b>	Ellis Park, Oadby	Junior / Toddler	1997/8	Defer until decision made over Oadby Pool site
<b>2.</b>	Florence Wragg Way, Oadby	Junior	2004	Refurbish in 2017/18 using S106 money
<b>3.</b>	Freer Park, Wigston	Junior	1993	
<b>4.</b>	Brocks Hill, Oadby	Natural Play Area	2008 and 2010/11	Wooden equipment - reaching end of lifespan
<b>5.</b>	Brocks Hill, Oadby	Toddler	2000	
<b>6.</b>	Horsewell Lane, Wigston	Junior / Toddler	2002 and 2011	
<b>7.</b>	Cleveland Road Open Space (Grittar Close)	Toddler	2006( developer install)	See saw broken and removed. Replace in 2017/18 with suitable climbing frame using capital budget.
<b>8.</b>	Willow Park, Wigston	Junior	2005	
<b>9.</b>	Willow Park, Wigston	Senior	2005	
<b>10.</b>	The Morwoods, Oadby	Junior / Toddler	2006	
<b>11.</b>	The Meadows, Wigston	Junior	2007	
<b>12.</b>	The Firs, Wigston	Toddler	2007 (developer install)	
<b>13.</b>	Iliffe Park, Oadby	Junior	2010 (except swings which are older)	Wooden equipment installed with "Playbuilder" grant
<b>14.</b>	Hayes Park, Wigston	Junior / Toddler	2009	
<b>15.</b>	Uplands Park, Oadby	Junior	2009	
<b>16.</b>	Two Steeples Close, Wigston	Toddler	2011 (developer install)	
<b>17.</b>	Foxhollow, Oadby	Toddler	2010	
<b>18.</b>	Uplands Park,	Senior	2010	

	Oadby			
<b>19.</b>	William Gunning Park, South Wigston	Junior	2011	Installed using "Playbuilder" Grant Funding
<b>20.</b>	William Gunning Park, South Wigston	Senior	2011	Installed using "Playbuilder" Grant Funding
<b>21.</b>	Freer Park, Wigston	Senior	1999 and 2012	
<b>22.</b>	Rosemead Park, Oadby	Junior	2011	
<b>23.</b>	Blaby Road Park, South Wigston	Junior	2013	
<b>24.</b>	Blaby Road Park, South Wigston	Senior	2013	
<b>25.</b>	Coombe Park, Oadby	Junior / Toddler	2014	

- 3.6. A revenue budget covers general maintenance, spare parts, minor repairs and vandalism as and when required. However, play equipment is very expensive and replacement parts can cost anything up to £1k. Therefore, the limits on the revenue budget mean that it is sometimes more economic to remove an item rather than repair leading to the loss of play value on the site.
- 3.7. The maintenance of play areas and play equipment is carried out in-house by the Clean and Green Team who are trained to inspect and assess risk. In addition an annual insurance inspection is undertaken by the Councils' insurers and any risks highlighted.
- 3.8. Adult fitness equipment has not been included in the above table. The Council currently has only one site (Uplands Park) where this is installed. This type of outdoor gym equipment is becoming increasingly popular. Should Members wish to install further outdoor gyms across other parks in the Borough then funding could come through future Section 106 allocations or be allocated through the Forums.

#### **Background Documents:-**

Report entitled 'Play Equipment Replacement Programme' to Residents' Services Committee on 11 January 2011

**Email:** margaret.smith@oadby-wigston.gov.uk

**Tel:** (0116) 257 2832

<b>Implications</b>	
<b>Financial (CR)</b>	As set out in the report.
<b>Legal (AC)</b>	Health and Safety and procurement rules are to be adhered to.
<b>Risk (MS)</b>	CR5 - Effective Utilisation of Assets / Buildings
<b>Corporate</b>	CP4 - Green and Safe Places

<b>Priorities</b> (MS)	CP5 - Wellbeing For All
<b>Vision and Values</b> (MS)	VV4 - Innovation - through improved facilities. VV5 - Customer Focus - through consultation.
<b>Equalities</b> (MS)	The needs of all users are taken into consideration at the time play equipment is specified.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



<b>Service Delivery Committee</b>	<b>Tuesday, 27 June 2017</b>	<b>Matter for Information</b>
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**Title:** **Operations Services Update**

**Author:** **Brian Kew (Operations Manager)**

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## **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 and Recycling**

### **3.1. Whetstone Transfer Station**

Due to a fire in May Whetstone Transfer Station has been closed for all our domestic waste therefore our refuse vehicles have been travelling to Cotesbach landfill site which is approximately an hour round trip. The crews have been working together and have managed to still complete their rounds on time. Leicestershire County Council will inform us as soon as Whetstone is safe to tip at again.

### **3.2. Refuse and Recycling Consultation**

The first consultation has taken place and the results were presented to Members on Tuesday 6 June, the way forward will be subject to further discussion at forthcoming Council meetings.

### **3.3. Garden Waste**

Over 16,000 bins have now been delivered to residents for their garden waste which equates to 70% of the Borough.

### **3.4. Recycling Rates**

The recycling rate for May was 53%. This is an increased figure due to the high level of green waste collected during the summer months.

## **4. Street Cleaning**

There was a temporary downturn on the scoring of street cleanliness in May due to maintenance issues with 2 sweepers, which have now been overcome and so the scoring should return to normal levels.

### **Background Documents:-**

None.

**Email:** brian.kew@oadby-wigston.gov.uk

**Tel:** (0116) 257 2[XXX]

<b>Implications</b>	
<b>Financial</b> (CR)	No significant implications.
<b>Legal</b> (AC)	No significant implications.
<b>Risk</b> (BK)	CR1 - Decreasing Financial Resources - in relation to waste collection. CR4 - Reputation Damage - failure to provide or reduce services.
<b>Corporate Priorities</b> (BK)	CP2 - Effective Service Provision CP4 - Green & Safe Places
<b>Vision and Values</b> (BK)	VV4 - Innovation VV5 - Customer Focus
<b>Equalities</b> (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, 27 June  
2017**

**Matter for  
Information**

**Title: Customer Services Transformation Update**

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

---

## **1. Introduction**

This report is to provide an update to the Service Delivery Committee regarding service delivery at the Customer Service Centre in Bell Street, Wigston and progress of the programme to introduce on line services.

## **2. Recommendations**

Members are asked to note the contents of the report.

## **3. Information**

### **3.1 Customer Satisfaction Survey**

A six monthly Customer Satisfaction Survey was carried out between Monday 24 April and Friday 28 April 2017. 100 face to face customers and 100 telephone customers were surveyed. Once again the outcome was a 100% satisfaction rating from customers using the service.

### **3.2 Online Services**

The focus going forward for customer services is to offer more choice to customers accessing services through the introduction of on line services.

The customer portal has been developed and tested and is ready to be made live. This will allow customers to view Council Tax and Benefit information. In addition, a suite of 20 on line forms will also be launched across a range of services. This is currently in the final testing phase which is due for completion by the end of June 2017.

Additional work has been necessary and a project is underway to upgrade all forms within the Customer Relationship Management (CRM) system including those currently in use by officers in the Customer Service Centre as the existing forms are being de supported by the supplier from December 2017. Project support will be provided by Steria ICT services to ensure the rebuilding and extensive testing of the forms is completed by December 2017.

### **3.3 Universal Credit**

The plan for Universal Credit full service to go live in Oadby and Wigston is still on schedule for March 2018. A full review of existing Universal Credit processes at OWBC will be carried out including preparation for the start of full service. This will include training from the DWP and working with neighbouring authorities who have now gone live with full service (Melton, Harborough and Hinckley & Bosworth).

OWBC have signed up to deliver Universal Support which includes sign posting customers for personal budgeting support and assisting with on line UC applications.

Personal budgeting support will be provided in conjunction with the voluntary sector agencies.

### **Background Documents:-**

None.

**Email:** jacky.griffith@oadby-wigston.gov.uk

**Tel:** (0116) 257 2612

<b>Implications</b>	
<b>Financial (CR)</b>	There is budgetary provision for Customer Service Transformation.
<b>Legal (AC)</b>	No significant implications.
<b>Risk (JG)</b>	CR1 - Decreasing Financial Resources CR4 - Reputational Damage
<b>Corporate Priorities (JG)</b>	The provision of excellent customer service and giving a wider choice to residents about how they access our services supports corporate priorities to deliver an inclusive and engaged borough (CP1) and to deliver effective service provision (CP2).  The effective implementation of Universal Credit full service supports the corporate priority to deliver effective service provision (CP2)
<b>Vision and Values (JG)</b>	The delivery of customer services will continue to support and underpin the Council's Vision and Values.
<b>Equalities (JG)</b>	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



**Service Delivery  
Committee**

**Tuesday, 27 June  
2017**

**Matter for  
Information**

**Title: Greening of the Borough Update**

**Author(s):**  
**Avril Lennox MBE (Health and Leisure Services Manager)**  
**Brian Kew (Operations Manager)**  
**Margaret Smith (Facilities and Administration Team Leader)**

## **1. Introduction**

This report covers the progress and developments with the Greening the Borough initiatives across service areas.

## **2. Recommendations**

That Members note the information within the report

## **3. Brocks Hill Country Park**

### **3.1. Natural Discovery Volunteer Project**

Due to a new job opportunity closer to her home, the Natural Discovery Project officer, left OWBC in April this year. It has therefore been necessary to re-evaluate the last phase of the funded Heritage Lottery project.

The following plans have now been put in place for the final 8 months of the project:

- The Conservation Volunteers group (TCV) will deliver all off-site conservation volunteering sessions, as well as coordinating the South Leicestershire College gardening programme at Brocks Hill;
- A new Admin Officer will carry out all administration tasks including inputting data, booking training, updating social media, supporting events, processing all financial matters, as well as collating project data to inform the final report;
- The Park Warden will coordinate the Brocks Hill volunteering sessions on a Wednesday. She will also act as the key point for advice and new volunteers; and
- Lead Volunteers – In line with the original project bid, the exit strategy for the project will be via the specially trained Lead Volunteers who will sustain the volunteering activities, post project.

The following information provides details of volunteering hours achieved since the 2015:

<b>Month</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
January	269.3	272	229.25
February	275	330.45	447.75
March	292.15	323.05	493.50



April	266	331	238.7
May	388.3	516.2	236.25
June	485	347.3	-
July	312.45	280	-
August	212	268.5	-
September	216.5	232.75	-
October	170.05	223	-
November	243	323.4	-
December	153	121.5	-
<b>Total</b>	3282.75	3569.15	-

### 3.2. **Park Warden Update (March - May 2017)**

A range of tasks have been completed by the Brocks Hill volunteers under the direction of the Park Warden. These include planting trees to diversify the woodlands, hedgelaying, spreading woodchip on paths, gardening the flower beds and raised beds, tree maintenance, bench and knee rail maintenance and repairing steps and gates.

Key management that was essential to raise the standards at Brocks Hill was to improve the frontage of the park: in winter, the front of the centre by the car park was overgrown, covered in weeds, with a crumbling knee rail that gave the impression that the park was neglected. The Park Warden arranged for contractors to replace the knee rail and worked with the volunteers to remove weeds, tidy shrubs and sow wildflower seeds in the area: it is already looking much better and a number of positive comments have been received from visitors.

The Park Warden continues to liaise with Grounds Maintenance on tasks such as mowing at Brocks Hill to achieve the desired outcomes for the park. In addition the former tenant farmer has provided a mowing services for the meadows and ridge and furrow fields.

There have been noticeable positive effects with the management techniques the Park Warden has prescribed. For example, leaving a proportion of the meadow uncut provides habitat for small mammals, attracting birds of prey: there has been numerous sightings of kestrels hunting on the fields over spring.

The Park Warden has also been assisting with some educational events at Brocks Hill. In March she led a successful school den building activity for 61 six year olds and in April she led a 'Busy birds of spring' activity for over 20 children, parents and special needs young adults with the Information Officer.

The Park Warden passed the BE trailer test in May, enabling her to utilise the tractor and trailer to carry out tasks around the park. Now that it is the growing season, the Park Warden is ensuring that particular areas are strimmed for access and aesthetics, but also ensuring sensitive wildlife spots are left undisturbed. Wildlife surveys are important to feed into the management of a site, a range of surveys have been carried out including Beewalk for Bumblebee Conservation Trust and

butterfly surveys. A catalogue of wildlife present at the park has also been carried out; this has identified almost 200 species, details of which have been uploaded to NatureSpot to inform county-wide records of species distribution.

The Park Warden has recently been supervising a work experience student from Brooksby College, who is just about to complete her 50 hours experience. The student has been very complementary about how much she has learnt whilst working at Brocks Hill.

### **3.3. Bat Walk**

On 24 May a Bat Walk took place at Brocks Hill Country Park and Centre which was led by the Leicestershire Bat Group. With just torches and bat detectors the group was able to identify the common pipistrelle, soprano pipistrelle and Nocturnal bat. This therefore proved to be a successful evening for the participants of the session as well as for Brocks Hill with the confirmation of these species on the site. It also reinforces the chosen management for the site is appropriate for these species and as more information is gathered it can be tailored accordingly.

### **3.4. Brocks Hill Natural History Garden Party**

On Sunday 4 June the Brocks Hill Natural History Garden Party took place with a wide array of stalls and music on offer with the demonstration of traditional crafts and the chance to find out more about some of our wildlife from conservation and recording groups amongst others. Brocks Hill was represented by our two volunteers who record birds and butterflies, while the Friends of Brocks Hill also had a stand.

We welcomed Everyone Active with a bigger role this year to help promote Health and Wellbeing, running alongside our development as a home for the Natural Environment. This has been pursued and established with the support of the Edith Murphy Foundation. Many travelled a fair distance to attend which given the uncertainty of the weather and the number of other events on that day was very encouraging. Although the numbers of visitors were down on previous years, those that came had a great day. The full analysis of the event is yet to be collated, an evaluation meeting has been planned for 10<sup>th</sup> July, however early indications confirm that individuals would definitely come back again should another event be arranged.

### **3.5. Volunteering Day**

On Tuesday 6 June, Brocks Hill was host to the third Volunteering Fair which was organised in partnership with Voluntary Action Leicester (VAL). The weather was extremely poor so visits from possible volunteers were very few. However many of the different groups and charities left having had a successful 3 hours of networking, with new projects established and some new volunteers and contacts made.

## **4. Facilities**

### **4.1. Borough Entry Signs**

Crow Mill, Aylestone Lane (Blue Bridge) and Kilby Bridge signs will be the first three to be re-furbished as part of a three year programme. The contractor will remove them from site, take them back to bare metal and then re-paint by hand to their original condition before applying an anti graffiti lacquer. Due to the contractors' workload for other local authorities which are ahead of us in the queue he is unable

to give a date for the work to be undertaken but can confirm it will not be before the end of July and that it is more likely to be around September.

#### 4.2. Allotments

- Quarterly liaison meetings were held with plot holders from Aylestone Lane and Wigston Road sites.
- Plot inspections have taken place at both sites. Eighteen improvement letters have been issued and one plot has been terminated for non cultivation.
- Repairs have been carried out to a number of taps at all four sites and one standpipe completely replaced at Wigston Road.

### 5. Clean and Green

- The new town centre operative for South Wigston is now in post.
- Compliments have been received for various bowls clubs regarding the bowling green at Peace Memorial Park.
- Works in the parks have included a new bed created in Willow Park.
- Weed spraying has taken place and tidying up around the Pride of the Borough route.

#### Background Documents:-

None.

**Email:** avril.lennox@oadby-wigston.gov.uk (Brocks Hill) **Tel:** (0116) 257 2673  
 brian.kew@oadby-wigston.gov.uk (Clean and Green) (0116) 257 2832  
 margaret.smith@oadby-wigston.gov.uk (Facilities) (0116) 257 2842

Implications	
<b>Financial (CR)</b>	No significant implications.
<b>Legal (AC)</b>	No significant implications.
<b>Risk</b> (AL, BK, MS)	CR1 - Decreasing Financial Resources CR5 - Effective Utilisation of Assets/Building CR8 - Organisational Change
<b>Corporate Priorities</b> (AL, BK, MS)	CP1 - An Inclusive and Engaged Borough CP2 - Effective Service Provision CP4 - Green and Safe Places CP5 - Wellbeing For All
<b>Vision and Values</b> (AL, BK, MS)	VV3 - Teamwork VV4 - Innovation VV5 - Customer Focus
<b>Equalities</b> (AL, BK, MS)	No significant implications.
	Equality Assessment:-
	<input type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input checked="" type="checkbox"/> Not Applicable



<b>Service Delivery Committee</b>	<b>Tuesday, 27 June 2017</b>	<b>Matter for Information and Decision</b>
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**Title:** **Service Performance Management Framework**

**Author:** **Joe Harkin (Communications and Business  
Performance Management Officer)**

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## **1. Introduction**

The report introduces the Service Performance Management Framework and proposed reporting structure to Members, which has been agreed by the Change Management Committee on 11 January 2017.

## **2. Recommendations**

- 2.1 To note and comment on the performance of the services in Appendix A.
- 2.2 To agree the content, format and frequency for this report to be submitted to Members.

## **3. Information**

- 3.1 A Performance Management Framework that collates and reports the Council's Key Performance Indicators (KPI) has been in development for over six months. Managers have been consulted about the content and target setting of key services. It has been successfully trialled over the last three months at internal Manager's meetings and has been agreed by the Change Management Committee.
- 3.2 The Framework produces a monthly report that quickly shows how the Council's individual services have performed against agreed targets or forecasts.
- 3.3 The report produced is called the Service Performance Report as is it is from a service delivery perspective. A copy of May 2017's report is attached at **Appendix A**.
- 3.4 Each KPI is allocated a rating of red, amber or green. This is commonly known as a RAG rating. This is to quickly draw attention to the areas status, with **RED** meaning that corrective action is required, **AMBER** means an area of concern and **GREEN** means on or exceeding the target.
- 3.5 The report shows actual performance versus predicted targets. The relevant indicator as set out in paragraph 3.4 and indicates the monthly performance. For each service we also include staffing data: specifically agency ratio, turnover, sickness and employee relations. In the future Customer Focus and Financial Health metrics will be added. A verbal explanation for each KPi that goes red will be submitted at the Committee meeting.
- 3.6 The Service Performance Report is still in a development phase and will evolve over time until the version is in line with the Council's expectations. At this stage, specialist software has not been procured but this may be something to consider as

development continues, to maximise the benefit of the process.

- 3.7 Both the Local Government Association and the Investors in People recommend that the Council has a Performance Management Framework and that this is embedded into the culture of the Council and is also communicated to all staff.

### Background Documents:-

Report entitled 'Performance Management Framework Proposal' by the Communications and Business Performance Management Officer to the Change Management Committee on 11 January 2017.

**Email:** joe.harkin@oadby-wigston.gov.uk

**Tel:** (0116) 257 2677

Implications	
<b>Financial (CR)</b>	No significant implications
<b>Legal (AC)</b>	No significant implications
<b>Risk (KP)</b>	No significant implications.
<b>Corporate Priorities (JH)</b>	CP1 - An Inclusive and Engaged Borough CP2 - Effective Service Provision
<b>Vision and Values (JH)</b>	VV1 - Accountability VV3 - Teamwork VV4 - Innovation VV5 - Customer Focus
<b>Equalities (JH)</b>	An Equality Assessment (Initial Screening) is attached at <b>Appendix B.</b>
	Equality Assessment:-
	<input checked="" type="checkbox"/> Initial Screening <input type="checkbox"/> Full Assessment <input type="checkbox"/> Not Applicable

# **Oadby & Wigston Borough Council Service Performance Report**

## **MAY 2017**

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**Oadby & Wigston**  
BOROUGH COUNCIL

# LEGEND

Symbol/Colour:	MEANING:
	<b>RED:</b> CRITICAL – Action Required (over 10% away from target)
	<b>AMBER:</b> CAUTIONARY (within 10% of desired target)
	<b>GREEN:</b> SATISFACTORY (on or above target/expectation)
Page 60	<b>PURPLE:</b> NOT SUBMITTED!
	<b>GREY:</b> N/A or TBC
<b>A</b>	The annual target expressed as an <b>AVERAGE</b>
<b>Y</b>	Cumulative <b>YEAR TO DATE</b> figure
<b>L</b>	Indicates that a <b>LOWER</b> figure is more desirable
<b>Q</b>	This figure is only available on a <b>QUARTERLY</b> basis
<b>P</b>	The <b>PREVIOUS</b> months figure <i>EG Feb's report shows Jan's figures</i>

# Corporate Resources

No.	Performance Indicator	Target	Actual	Annual Target	YTD(Y)/AVG Actual	RAG
1	Advert to offer (days) <b>L</b>	30	25.5	30	25.25	
2	Learning Pool courses	0	0	tbc	0	
3	Meeting minutes published in 15 days	100%	75%	100%	70.5%	
4	Meeting agendas published in 5 days	100%	100%	100%	100%	
5	Supplement agendas updated in 1 day	100%	100%	100%	100%	
6	FOI requests completed <b>P</b>	100%	94%	100%	92.5%	
7	EIR requests completed <b>P</b>	100%	100%	100%	100%	
8	Stage one complaints in 15 days <b>L</b>	100%	66.7%	100% <sup>s</sup>	68.3%	
9	Facebook likes (% + per mth)	5%+	5.9% (307)	5%+	4.75%	
10	Twitter followers (% + per mth)	2% +	2.8% (926)	2%+	1.95%	



# Corporate Resources

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	0%	5%	0%	
P2	Turnover	1.19%	0%	1.19%	0%	
P3	Sickness ( <i>Overall 0.68</i> )	1	0.66	1	0.33	
P4	Employee Relations	0	0	0	0	

# Communities

No.	Performance Indicator	Target	Actual	Annual Target	YTD / AVG Actual	RAG
11	Tenancy rent arrears <b>L</b>	2.5%	2.99%	2.5%	2.8%	
12	Former tenant arrears <b>L</b>	1.5%	2.57%	1.5%	2.56%	
13	Average void turnaround (days) <b>L</b>	20	8.5	20	14.25	
14	Homeless processing in 33 days	92%	93%	92%	86.5%	
15	Forum attendance	13	13	-	13 (Y)	
16	Community events attendance	0	0	-	0 (Y)	
17	Abandoned vehicles responded in 5 days	100%	90%	100%	95%	
18	Taxi licensing completed in 5 days	100%	100%	100%	100%	

# Communities

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	<b>2.7%</b>	5%	<b>2.7%</b>	
P2	Turnover	1.19%	<b>0%</b>	1.19%	<b>0%</b>	
P3	Sickness ( <i>Overall 0.68</i> )	1	<b>0.82</b>	1	<b>0.53</b>	
P4	Employee Relations	0	<b>0</b>	0	<b>0</b>	

# Customer Services

No.	Performance Indicator	Target	Actual	Annual Target	YTD/AVG Actual	RAG
19	Process new claims (days) <b>L</b>	15	<b>16.99</b>	15	<b>17.16</b>	
20	Circumstance change (days) <b>L</b>	8	<b>4.4</b>	8	<b>4.15</b>	
21	Accuracy	98%	<b>90.48%</b>	98%	<b>95%</b>	
22	Council Tax collection	9.5%	<b>9.47%</b>	98.5%	<b>10.3%</b>	
23	Business Rates collection	7.38%	<b>9.49%</b>	98.5%	<b>10.71%</b>	
24	Telephone answered <b>L</b>	20 secs	<b>37 secs</b>	20 secs	<b>36</b>	
25	Waiting time <b>L</b>	10 mins	<b>6 mins</b>	10 mins	<b>6.5</b>	

# Customer Services

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	<b>2.3%</b>	5%	<b>4.6%</b>	
P2	Turnover	1.19%	<b>2.38%</b>	1.19%	<b>0%</b>	
P3	Sickness ( <i>Overall 0.68</i> )	1	<b>1%</b>	1	<b>0.65%</b>	
P4	Employee Relations	0	<b>0</b>	0	<b>0</b>	

# Finance

No.	Performance Indicator	Target	Actual	Annual Target	YTD/AVG Actual	RAG
26	Invoices paid in 30 days of registration	95%	91%	95%	92%	
27	Average days to pay an invoice from date of registration <b>L</b>	15 days	17.36 days	15 days	15.25 days	
28	Invoices raised within 7 days of receipt	100%	100%	100%	100%	
29	Percentage of arrears over 90 days against total annual debit <b>L</b>	20%	14%	20%	14%	
30	Percentage of reconciliations in 21 days of month end. <b>P</b>	100%	100%	100%-	100%	
31	Percentage of returns completed by set deadline. (YTD basis)	90%	80%	90%	78%	

# Finance

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	<b>12.5%</b>	5%	<b>12.5%</b>	
P2	Turnover	1.19%	<b>0%</b>	1.19%	<b>0%</b>	
P3	Sickness ( <i>Overall 0.68</i> )	1	<b>0.13</b>	1	<b>0.66</b>	
P4	Employee Relations	0	<b>0</b>	0	<b>0</b>	

# Leisure Services

No.	Performance Indicator	Target	Actual	Annual Target	YTD/AVG Actual	RAG
32	Activity sessions	20	14	735	195 (Y)	
33	Events held	0	0	7	2 (Y)	
34	School pupil visits	150	86	810	238 (Y)	
35	Campaign participation	0	0	1,150	0 (Y)	
36	Leisure participants	66,829	78,543	803,186	148,781 (Y)	
37	Volunteering hours	200	236.25	3,200	465.25 (Y)	
38	Green Flag status	Achieved	Achieved	Achieved	Achieved	



# Leisure Services

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	0%	5%	0%	
P2	Turnover	1.19%	14.29%	1.19%	13.39%	
P3	Sickness ( <i>Overall 0.68</i> )	1	0	1	0	
P4	Employee Relations	0	0	0	0	

# Operations

No.	Performance Indicator	Target	Actual	Annual Target	YTD/AVG Actual	RAG
39	Assisted Collections <b>L</b>	5	<b>1</b>	60	<b>6 (Y)</b>	
40	Missed Collections <b>L</b>	30	<b>19</b>	30	<b>17</b>	
41	Accidents / near misses <b>L</b>	0	<b>0</b>	0	<b>0 (Y)</b>	
42	Waste per household <b>L</b>	40kg	<b>32kg</b>	40kg	<b>30.5kg</b>	
43	Recycling Rate	50%	<b>51%</b>	50%	<b>45.2%</b>	
44	Street Cleansing	B+	<b>B-</b>	B+	<b>B</b>	

# Operations

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	21.2%	5%	23.55%	
P2	Turnover	1.19%	0%	1.19%	0.93%	
P3	Sickness ( <i>Overall 0.68</i> )	1	0.82	1	0.9	
P4	Employee Relations	0	1	0	3	

# Planning, Development & Regeneration

No.	Performance Indicator	Target	Actual	Annual Target	YTD / AVG Actual	RAG
45	Pavilions/Centre income	£4,300	£1,580	£51,600	£10,142 (Y)	
46	The Local Plan	100%	100%	100%	100%	
47	Housing delivery	100%	100%	100%	100%	
48	Major planning applications L	84 days	277.5 days	84 days	277.5 days	
49	Minor planning applications L	56 days	71.5 days	56 days	62.9 days	
50	Other planning applications L	56 days	67 days	56 days	64.1 days	
51	Wigston: Shop Occupancy Q	91%	96.03%	91%	96.03%	
52	South Wigston: Shop Occupancy Q	91%	91.25%	91%	91.25%	
53	Oadby: Shop Occupancy Q	91%	96.87%	91%	96.87%	

# Planning, Development & Regeneration

No.	Team Health Indicator	Tolerance	Actual	Annual Target	YTD/AVG Actual	RAG
P1	Agency Ratio	5%	<b>11.1%</b>	5%	<b>11.4%</b>	
P2	Turnover	1.19%	<b>0%</b>	1.19%	<b>0%</b>	
P3	Sickness ( <i>Overall 0.68</i> )	1	<b>0.37</b>	1	<b>0.27</b>	
P4	Employee Relations	0	<b>0</b>	0	<b>0</b>	



# EQUALITY ASSESSMENT

## PART 1 - INITIAL SCREENING

<b>Name of Policy/Function: Performance management framework/Corporate Resources</b>	<input checked="" type="checkbox"/>	This is <b>new</b>
	<input type="checkbox"/>	This is a <b>change</b> to an existing policy
	<input type="checkbox"/>	This is an <b>existing</b> policy, Function, not previously assessed

<b>Date of screening</b>	16 June 2017
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### 1. Briefly describe its aims & objectives

The aim for this new Performance Framework is to introduce a performance culture into the Council. This involves assessing services and setting targets for service delivery. Reports will go to the Senior Managers of the Council and Members so that key services can be measured and ultimately improved. The Framework, when established, will be published on the Council's Website

### 2. Are there external considerations?

*e.g. Legislation/government directive etc*

There is no legislation/government directive when dealing with this area of work. However to achieve the new criteria set by the Investors In People and other quality standards, Councils are expected to be driven by performance targets as a way of identifying efficiencies.

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

All Council employees, Members and residents rely on a well performing Council to deliver timely services.

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

The desired outcome is that the Council is aware of its current performance and can build on it in line with key priorities.

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

Internal testing/consultation has been in place for about 8 months. This is in the Investors in People as part of the action plan which has been circulated to the staff. Teams have been consulted on which performance indicators demonstrate relevant team performance. Managers have worked on the indicators and which ones to use for each service area.

## 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.*

There are no concerns at this stage regarding the possibility of inequalities/negative impacts. This framework aims to allow all services to all stakeholders and to be measured give greater transparency to reported areas of service delivery.

## 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
<b>Disability</b>	Neutral. This policy will be applied equally regardless of an employee's disabilities.
<b>Race (including Gypsy &amp; Traveller)</b>	Neutral. This policy will be applied equally regardless of an employee's race.
<b>Age</b>	Neutral. This policy will be applied equally regardless of an employee's age.
<b>Gender Reassignment</b>	Neutral. This policy will be applied equally regardless of if an employee has had a gender reassignment.
<b>Sex</b>	Neutral. This policy will be applied equally regardless of an employee's sex.
<b>Sexual Orientation</b>	Neutral. This policy will be applied equally regardless of an employee's sexual orientation.
<b>Religion/Belief</b>	Neutral. This policy will be applied equally regardless of an employee's religion/belief.
<b>Marriage and Civil Partnership</b>	Neutral. This policy will be applied equally regardless of an employee's marital/civil partnership status.
<b>Pregnancy and</b>	Neutral. This policy will be applied equally regardless of

<b>Maternity</b>	whether an employee is pregnant or on maternity.
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**8. Could other socio-economic groups be affected?**

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

No. This framework is a reporting mechanism services.
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**9. Are there any human rights implications?**

No.
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**10. Is there an opportunity to promote equality and/or good community relations?**

The Framework can be made available in large print if requested by an employee/Member or Resident. The colour coding for each rating should make it easy for people to read.
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**11. If you have indicated a negative impact for any group is that impact legal?**

*i.e. not discriminatory under anti-discrimination legislation*

No
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**12. Is any part of this policy/service to be carried out wholly or partly by contractors?**

No. The Communications and Performance Officer carried out this work as part of his role. The Council may make a small investment in software to collect the data as the Framework develops.
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**13. Is a Part 2 full Equality Assessment required?**

No.
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**14. Date by which a Part 2 full Equality Assessment is to be completed with actions.**

N/A
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**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  
(*Policy/Function/Report written*)

Joe Harkin

Date 16/06/2017

Countersigned by  
(*Head of Service*)

Karen Pollard (Interim)

Date 16/06/2017

Please forward an electronic copy to: [veronika.quintyne@oadby-wigston.gov.uk](mailto:veronika.quintyne@oadby-wigston.gov.uk)  
(*Community Engagement Officer*)

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