



TO COUNCILLOR:

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 JP
R E Fahey

Mrs S Z Haq
Dr T K Khong
K J Loydall JP
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, 10 OCTOBER 2017** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
02 October 2017

Anne Court
Chief Executive (Interim)

<u>ITEM NO.</u>	<u>AGENDA</u>	<u>PAGE NO'S</u>
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 27 June 2017 To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.	1 - 9
5.	Action List Arising from the Meeting held on 27 June 2017 To read, confirm and note the Action List arising from the previous meeting.	10 - 11
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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For more information, please contact:

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**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 27 JUNE 2017
COMMENCING AT 7.00 PM**

PRESENT

Councillor G A Boulter (Chair)
Councillor F S Broadley (Vice Chair)

COUNCILLORS

L A Bentley
Miss A R Bond
J W Boyce
Mrs L M Broadley
D M Carter
Mrs L Eaton JP
R E Fahey
Mrs S Z Haq
Dr T K Khong
K J Loydall JP
R H Thakor

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
Mrs A E Court (Director of Services / Monitoring Officer)
S Glazebrook (Interim Head of Community Services)
J Harkin (Communications and Business Performance Management Officer)
C Raymakers (Interim Finance and Accountancy Manager)

1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors G S Atwal and Miss M V Chamberlain.

2. APPOINTMENT OF SUBSTITUTES

None.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES OF THE PREVIOUS MEETING HELD ON 21 MARCH 2017

Councillor K J Loydall stated that no answer had been received to his question put to the meeting of the Committee held on 05 July 2016 in respect of the £1m start-up grant awarded to the Lightbulb Project (LbP) (Min. Ref. 55 at para. 7, page 5).

The Interim Head of Community Services advised that the £1m start-up grant amounted to a transformation budget to investigate the feasibility of setting-up the LbP. It was said that details as to the spending of that budget and its remaining balance would be reported back to a subsequent meeting of the Committee.

RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 21 March 2017 to be taken as read, confirmed and signed.

5. ACTION LIST ARISING FROM THE MEETING HELD ON 21 MARCH 2017

In respect of the action points marked 'Community Services Update' (Min. Ref. 54), the Interim Head of Community Services advised that an update detailing the collection of former tenant arrears in monetary terms and a gas safety compliance policy was to be presented to the next meeting of the Committee.

RESOLVED THAT:

The Action List be noted by Members.

6. PETITIONS AND DEPUTATIONS

None.

7. PROVISIONAL COMMITTEE OUTTURN REPORT (2016/17)

The Committee gave consideration to the report and appendices (at pages 12 - 20) as delivered and summarised by the Interim Finance and Accountancy Manager ("the Service Manager") which should be read together with these minutes as a composite document.

The Service Manager provided Members with a further explanatory narrative to clarify the position(s) in respect of particular service heads at Appendix 1 - Provisional Outturn Summary (General Fund) for 2016/17 (at pages 15 - 16).

The Committee was further advised that the service heads marked '20206 Brocks Hill Events' and '20205 Greening the Borough' should be inversed. This was said to be an administrative mistake thus nullifying the variances as stated in error in the report.

The misspelling of the service heads marked '20004 Wigston Fields (*Frier* Centre)' and '20009 *Water Charges* Day Centre' were also noted for future correction.

RESOLVED THAT:

- (i) The reported outturn positions for 2016/17 be noted; and**
- (ii) The requested revenue carry forward(s) be noted.**

8. COMMUNITY SERVICES UPDATE

The Committee gave consideration to the report and appendix (at pages 21 - 26) as delivered and summarised by the Interim Head of Community Services ("the Head of Service") which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby the report on balance was commended. The Committee raised a number of points summarised as follows.

In respect of the Borough Wide Cleaning Contract (at para 3.11), the Committee enquired as to whether the contract and, or, appointed contractor: was to pay the National Living Wage (NLW), sickness and holiday pay; operated zero-hour contracts; was contracted on a

daily, weekday basis; was subject to any break clause provision(s); and was subject to any general financial controls, most notably in concerning the contractor's costs being absorbed into the contract's function costs. A concern was also raised in respect of the self-monitoring mechanism of the contract and if all Council-owned residential properties had Residents' Associations who could monitor and report back on standards of cleanliness (due to be) delivered.

The Head of Service advised that the contractor was to pay the NWL, sickness and holiday pay, did not operate zero-hour contracts and was contracted to clean in accordance with the cleaning schedule (incorporated as part of the specification) which varied depending on buildings' use and requirements. The contract was said to have no break clause however could be terminated at any time if the specification was not met and that all financial controls mentioned had been dealt with in accordance with the contract's obtaining procedures and protocols. Periodic estate walkabouts were said to be undertaken to ensure standards of cleanliness were to be met to which the contractor, residents, officers and Members were to be invited.

The Committee further: sought clarification as to the position of gas safety compliance as of 30 June (at para. 3.7); requested assurances that action was to be taken to address paint peeling from the exterior of Chartwell House, Oadby; and enquired as to whether the Council's costs associated with previously serving Untidy Land Notices (under Section 215 of the Town and Country Planning Act) upon 114 Uplands Road, Oadby would be recovered once the property was sold (para. 3.8).

The Head of Service advised that a 100% compliance rate for gas safety was on target for 30 June. The cause of the paint peeling at Chartwell House was said to be due to isolated incidences of water damage that had since been corrected and that action was being taken to monitor the affected areas. It was said that Council would seek to recover its associated costs regarding 114 Uplands Road.

It was moved by the Chair, seconded by Councillor D M Carter and

UNANIMOUSLY RESOLVED THAT:

- (iii) The contents of the report be noted;**
- (iv) The current rent arrears target of 2% of the annual rent debit for 2017/18 be approved;**
- (v) The former tenant arrears target of 2.5% of the annual rent debit for 2017/18 be approved;**
- (vi) A voids turnaround time of 20 days for 2017/18 be approved; and**
- (vii) An update report regarding the progress of the Borough Wide Cleaning Contract be brought back to the Committee in six-months.**

9. FIRE SAFETY IN THE BOROUGH (VERBAL UPDATE)

The Committee received the following verbal update in respect of fire safety in the Borough as delivered by the Interim Head of Community Services:

"Following the fire at Grenfell Tower in North Kensington, London the Council thought it prudent to review its fire safety arrangements and is able to report that the Council does not have any major issues.

Officers have visited and reviewed all 92 Fire Risk Assessments (FRA's) for offices and residential buildings with communal areas. This has established there are no red or urgent

action actions outstanding and has ensured that arrangements are in place for actions that can be carried out on a planned basis. The next round of independent professional FRA's have been arranged and these started yesterday.

The Elizabeth Court insulation project in Wigston has since been reviewed and the specified material to insulate the solid wall areas is a non-combustible mineral wool. The data for the insulation recently filled to solid wall properties in the EWI program has been rechecked and the material used complies with all the fire safety standards and is not the same product used in the Grenfell Tower.

A precautionary check is also currently being made that all houses that received external insulation have working hard-wired smoke alarms. A review of the stay put policy for general needs houses has commenced so as not to encourage neighbouring residents to stay put if they have a safe means of escape when fire first breaks out. A review of personal evacuation arrangements for residents in sheltered housing has also commenced. This will include consultation with the Leicestershire Fire and Rescue Service.

The Council has responded to a number of requests for information from Central Government. These mainly relate to whether the Council has residential buildings above six stories. I can confirm that none of the Council's properties are above six stories: Chartwell House in Oadby is its tallest building and is 6 stories. The Council has also responded to a number of related Freedom of Information requests and has started to look at policy implications in view of the fast moving situation."

RESOLVED THAT:

The verbal update be noted by Members.

10. HOUSING OPTIONS FOR FORMER ASYLUM SEEKERS

The Committee gave consideration to the report and appendix (at pages 27 - 31) as delivered and summarised by the Interim Head of Community Services which should be read together with these minutes as a composite document.

A debate thereon was had whereby the majority of Members believed that the concerns over re-housing options were County-wide as opposed to a Borough-only problem for which the latter was being asked to accept responsibility as a result of Leicestershire County Council's (LCC) indecision. The main problem therein was said to be asylum seekers being denied access to general homelessness provision across Leicestershire by virtue of LCC's decision not to accept that those who have received a positive decision automatically have a "local connection" to the Housing Register.

It was moved by the Chair, seconded by the Vice-Chair and

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The Housing Allocations Policy be reviewed, in consultation with the policies as may be adopted by the other Borough and District Council in Leicester/shire, and brought back to the Committee in six-months.**

11. REVIEW OF PEST CONTROL SERVICE UPDATE

The Committee gave consideration to the report (at pages 1 - 4 of the agenda update) as delivered and summarised by the Interim Head of Community Services which should be

read together with these minutes as a composite document.

A debate thereon was had whereby Members commended the report and the progress made towards retaining and expanding an in-house pest control service. It was requested that a balance sheet detailing the balance of income and expenditure be compiled and brought back to the next meeting of the Committee.

It was moved by the Chair, seconded by the Vice Chair and

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The revised Scale of Fees and Charges to come into effect on 01 July 2017 be approved.**

12. CORPORATE ENFORCEMENT UPDATE

The Committee gave consideration to the report (at pages 32 - 35) as delivered and summarised by the Interim Head of Community Services ("the Head of Service") which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby a number of points were raised.

In respect of the abandoned vehicles (AV's) (at para 3.4), the Committee enquired as to whether removal, storage and disposal costs of AV's were incurred to the Council and, if so, whether a recharge mechanism was in place to claim back such costs or if a claim could be made by the Council to any "scrappage fee" collected. The Committee further enquired as to the period of time an AV Notice (AVN) was to be affixed to a vehicle for before enforcement action could be taken; and if checks were made as to a vehicles' roadworthiness before being deemed abandoned.

The Head of Service stated that such costs were incurred and although these could be recharged, this could not practically be done as the majority of vehicles' owners could not be identified and, when removing AV's from occupied land, occupiers could not be charged. The collection of any "scrappage fee" was said to require further investigation. The Committee was advised that all local authorities must undertake an assessment of suspected AV's which include, but are not limited to, making enquires on the DVLA's databases as to vehicles' roadworthiness. It was said that vehicle owners must be given 7 days' written notice before vehicles can disposed of and landowners or occupiers be given 15 days' notice of any proposed removal.

In respect of the Public Space Protection Orders (PSPO's) (at para 3.7), the Committee enquired as whether a PSPO was to be applied Borough-wide and, or, to a specific public-area within the Borough. All PSPO's were requested to be brought back to the Committee for its information and to be accompanied by a robust publicity campaign to meet all statutory requirements and instil a deterrence effect.

The Head of Service advised that PSPO's need not be self-confined to any specific public-area so long as it is known by the public where any given PSPO may or may not be in place (e.g. if dogs are not allowed in a park, there must be signs saying so).

RESOLVED THAT:

The contents of the report be noted by Members.

In accordance with Rule 7.3 of Part 4 of the Constitution, it was moved by the Chair, second by the Vice Chair and

RESOLVED THAT:

The order of business be altered and taken in the order as reflected in the minutes, accordingly.

13. SERVICE PERFORMANCE MANAGEMENT FRAMEWORK

The Committee gave consideration to the report and appendices (at pages 57 - 78) and supplementary visual presentation as delivered and summarised by the Communications and Business Performance Management Officer which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby it was decided that the Service Performance Reports (SPR's) were to be reported bi-annually to the Committee. It was agreed that each 'Performance Indicator' (PI) and 'Team Health Indicator' (THI) required further narrative in more simple, explanatory terms to optimise end-users' understanding. It was said that the SPR's ought to aspire to become a "live" point of reference in measuring the Council's monthly performance targets and to be easily accessible by the public within three working days of each month end.

The Committee requested that the supplementary presentation and the revised Service Performance Management Framework (SPRF) incorporating the aforementioned points be circulated to Members, once finalised, in due course.

It was moved by Councillor J W Boyce, seconded by Councillor R E Fahey and

UNANIMOUSLY RESOLVED THAT:

- (i) The performance of the services (as set out in Appendix A) be noted by Members; and**
- (ii) The content, format and frequency of the report(s) (as set out in the foregoing minutes) be agreed.**

14. LEISURE SERVICES UPDATE

The Committee gave consideration to the report (at pages 36 - 41) as delivered and summarised by the Director of Services / Monitoring Officer ("the Director") which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby the report on balance was commended. The Committee raised a number of points summarised as follows.

In respect of the path at Tendring Drive, Oadby (at para. 4), Members broadly welcomed the progress made to provide easier access to disabled and disadvantaged residents and visitors however emphasised that due consideration should be given to balance the reasonableness of cost *vis-à-vis* compliance with the (former) Disability Discrimination Act (DDA) requirements. The Director advised that further clarification was to be sought as to when temporary planning permission was to begin.

In respect of the car park extension at and footpath to the Parklands Leisure Centre ("Parklands") (at para. 5), Members acknowledged that an improved car parking provision

of a reported 200 - 250 more spaces was needed to accommodate the ever-increasing uptake of the Council's leisure offer. For both practical and financial reasons, this was said to be best achieved by bringing forward a combined-scheme. This was to include a comprehensive evidence-base to future-proof the site, proper car park lighting, a car park management plan and a footpath, the latter of which some Members said was long overdue. It was agreed that a planning application was to be prepared and submitted within the next three months. The Director advised that, as the proposed combined-scheme sought the Committee's approval in principle only at this stage only, no Member currently sitting on both this Committee and the Development Control Committee would be compromised by voting thereon.

In respect of the redundant children's play equipment at Brocks Hill (at para. 6), Members requested that detailed explanations framed in health and safety terms should be given to rationalise any removal of any play equipment. As such, the Committee heard that the decision was taken upon the considered recommendations of the Council's Health and Safety Officer who had previously condemned the sand play unit due to faecal-contamination and that a recent incident had uncovered that the zip wire posed an immediate impact risk relative to the amphitheatre's entrance.

It was moved by Councillor J W Boyce, seconded by the Chair and

UNANIMOUSLY RESOLVED THAT:

- (i) The information provided within the report be noted and the range of opportunities to the wider audience (as set out in paragraph 3) be endorsed and promoted by Members;**
- (ii) The proposed car park extension at Parklands Leisure Centre (as set out at paragraph 4) be approved in principle;**
- (iii) The position on progressing appropriate access into Brocks Hill Country Park from the Tendring Drive Path (as set out at paragraph 5) be noted; and**
- (iv) The removal of two pieces of play equipment from Brocks Hill Country Park for health and safety reasons (as set out at paragraph 6) be noted.**

15. FACILITIES SERVICES UPDATE

The Committee gave consideration to the report (at pages 49 - 50) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.

In respect of Ervins Bridge Footbridge (at para. 3.1) although the Committee acknowledged the comments made by the Canal and River Trust (CaRT) it was reiterated by Members that rather a simple and cost-effective means of crossing the waterway was an urgent priority. The CaRT's proposals were said to be unnecessarily increasing costs and rendering the project more difficult to ultimately realise.

In respect of cemeteries (at para. 5.2.), it was requested that a report be brought back to the next meeting of Committee to address the increasingly limited capacity of burial spaces at Oadby Cemetery over the next 12 - 18 months.

In respect of bus shelters (at para. 3.2), some Members denounced locally-operating bus companies' decision(s) not to invest in the refurbishment of shelters particularly in view of the recent profit increases enjoyed by such companies.

RESOLVED THAT:

The contents of the report be noted by Members.

16. PLAY AREAS - ROLLING PROGRAMME OF REFURBISHMENT

The Committee gave consideration to the report (at pages 49 - 50) as delivered and summarised by the Director of Services / Monitoring Officer ("the Director") which should be read together with these minutes as a composite document.

It was added that the refurbishment at Florence Wragg Way, Oadby was to go ahead in consultation with Ward Members and the recently concerned petitioner.

It was moved by the Chair, seconded by the Vice-Chair and

RESOLVED THAT:

- (i) The priority order (as set out in the table at paragraph 3.5) with the exception that new equipment for Ellis Park, Oadby is deferred until a final decision is made on the former Oadby Pool Site is approved;**
- (ii) The play area at Florence Wragg Way, Oadby be re-furbished as a priority using s106 monies; and**
- (iii) A single item of equipment (a climbing unit) is purchased and installed at Cleveland Road Open Space (Grittar Close), Wigston using the 2017/18 Capital Budget to replace the see-saw that was removed for health and safety reasons.**

17. OPERATIONAL SERVICES UPDATE

The Committee gave consideration to the report (at pages 49 - 50) as delivered and summarised by the Director of Services / Monitoring Officer ("the Director") which should be read together with these minutes as a composite document.

The Director added that, in addition to the six grass verge cuts contracted to Blaby District Council (BDC) and funded by Leicestershire County Council, BDC had agreed to carry out a further grass verge cut in 2017/18 at 50% of the original cost which was to be met from the Borough Council's existing and agreed budgetary provision.

RESOLVED THAT:

The contents of the report be noted by Members.

18. CUSTOMER SERVICE TRANSFORMATION UPDATE

The Committee gave consideration to the report (at pages 51 - 52) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.

RESOLVED THAT:

The contents of the report be noted by Members.

19. GREENING OF THE BOROUGH UPDATE

The Committee gave consideration to the report (at pages 53 - 56) as delivered and summarised by the Director of Services / Monitoring Officer ("the Director") which should be read together with these minutes as a composite document.

The Director added that the judging of the annual East Midlands in Bloom (EMiB) competition by the EMiB Regional Committee was to take place week commencing 3 July.

RESOLVED THAT:

The contents of the report be noted by Members.

THE MEETING CLOSED AT 9.09 PM



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Chair
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Tuesday, 10 October 2017
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Agenda Item 5

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 27 June 2017

Min. Ref.	Item of Business	*Details of Action <i>Action Due Date</i>	Responsible Officer(s)' Initials	Status / Update
4.	Minutes of the Previous Meeting held on 21 March 2017	Details as to the spending and remaining balance of the £1m start-up grant to the LbP to be reported back to a subsequent meeting of the Committee. <i>Due by Oct-17</i>	SG	Verbal Update
11.	Review of Pest Control Service Update	A balance sheet detailing the income and expenditure in relation to PCS's to be compiled and brought back to the next meeting of the Committee. <i>Due by Oct-17</i>	SG	See Report (Agenda Item 10)
12.	Corporate Enforcement Update	The collection of any "scrappage fee" in relation to AV's be further investigated and reported back to Members' outside the Committee. <i>Due by Aug-17</i>	SG	Complete
12.	Corporate Enforcement Update	All PSPO's to be brought back to the Committee for its information and to be accompanied by a robust publicity campaign. <i>Due by Ongoing</i>	SG JH	See Report (Agenda Item 13)
13.	Service Performance Management Framework	The presentation and the revised SPRF incorporating the points (see minutes) be circulated to Members once finalised. <i>Due by Aug-17</i>	JH	On Target to Complete
14.	Leisure Services Update	To clarify when the period of temporary planning permission begins in relation to the Tendring Drive Path, Oadby. <i>Due by Jul-17</i>	MHo RR	See Report (Agenda Item 14) / Verbal Update
14.	Leisure Services Update	A planning application be prepared and submitted within the next three months in relation to the car park extension and	MHo AL	Complete / Verbal Update

		footpath at Parklands, Oadby. <i>Due by Sep-17</i>		
15.	Facilities Services Update	A report addressing burial capacity at Oadby Cemetery be brought back to the next meeting of the Committee. <i>Due by Oct-17</i>	MS	See Report (Agenda Item 12)

* | All actions listed are those which are informally raised by Members during the course of debate upon a given item of business which do not otherwise form part of - but may be additional, incidental or ancillary to - any motion(s) carried. These actions are for the attention of the responsible Officer(s) so-named.

Agenda Item 7



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information and Decision
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Title: **Committee Budget Revenue and Capital Review (April - August 2017)**

Author(s): **Chris Raymakers (Head of Finance, Revenues and Benefits)**

1. Introduction

This report provides Members with details of the budgetary position for the Committee at 31 August 2017 for both capital and revenue budgets within both the General Fund and Housing Revenue Account (HRA).

2. Recommendation(s)

- 2.1 That Members note the current position.
- 2.2 That Members consider the breakdown of capital programmes outlined in Appendix A and B to this report and recommend them to the Policy Finance and Development Committee for approval.

3. Information

- 3.1 In February 2017, a revenue budget was approved for this committee of £2,975,600 which was a reduction of £617,000 from the 2016/17 budget.

Currently, the Committee General Fund position shows a predicted net spend for the year of £2,980,600 giving an increase in net expenditure of £5,000. The principal variances are shown in the table below.

Budget	Cause of Variance	£
Original Committee Budget		2,975,600
Recycling Disposal Surplus on MRF	Decline in the market for recyclable materials	50,000
Cemetary Income	Income Down on Expected levels	15,000
Salary Saving across Service Delivery Committee	Restructuring and reduction in hired staff	(60,000)
Estimated Revised Budget		2,980,600

- 3.2 The principal revision above relates to the sale of recyclable materials. The recycling market has dropped off slightly over the last six months reducing potential income for the year. However, counterbalancing this loss are savings in salaries across the committee, principally within the refuse and recycling area, totalling around £60,000.

3.3 Housing Revenue Account (HRA)

The Council's Housing Revenue Account budget was set in February 2017 with the view of breaking even during the year. This meant that the minimum balance of

£300,000 which the business plan dictates would continue to be kept.

	Original Budget 2017/18	Over/Unders pends from 2016/17	Increases/ Decreases in Budgets	Estimated Outturn 2016/17
	£	£	£	£
Net Costs of Services on the HRA	(760,400)		(73,600)	(834,000)
Capital Charges	540,700			540,700
Revenue Contributions to Capital	0		204,000	204,000
Appropriation to Earmarked HRA reserve	219,700			219,700
Increase in Year	0	0	130,400	130,400
Actual Balance b/f on Housing Revenue Account - 1 April 2017	(300,000)	(144,000)		(444,000)
Budgeted Deficit in Year	0		130,400	130,400
Balance c/f on Housing Revenue Account	(300,000)	(144,000)	130,400	(313,600)

3.4 There are two savings to be reported at Net Cost of Services Level

- A saving in salary costs in 2017/18 of £13,000 within Estates Management.
- Reimbursement of electricity charges negotiated with the supplier of around £60,000 which was reported as in progress to the June committee.

The outturn from the 2016/17 financial year saw an under spend of £144,000 against budget leaving a balance on the HRA of £444,000. It is proposed that this extra money, together with the electricity refund, should be utilised to help fund the Capital programme within the HRA in 2017/18 as no other contributions from revenue were made available in the original budget.

3.5 Capital Programme

The total capital spend available for this committee is as follows:

a. Housing Revenue Account

Funding	£
Major Repairs Allowance as per HRA Business Plan	1,242,000
Borrowing - Budgets carried forward from 2016/17	804,000
Revenue Contribution to Capital	204,000
Total Funding for HRA	2,250,000

This has now been apportioned across various schemes listed in **Appendix A**.

b. General Fund

(Continued overleaf)

General Fund Programme	£
As per budget report February 2017	2,193,000
Budgets carried forward from 2016/17	631,100
Additions since 1 April 2017	
Brocks Hill and Parklands Development	1,200,000
Refurbishment of Belmont House by Bushloe Properties	100,000
Total Funding for Service Delivery General Fund	4,124,100

Appendix B has details of the way in which this amount has been broken down.

Members are asked to recommend these programmes to Policy and Finance Committee for adoption as a capital programme. This will then be reported back to each committee to monitor progress along with any variations requiring Member approval.

Background Documents:

Budget Report to Full Council February 2017

E-mail: chris.raymakers@oadby-wigston.gov.uk

Tel: (0116) 257 2891

Implications Committee Budget Revenue and Capital Review (April - August 2017)	
Finance	The financial implications are as set out in the report.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	There are no significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) Financial resources are reducing while the Government's austerity programme continues. It is important that the Council keeps to its programme of transforming services and savings targets. <input checked="" type="checkbox"/> Reputation Damage (CR4) Poor financial stewardship will lead to reputational damage for the Council. <input checked="" type="checkbox"/> Regulatory Governance (CR6) Financial Management forms are an integral part of the governance of the Authority. <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) If the Council's transformation programme does not progress in a timely then the affordability of some services will be in doubt.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) All Council Priorities are underpinned by sound financial management. <input checked="" type="checkbox"/> Effective Service Provision (CP2) <input checked="" type="checkbox"/> Balanced Economic Development (CP3) <input checked="" type="checkbox"/> Green & Safe Places (CP4) <input checked="" type="checkbox"/> Wellbeing for All (CP5)
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) All Council Values are underpinned by sound financial management. <input checked="" type="checkbox"/> Accountability (V1) <input checked="" type="checkbox"/> Respect (V2) <input checked="" type="checkbox"/> Teamwork (V3) <input checked="" type="checkbox"/> Innovation (V4) <input checked="" type="checkbox"/> Customer Focus (V5)
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.

Chris Raymakers (Head of Finance, Revenues and Benefits)	<input checked="" type="checkbox"/> Not Applicable
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Housing Revenue Account - Capital Schemes 2017/18			
Schemes	Budget 2017/18	Spend to 31 August	Comment
Central Heating	100,000	18,308	Ongoing programme
Front & Rear Doors	20,000	13,673	Works completed - 20 doors
Car Hardstandings	10,000	10,795	Now complete
Fire Safety Marriot House	50,100	1,755	Report received/under review
Fire Safety Junction Maromme Burgess	141,500	10,001	Procured, on site, expected to complete by Jan
External Works Junction Maromme Burgess	15,500	0	Now complete awaiting invoice
Decent Homes Work	200,000	45,138	Ongoing programme
Major Adaptations	150,000	42,932	Responsive works
Orchard Upgrade	6,500	6,394	Now complete
Arbitas Software Upgrade	25,000	20,500	Upgrade underway
Heating, Ventilation and Insulation	202,300	202,310	Now complete
Communal Heating System William Peardon Court	126,300	0	Currently reviewing requirements
Refurbish Bathrooms Kings Drive / Gibson Close	88,000	5,938	Now complete awaiting invoice
Refurbish Bathrooms William Peardon Court	30,500	28,300	Now complete
Garage Block Churchill Close	4,600	4,620	Now complete
Queen Street - Whole Unit Refurbishment	8,000	7,736	In progress
Malham Way, Oadby - Refurbishment of Kitchens / Bathrooms / Heating systems & External Works	378,500	8,235	Onsite works have now commenced
15/16 Retentions	4,700	0	
Elizabeth Court Insulation	604,400	583,325	In progress
Elizabeth Court Bin Stores	9,100	9,068	Now complete
14 Junction Road - Refurbish & Convert into 2 Homes	75,000	0	Programme costs still to be agreed
Total Capital 2017/18	2,250,000	1,019,025	

Service Delivery Committee - General Fund Capital Programme 2017/18

Schemes	Budget 2017/18	Spend to 31 August	Comment
Disabled Facilities Grant	439,400	98,855	Ongoing programme
Disabled Access/Facility Improvements	14,200	0	Will fund disabled parking spaces work
Belmont House Refurbishment	100,000	21	Carried out by Bushloe Developments and approved
Play Area Refurbishments	26,400	0	To be used for updating Brocks Hill Equipment
Cemeteries - Memorial Safety	15,300	0	Ongoing scheme remedial action taken when required
Festive Decorations	6,500	0	Annual refresh of lighting
Brocks Hill Country Park Access Footpath	5,300	3,944	Part of Brocks Hill Refurbishment Project - should complete by February
Grand Union Canal Footbridge	51,700	4,305	in progress. Awaiting more bespoke design and costings
Brocks Hill Car Park Drainage	12,800	0	Will be completed simultaneously with major car park works
Brocks Hill Country Park Lighting Refurbishment	5,000	0	Expect to complete within financial year - will be scheduled along with major works
Garden Waste Green Bins	0	13,360	Demand for extra green wheelie bins continues.
Car Park Resurfacing	76,800	590	works carried out at Junction Road and East Street
Refurbishment of Bus Shelters	6,200	6,200	Programme complete for this year.
Cleveland Open Space Fence	0	3,173	Now complete - replacement due to car damage
Sandhurst Street Car Park Boundary Wall Repairs	15,000	0	Now underway
Blaby Road Park Pavilion	250,400	0	Scheme under review - potential to transfer funding to alternative scheme in South Wigston
Parklands Leisure Centre, Car Park Improvement	6,400	0	Part of Brocks Hill Refurbishment Project - should complete by February
Purchase of New Vehicles	951,100	0	On hold pending outcome of review on future of refuse service
Top Loader with Crane	161,500	0	Awaiting delivery of vehicle
Fiat Doblo	13,900	13,888	Now complete
Grimebuster Replacement	25,000	25,000	Now complete
Brocks Hill Refurbishment Project	1,200,000	0	Part of Brocks Hill Refurbishment Project - should complete by February
Brocks Hill Building Redevelopment	24,200	0	Expect to complete within financial year - will be scheduled along with major works
Replacement of children's play equipment (Brocks Hill)	22,000	0	Expected to spend this financial year
Replacement of children's play equipment (Florence Wragg)	35,000	0	Designs has now been received from contractor.
Horsewell Lane Pavilion	660,000	0	Contingent upon committee decision, but unlikely to spend in full this financial year even if approved
Total Capital 2017/18	4,124,100	169,336	



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information and Decision
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Title: **Proposed Scale of Fees and Charges 2018/19**

Author(s): **Chris Raymakers (Head of Finance, Revenues and Benefits)**

1. Introduction

This report outlines the proposed fees and charges for areas covered by this Committee for the financial year 2018/19.

2. Recommendation(s)

That Members consider the proposed fees and charges and recommend them to Policy, Finance and Development Committee for approval.

3. Information

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

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

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

3.3. As at July 2017 the Retail Price Index, which is a measure of inflation, stood at 3.6%. This has been used as a guide for Heads of Service when considering any increases for 2018/19

3.4. The **Appendix** shows the current and next year's proposed charges together with any specific explanation of the change to any individual charge. A summary of changes by service area has been provided overleaf.

3.5. Environmental Health

Pest Control charges have already been subject to a major review this year and a report to this committee in June 2017 recommended significant increases, implemented in July. It is therefore recommended to keep the charges at this new level for 2018/19.

3.6. Housing

The new system of booking accommodation for the homeless has been introduced in

2017/18. Charges to recoup appropriate contributions from beneficiaries of this service are now in place.

3.7. Cemeteries

For 2017/18 the Council significantly increased its cemetery charges in order to start to close the gap between its charges and the charges imposed by Leicester City Council. The process of closing the gap continues this year

3.8. Brocks Hill Country Park and Centre

No increases are proposed at this point as the service is currently under review. Any alterations to the pricing structure at the Country Park and Visitors Centre will be brought back to this committee for approval.

3.9. Leisure Centres

Under the leisure centre management contract the service provider, SLM Ltd, proposes the increases to charges prior to them being applied in January. This year's increases are all broadly in line with inflation except for the hire of the pool for parties which has increase by about 10%.

3.10. Refuse and Recycling

The pricing of the removal of large and bulky items including white goods has been simplified and made consistent across categories.

Background Documents:

None.

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Tel: (0116) 257 2891

Implications Proposed Scale of Fees and Charges 2018/19	
Finance	In the current financial climate with financial resources becoming more scarce it is important the income is maximised and set at a level which will allow services to break even where possible.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	There are no significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1)
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) Competitive charging will encourage residents to use Council services.
Chris Raymakers (Head of Finance, Revenues and Benefits)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) By maximising demand through pricing it will allow services to be more effective and efficient.
	<input checked="" type="checkbox"/> Green & Safe Places (CP4) Maximising income allows the Council to maintain its services at a high level.
	<input checked="" type="checkbox"/> Wellbeing for All (CP5) Competitive pricing encourages participation in sport and other healthy activities.
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) Competitive charging will encourage residents to use Council services.
Chris Raymakers (Head of Finance, Revenues and Benefits)	<input checked="" type="checkbox"/> Customer Focus (V5) Competitive charging will encourage residents to use Council services.
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Chris Raymakers (Head of Finance, Revenues and Benefits)	<input checked="" type="checkbox"/> Not Applicable (EA)

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
3	ENVIRONMENTAL HEALTH							
	3.1 PEST CONTROL							
	(a) Domestic Rodents							
	i) Per Treatment (3 visits)	I	Each	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Income support and/or other income related benefits	I	Each	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	iii) OAP	I	Each	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(b) Mice in detached shed, garage, outbuilding or garden							
	i) Per Treatment (3 visits)	I	Each	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(c) Squirrels within premises							
	i) Standard Treatment (3 visits)	I	Standard	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	Additional Single Visits		Each	1-Jul-17	45.00	45.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Income Support and/or other income benefits (MTB)	I	Standard	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	iii) OAP - Standard Treatment (3 visits)	I	Standard	1-Jul-17	90.00	90.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	OAP - Additional visits		Each	1-Jul-17	45.00	45.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(d) Wasps							
	i) Per Treatment	I	Visit	1-Jul-17	66.00	66.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Additional nests during same visit		Each	1-Jul-17	45.00	45.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(e) Bedbug Treatments							
	i) Minimum treatment of 3 visits	I	3 visits	1-Jul-17	180.00	180.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Subsequent Visits		Each	1-Jul-17	60.00	60.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(f) Fleas Treatments							
	i) Minimum treatment of 3 visits	I	3 visits	1-Jul-17	80.00	80.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Subsequent Visits		Each	1-Jul-17	40.00	40.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(g) Cockroaches							
	i) Minimum treatment of 3 visits	I	3 Visits	1-Jul-17	200.00	200.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	ii) Subsequent Visits		Each	1-Jul-17	35.00	35.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(h) Treatments at commercial premises - Initial Visit	I	Initial Visit	1-Jul-17	200.00	200.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	Commercial premises - Revisits per hour or part thereof.		Per Hour	1-Jul-17	70.00	70.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	(i) Call out charge (Identification of Pests)		Call out	1-Jul-17	70.00	70.00		Charge revised from 1st July 2017 at Service Delivery Committee (27 June 2017)
	3.2 ENVIRONMENT & SAFETY INFORMATION ACT 1988							
	Copies of entries in register	I	Each	1-Apr-15	12.00	12.40		Increased by 3.6% RPI (nearest 10p)
	3.3 FOOD SAFETY ACT							
	Copies of Register of Food Business	I	Each	1-Apr-15	545.00	564.60		Increased by 3.6% RPI (nearest 10p)
	Copies of Computer Page	I	Page	1-Apr-11				

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
3.4 ENVIRONMENTAL PROTECTION ACT	Copies of Register of Authorisations	I	Each	1-Apr-15	58.00	60.00		Increased by 3.6% RPI (nearest £1)
3.5 DOG CONTROL								
(a)	Stray dogs - Statutory Charge		Each	1-Apr-16	25.00	25.00	X	The Environmental Protection (Stray Dogs) Regulations 1992 (Regulation 2)
(b)	Collect and Return to Owner (If Known)	N	Each	1-Apr-16	60.00	62.20		Increased by 3.6% RPI (nearest 10p)
(c)	Collect and Take to Kennels	N	Each	1-Apr-16	60.00	62.20		Increased by 3.6% RPI (nearest 10p)
(d)	Collect and Return if Dog Strays More Than Once (in a 6 month period)	N	Each	1-Apr-16	120.00	124.30		Increased by 3.6% RPI (nearest 10p)
(e)	Kennelling Fee	N	Per Day	1-Apr-16	14.00	14.50		Increased by 3.6% RPI (nearest 10p)
(f)	Emergency Vets Fee (plus 10% Admin Fee)	N	Visit	1-Apr-08	Actual	Actual		
(g)	Spray collar (barking dog prevention)	N	Each	1-Apr-16	18.00	18.60		Increased by 3.6% RPI (nearest 10p)
3.6 FOOD EXPORT CERTIFICATE		N	Each	1-Apr-16	120.00	124.30		Increased by 3.6% RPI (nearest 10p)
3.7 PRIVATE SECTOR HOUSING								
(a)	Accommodation Certificates	N	Each	1-Apr-16	115.00	119.10		Increased by 3.6% RPI (nearest 10p)
(b)	Change of Details on Certificate	N	Each	1-Apr-16	25.00	25.90		Increased by 3.6% RPI
(c)	Mandatory Five year Licensing of Houses in Multiple Occupation (HMO)	N	Each	1-Apr-16	750.00	777.00		Increased by 3.6% RPI
(d)	Additional Fee for Unlicensed Premises	N	Each	1-Apr-16	200.00	207.20		Increased by 3.6% RPI
(e)	Renewal of Mandatory Five Year Licences for HMO	N	Each	1-Apr-16	620.00	643.30		Increased by 3.6% RPI (nearest 10p)
	Deductions for -							
i)	Second house to be licensed	N	Each	1-Apr-16	(25.00)	(25.90)		Increased by 3.6% RPI
ii)	Membership of approved accreditation schemes	N	Each	1-Apr-16	(100.00)	(103.60)		Increased by 3.6% RPI
iii)	Membership of approved landlord scheme	N	Each	1-Apr-16	(50.00)	(51.80)		Increased by 3.6% RPI
(f)	Notices served under Housing Act 2004		Per Hour	1-Apr-16	46.00	47.70		Increased by 3.6% RPI (nearest 10p)
(g)	Expenses incurred in determining Enforcement Action		Actual Cost	1-Apr-12	Actual	Actual		
3.8 ABANDONED VEHICLE								
(a)	Abandoned Vehicle Charge							
i)	Abandoned Vehicle in Good condition	N	Each	1-Apr-15	range	150.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 1, Reg. 4
ii)	Abandoned Vehicle in Bad condition	N	Each	1-Apr-15	range	150.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 1, Reg. 4
(b)	Daily charge for every day we store vehicle with a maximum of 15 days storage & only if vehicle is worth more than £1000 in value	N	Daily	1-Apr-17	range	10.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 2, Reg. 5
(c)	For Disposal of Vehicle	N	Each	1-Apr-15	range	50.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 2, Reg. 6
3.9 CONTAMINATED LAND ENQUIRIES								
(a)	Written Correspondence	N	Per Letter	1-Apr-17	61.15	63.40		Increased by 3.6% RPI (nearest 10p)
(b)	Additional Hourly charge		Per Hour	1-Apr-16	46.00	47.70		Increased by 3.6% RPI (nearest 10p)
3.10 DRAIN CAMERA SURVEY								
(a)	First hour (including viewing)	I	First Hour	1-Apr-16	60.00	62.20		Increased by 3.6% RPI (nearest 10p)
(b)	Additional Half Hour	I	Additional	1-Apr-16	30.00	31.10		Increased by 3.6% RPI (nearest 10p)
3.11 CCTV								

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
(a)	Request for viewing	I	Each	1-Apr-16	15.00	15.50		Increased by 3.6% RPI (nearest 10p)
3.12	SOLICITOR/BUSINESS REQUESTS including factual reports							
(a)	Written Correspondence	I	Per Letter	1-Apr-17	56.05	58.10		Increased by 3.6% RPI (nearest 10p)
(b)	Additional Hourly charge		Per Hour	1-Apr-16	55.20	57.20		Increased by 3.6% RPI (nearest 10p)

VAT Key

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

SERVICE DELIVERY COMMITTEE

Appendix

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
5	HOUSING							
5.1	Use of Guest Rooms	E	Night	1-Apr-15	20.00	20.70		Increase by RPI 3.6% (nearest 10p)
5.2	Questionnaires re Loans for House Purchase		Each	1-Apr-17	40.00	41.45		Increase by RPI 3.6% (nearest 5p)
5.3	Hostel charge		Weekly			20.00		Weekly Charge to contribute towards heating, water, council tax, electricity, cleaning of communal areas per household, for those accommodated in a hostel operated on behalf of the Council, unless otherwise covered in the licence agreement.
5.4	Housing Options administration fee		Each			40.00		This Charge covers the administration of any Housing Options function, where the customer incurs an unauthorised charge, for instance covering the cost of arranging clearance of personal possessions from interim accommodation, arranging for the replacement of stolen equipment. This would be levied in addition to the actual cost of the remedial work/service.
5.5	Personal contribution for hotel accommodation	E	Weekly	1-Apr-17	15.00	15.00		Weekly Charge to contribute towards the cost of hotel accommodation for homeless households [No increase]
5.6	Water Charges - William Peardon Court - Marriott House	Z Z	Yearly Yearly	1-Apr-17 1-Apr-17	215.25 174.25			TBA for 2018/19 based on the division of actual bill received from Severn Trent TBA for 2018/19 based on the division of actual bill received from Severn Trent
5.7	Charge for Scooter Storage (VAT rate of 5%)	I	Weekly	1-Apr-17	7.89	8.20		Increase by RPI 3.6% (nearest 5p)
5.8	Room Hire - Communal lounge (sheltered housing scheme)	E	Hourly	1-Apr-17	15.00	15.55		Increase by RPI 3.6% (nearest 5p)
5.9	Communal lounge and kitchen facilities	E	Hourly	1-Apr-17	18.50	19.15		Increase by RPI 3.6% (nearest 5p)

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VAT Key

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

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
6	CEMETERIES The Cemeteries are open for interments from 9:30am to 3.45pm (2.30pm on Fridays); the latest time that an interment can be booked is 3.15pm (Monday to Thursday) and 2.00pm (Friday). For bookings outside of these hours the interment fee will be doubled.						
	6.1 PURCHASE OF GRAVE AND EXCLUSIVE RIGHT OF BURIAL						
	(a) Resident						
	i) For the exclusive right of burial, including the exclusive right of burial of cremated remains, in an earthen grave (includes application fee for memorials not exceeding 2' 6"(760mm)	N	1-Apr-17	758.00	790.00		Based upon RPI at 3.6% and rounded to the nearest £5
	ii) For the exclusive right of burial for a child up to and including the age of 12 years in Oadby Cemetery or Wigston Cemetery Children's Section (includes application fee for memorials not exceeding 2' 6"(760mm))	N	1-Apr-17	205.00	215.00		Based upon RPI at 3.6% and rounded to the nearest £5
	iii) Purchase of the exclusive right of burial for cremated remains in the Garden of Remembrance at Oadby or Wigston Cemetery (includes application fee for memorials not exceeding 2' 6"(760mm))	N	1-Apr-17	384.00	400.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(b) Non Resident						
	The above charges are trebled in the case of a Non Resident of the Borough of Oadby and Wigston						
	(c) The fees above include the issue of the Deed of Grant of Burial which is given for a period of 100 years						
	i) To extend the exclusive right of burial in a grave previously purchased for a further 50 years.	N	1-Apr-17	150.00	160.00		Based upon RPI at 3.6% and rounded to the nearest £5
	NOTES: The fees above refer to single graves for two coffin burials and six ash caskets The allocation of grave spaces for interment and exclusive rights of burial at both the cemeteries will be made available only in rotation. Purchase of burial or cremation plots in advance is not permitted at Oadby Cemetery Purchase of burial plots or cremation plots in Wigston Cemetery is limited to a maximum of 2 per applicant						
	6.2 INTERMENT - IN A PRIVATE OR COMMON GRAVE						
	For Interment in a Grave :-						
	(a) Resident						
	i) Foetus, the body of a stillborn child, or a child whose age at the time of death did not exceed one month.	N	N/A	Free	Free		
	ii) The body of a child whose age at the time of death exceeded one month but did not exceed 12 years.	N	1-Apr-17	125.00	130.00		Based upon RPI at 3.6% and rounded to the nearest £1
	iii) The body of a person whose age at the time of death exceeded 12 years.	N	1-Apr-17	430.00	450.00		Based upon RPI at 3.6% and rounded to the nearest £5
	iv) For the interment of cremated remains in a grave or vault.	N	1-Apr-17	150.00	160.00		Based upon RPI at 3.6% and rounded to the nearest £5
	v) A scattering of Ashes	N	1-Apr-17	60.00	65.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(b) Non Resident						
	The above charges are double in the case of a non resident of the Borough of Oadby and Wigston.						
	(c) Additional charge for burial with less than 48 hours notice or cremated remains with less than 24 hours notice over and above charges at i) ii) iii) and iv) for residents and non residents.	N	1-Apr-17	190.00	200.00		Based upon RPI at 3.6% and rounded to the nearest £10
	NOTE: The above charges include the digging of a grave where appropriate						
	6.3 BURIAL OF A RESIDENT IN A DIFFERENT DISTRICT WHERE FAITH NEEDS CANNOT BE MET WITHIN THE BOROUGH The Council subsidy where applicable will be limited to a maximum of £1,000						
	6.4 WALLED GRAVES AND VAULTS						

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
	(a) For the right to construct a walled grave or vault:-						
	i) 9ft x 9ft	N	1-Apr-17	1,017.00	1,055.00		Based upon RPI at 3.6% and rounded to the nearest £5
	ii) 9ft x 4ft	N	1-Apr-17	824.00	855.00		Based upon RPI at 3.6% and rounded to the nearest £5
	6.5 MONUMENTS, GRAVESTONES, TABLETS AND INSCRIPTIONS						
	(a) For the right to erect or place on a grave or vault subject to approval of the Council; A headstone or memorial tablet, vase and base						
	i) not exceeding 1ft in height (300mm)	N	1-Apr-17	63.00	66.00		Based upon RPI at 3.6% and rounded to the nearest £1
	ii) exceeding 1ft but not exceeding 2ft 6in. (300mm to 760mm)	N	1-Apr-17	93.00	97.00		Based upon RPI at 3.6% and rounded to the nearest £1
	iii) exceeding 2ft 6in (over 760mm) (but see NOTES below)	N	1-Apr-17	186.00	193.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(b) Kerbstone, Borderstone or Flatstone enclosing or over a grave (but see NOTES below)	N	1-Apr-17	203.00	215.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(c) For the right to place an inscribed plaque on the memorial at the Garden of Remembrance at Oadby Cemetery.						
	i) Not Exceeding 6ins x 4ins (150mm x 100mm)	N	1-Apr-17	55.00	57.00		Based upon RPI at 3.6% and rounded to the nearest £1
	ii) Exceeding 6ins x 4ins (150mm x 100mm)	N	1-Apr-17	87.00	91.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(d) For each inscription after the first inscription	N	1-Apr-17	43.00	45.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(e) Replacement of existing memorial - administration fee	N	1-Apr-17	43.00	45.00		Based upon RPI at 3.6% and rounded to the nearest £1
	NOTES: Kerb edgings, headstones and memorials exceeding 2'6" (760mm) are not allowed in the Gardens of Remembrance or those sections of either cemetery designated as Lawn Cemetery (e.g. Wigston Cemetery Extension) and if installed will be removed. An additional inscription is defined as an action taken after the erection of the monument. Fees are to be enclosed with all applications						
	6.6 MISCELLANEOUS						
	(a) Transfer of Grave Ownership	N	1-Apr-17	45.00	50.00		Based upon RPI at 3.6% and rounded to the nearest £10
	(b) for Searches of registers, copies and extracts therefrom:						
	(i) Search of registers by Council staff - per hour or part hour	N	1-Apr-17	22.00	25.00		Based upon RPI at 3.6% and rounded to the nearest £5
	Search of registers - in person - per hour or part hour		1-Apr-17	6.00	7.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(ii) Certificated copies of entry	N	1-Apr-17	26.00	27.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(c) Notice of Interment Forms		N/A				
	(d) Use of the Chapel at Wigston Cemetery - per funeral	I	1-Apr-17	95.00	100.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(e) Purchase and planting of memorial trees - Donation	I	1-Apr-17	180.00	190.00		Based upon RPI at 3.6% and rounded to the nearest £10
	(f) Donation towards a memorial seat (provided and installed by Council)	I	1-Apr-16	650.00	675.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(g) Exhumation (where requested by Deed Holder - subject to the required statutory approvals) - burial plot		1-Apr-17	573.00	595.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(h) Exhumation (where requested by Deed Holder - subject to the required statutory approvals) - casket plot		1-Apr-17	200.00	210.00		Based upon RPI at 3.6% and rounded to the nearest £10
	DEFINITION OF THE TERM RESIDENT For Purchase of Grant of Right of Burial a RESIDENT is defined as:						
	i) a person who, at the time of applying, has a permanent home address within the Borough						
	For interments a RESIDENT is defined as:						
	i) A person who had resided at a private address within the Borough for 5 consecutive years immediately preceeding the date of death OR						

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
	ii) A person who had at the time of death, resided in a residential or nursing home (or similar establishment) outside of the Borough for 5 years or less but had resided at an address within the Borough for the 5 consecutive years (or more) immediately preceding moving to the residential or nursing home OR iii) A person who had resided within the Borough for 5 consecutive years (or more) but had within the 12 months immediately preceding the date of death moved from the Borough.						

VAT Key

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

SERVICE DELIVERY COMMITTEE

	<u>Description of Charge</u>	VAT	Date of Last Change	Leisure Card 2017/18 £	Non Member 2017/18 £	Leisure Card 01.01.18 £	Non Member 01.01.18 £	Externally Set	Explanations regarding the recommended level of charge
7	SPORTS LEISURE MANAGEMENT LIMITED (SLM)								
	SWIMMING POOLS								
7.1	ADMISSIONS / SESSION								
a)	Adult	I	1-Apr-17	£3.60	£4.00	£3.70	£4.10		Charges provided by SLM
b)	Junior	I	1-Apr-17	£2.50	£2.75	£2.55	£2.85		Charges provided by SLM
c)	Concessions	I	1-Apr-17	£2.50	£2.75	£2.55	£2.85		Charges provided by SLM
d)	Inflatable session Junior	I	1-Apr-17	£2.85	£3.20	£2.95	£3.30		Charges provided by SLM
e)	Inflatable session Adult	I	1-Apr-17	£3.90	£4.35	£4.05	£4.50		Charges provided by SLM
f)	AquaFit	I	1-Apr-17	£4.65	£5.15	£4.75	£5.30		Charges provided by SLM
7.2	SWIM SCHOOL LESSONS / 1/2 HOUR								
a)	Adult/Junior	E	1-Apr-17	£5.15	£5.70	£6.15	£6.85		Charges provided by SLM (now includes unlimited swimming)
b)	Private 1:1 (1/2hr)	E	1-Apr-17	£15.15	£16.85	£15.80	£17.55		Charges provided by SLM
7.3	PRIVATE HIRE								
a)	Parties - (1hr in pool / 1hr in Food Area)	I	1-Apr-17	£77.50	£77.50	£85.00	£85.00		Charges provided by SLM
b)	Extra Charge for Lifeguards	I	1-Apr-17	£20.50	£20.50	£22.00	£22.00		Charges provided by SLM
7.4	SWIM DIRECT DEBITS								
a)	Adult	I	1-Apr-17	£25.00	£25.00	£26.00	£26.00		Charges provided by SLM
b)	Junior	I	1-Apr-17	£12.50	£12.50	£13.00	£13.00		Charges provided by SLM
7.5	SCHOOL HIRE (during school hours) / CLUB HIRE								
a)	During School Hrs	I	1-Apr-17	£49.20	£49.20	£50.70	£50.70		Charges provided by SLM
b)	Extra Charge for Lifeguards	I	1-Apr-17	£20.25	£20.25	£21.00	£21.00		Charges provided by SLM
7.6	SAUNA								
a)	Adult	I	1-Apr-17	£4.25	£4.70	£4.35	£4.85		Charges provided by SLM
b)	Concessions	I	1-Apr-17	£2.90	£3.20	£2.95	£3.30		Charges provided by SLM
	<u>PARKLANDS LEISURE CENTRE</u>								
7.7	SPORTS HALL								
a)	Badminton - Peak	I	1-Apr-17	£9.65	£10.70	£9.65	£10.70		Charges provided by SLM
b)	Badminton - Off Peak	I	1-Apr-17	£7.90	£8.75	£7.90	£8.75		Charges provided by SLM
c)	Active Life morning	I	1-Apr-17	£3.90	£4.35	£4.05	£4.50		Charges provided by SLM
d)	Five a side - Peak	I	1-Apr-17	£39.85	£44.30	£41.10	£45.65		Charges provided by SLM
e)	Five a side - Off Peak	I	1-Apr-17	£31.50	£35.00	£32.45	£36.05		Charges provided by SLM
f)	Table Tennis - Peak	I	1-Apr-17	£4.65	£5.15	£4.75	£5.30		Charges provided by SLM
g)	Table Tennis - Off Peak	I	1-Apr-17	£3.50	£3.90	£3.60	£4.00		Charges provided by SLM

SERVICE DELIVERY COMMITTEE

	<u>Description of Charge</u>	VAT	Date of Last Change	Leisure Card 2017/18 £	Non Member 2017/18 £	Leisure Card 01.01.18 £	Non Member 01.01.18 £	Externally Set	Explanations regarding the recommended level of charge
7.8	STUDIO								
a)	Cycle Workout	I	1-Apr-17	£6.30	£7.00	£6.50	£7.20		Charges provided by SLM
b)	30 minute Sessions	I	1-Apr-17	£3.45	£3.85	£3.55	£3.95		Charges provided by SLM
c)	45 minute Sessions	I	1-Apr-17	£4.90	£5.45	£5.05	£5.60		Charges provided by SLM
d)	60 minute Sessions	I	1-Apr-17	£6.25	£6.90	£6.40	£7.10		Charges provided by SLM
e)	Junior Dance Sessions	I	1-Apr-17	£3.25	£3.60	£3.35	£3.70		Charges provided by SLM
f)	Short Mat Bowls - Peak	I	1-Apr-17	£5.10	£5.65	£5.20	£5.80		Charges provided by SLM
g)	Short Mat Bowls - Off Peak	I	1-Apr-17	£3.90	£4.35	£4.05	£4.50		Charges provided by SLM
7.9	GYM (Casual User)								
a)	Adult / Session	I	1-Apr-17	£6.40	£7.10	£6.60	£7.35		Charges provided by SLM
b)	Concession / Session	I	1-Apr-17	£3.70	£4.10	£3.80	£4.20		Charges provided by SLM
c)	Disabled (Registered)	I	1-Apr-17	£2.75	£3.05	£2.85	£3.15		Charges provided by SLM

VAT Key

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SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	Leisure Card 2017/18 £	2017/18 £	Leisure Card 2018/19 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
8	RECREATION GROUNDS AND PAVILION HIRE									
	8.1 ROOM HIRE PER HOUR - VAT Exempt Pavilions Blaby Road Freer Centre Horsewell Lane Sheila Mitchell Uplands Road Walter Charles Centre									
	(a) Non Commercial Use	E	Per Hour	1-Apr-17		14.75		15.50		Based upon RPI at 3.6% and rounded to the nearest 50p
	(b) Commercial Use	E	Per Hour	1-Apr-17		18.50		19.50		Based upon RPI at 3.6% and rounded to the nearest 50p
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards									
	(c) Refundable deposit per booking (full or part)		Deposit	1-Apr-17		150.00		160.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(d) Charge for lost keys (in addition to e) below)		Each	1-Apr-17		16.00		17.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(e) Late return of keys (charge per working day)							11.00		New charge this year to make sure keys are returned promptly
	8.2 ROOM HIRE PER HOUR - VATable Pavilions Coombe Park									
	(a) Non Commercial Use	I	Per Hour	1-Apr-17		17.75		18.50		Based upon RPI at 3.6% and rounded to the nearest 50p
	(b) Commercial Use	I	Per Hour	1-Apr-17		22.50		23.50		Based upon RPI at 3.6% and rounded to the nearest 50p
	(c) Refundable deposit per booking (full or part)		Deposit	1-Apr-17		150.00		160.00		Based upon RPI at 3.6% and rounded to the nearest £5
	(d) Charge for lost keys (in addition to e) below)		Each	1-Apr-17		16.00		17.00		Based upon RPI at 3.6% and rounded to the nearest £1
	(e) Late return of keys (charge per working day)							11.00		New charge this year to make sure keys are returned promptly
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards									
	CANCELLATION OF ROOM HIRE Cancellation with more than 8 weeks notice - return 100% of hire fee Cancellation less than 8 weeks but more than 6 weeks - return 75% of hire fee Cancellations less than 6 weeks but more than 14 days- return 50% of hire fee Cancellations less than 14 days but more than 7 days - return 25% of hire fee Cancellations with less than 7 days notice - hire fee not refunded									
	8.3 RECREATION GROUNDS									
	(a) Bowls									
	i) Season Ticket - Adult	I	Each	1-Apr-17	84.60	87.60	87.60	90.00		Small inc as OWBC charges higher than other local clubs
	ii) Half Season Ticket - Adult	I	Each	1-Apr-17	42.25	43.80	43.75	45.00		Small inc as OWBC charges higher than other local clubs
	iii) Season Ticket - Junior (under 18)	I	Each	1-Apr-16		26.30		28.00		Small inc as OWBC charges higher than other local clubs
	iv) Hourly Ticket - per person	I	Per Person	1-Apr-16	3.65	3.85	3.80	4.00		Small inc as OWBC charges higher than other local clubs
	v) Visiting Team	I		1-Apr-15						
	vi) Season Ticket - New member (one year introductory offer)	I	Each	1-Apr-16		26.30		28.00		Small inc as OWBC charges higher than other local clubs

SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	Leisure Card 2017/18 £	2017/18 £	Leisure Card 2018/19 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge	
Page 34	(b) Cricket										
	i) Per match	I	Per Match	1-Apr-17		70.50		74.00		Small inc as OWBC charges higher than other local clubs	
	(c) Football - Junior Clubs (Under 10's and below)										
	i) With shower facilities	I	Per Booking	1-Apr-17		20.00		21.00		Small inc as OWBC charges higher than other local clubs	
	ii) Without shower facilities	I	Per Booking	1-Apr-17		10.00		10.50		Small inc as OWBC charges higher than other local clubs	
	iii) Academy (Coombe Park - subject to VAT at Standard Rate)	I	Per Booking	1-Apr-17		155.00		160.00		Small inc as OWBC charges higher than other local clubs	
	(d) Football - Youths (10 - 18 years)										
	i) With shower facilities	I	Per Booking	1-Apr-17		37.00		38.50		Small inc as OWBC charges higher than other local clubs	
	ii) Without shower facilities	I	Per Booking	1-Apr-17		18.50		19.20		Small inc as OWBC charges higher than other local clubs	
	(e) Football - Senior Clubs (Over 18s)										
	i) Horwell Lane Park	I	Per Booking	1-Apr-17		27.25		28.50		Small inc as OWBC charges higher than other local clubs	
	ii) Uplands Road Park	I	Per Booking	1-Apr-17		54.50		56.50		Small inc as OWBC charges higher than other local clubs	
	iii) Coombe Park - subject to VAT at Standard Rate	I	Per Booking	1-Apr-17		54.50		56.50		Small inc as OWBC charges higher than other local clubs	
	iv) Blaby Road Park	I	Per Booking	1-Apr-17		54.50		56.50		Small inc as OWBC charges higher than other local clubs	
	v) Willow Park	I	Per Booking	1-Apr-17		54.50		56.50		Small inc as OWBC charges higher than other local clubs	
	vi) Peace Memorial Park - 5 a side		Per Booking	1-Apr-05							
	Bookings of 10 matches or more booked together, are exempt from VAT (except Coombe Park)										
	(f) Fetes and Galas - Activities for commercial gain										
i) Use of Ground - per day	E	Per Day	1-Apr-17		175.00		185.00			Based upon RPI at 3.6% and rounded to the nearest £5	
ii) Deposit - to be returned in part or whole dependent on condition of ground.	N	Deposit	1-Apr-17		675.00		700.00			Based upon RPI at 3.6% and rounded to the nearest £1	
Fetes and Galas - Community events supportive of Council priorities											
(g) Use of Ground - per day		Per Day	N/A		Free						
ii) Deposit - to be returned in part or whole dependent on condition of ground.		Deposit	1-Apr-17		150.00		160.00			Based upon RPI at 3.6% and rounded to the nearest £5	
NOTES											
Deposits may be withheld in part or full for any damage caused and / or where the hirer fails to leave the building clean and tidy for the next user and / or where a hirer fails to remove and dispose of waste arising from their hire. An additional charge (over and above the deposit) is levied for the late return / non return of keys.											

VAT Key

- I Inclusive of VAT
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SERVICE DELIVERY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
9	BROCKS HILL ENVIRONMENT CENTRE							
	9.1 HIRE OF EXHIBITION HALL (TAKES UPTO 75 THEATRE STYLE)							
	(a) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.	E	Private Hire	1-Apr-14	100.00	100.00		No change pending outcome of service hand-over to SLM
	(b) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Public Hire	1-Apr-14	90.00	90.00		No change pending outcome of service hand-over to SLM
	(c) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Charitable	1-Apr-14	75.00	75.00		No change pending outcome of service hand-over to SLM
	(d) Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Private Hire	1-Apr-14	160.00	160.00		No change pending outcome of service hand-over to SLM
	(e) Weekday All day (9:00 a.m. to 16:30 p.m.)		Public Hire	1-Apr-14	150.00	150.00		No change pending outcome of service hand-over to SLM
	(f) Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	140.00	140.00		No change pending outcome of service hand-over to SLM
	(g) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Private Hire	1-Apr-14	65.00	65.00		No change pending outcome of service hand-over to SLM
	(h) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Public Hire	1-Apr-14	60.00	60.00		No change pending outcome of service hand-over to SLM
	(i) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Charitable	1-Apr-14	50.00	50.00		No change pending outcome of service hand-over to SLM
	(j) Weekend All day (10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	115.00	115.00		No change pending outcome of service hand-over to SLM
	(k) Weekend All day (10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	105.00	105.00		No change pending outcome of service hand-over to SLM
	(l) Weekend All day (10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	95.00		No change pending outcome of service hand-over to SLM
	(m) 2 hour hire rate for the hall or meeting room hire at £50.00		All	1-Apr-17	50.00	50.00		No change pending outcome of service hand-over to SLM
	9.2 HIRE OF THE CLASSROOM (TAKES UPTO 50 THEATRE STYLE)							
	(a) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.	E	Private Hire	1-Apr-14	90.00	90.00		No change pending outcome of service hand-over to SLM
	(b) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Public Hire	1-Apr-14	75.00	75.00		No change pending outcome of service hand-over to SLM
	(c) Weekday 9:00 a.m. to 12:45 p.m. or 13:15 p.m to 16:30 p.m.		Charitable	1-Apr-14	60.00	60.00		No change pending outcome of service hand-over to SLM
	(d) Weekday All day (9:00 a.m. to 16:30 p.m.)		Private Hire	1-Apr-14	150.00	150.00		No change pending outcome of service hand-over to SLM
	(e) Weekday All day (9:00 a.m. to 16:30 p.m.)	E	Public Hire	1-Apr-14	140.00	140.00		No change pending outcome of service hand-over to SLM
	(f) Weekday All day (9:00 a.m. to 16:30 p.m.)		Charitable	1-Apr-14	100.00	100.00		No change pending outcome of service hand-over to SLM
	(g) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.	E	Private Hire	1-Apr-14	60.00	60.00		No change pending outcome of service hand-over to SLM
	(h) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.		Public Hire	1-Apr-14	50.00	50.00		No change pending outcome of service hand-over to SLM
	(i) Weekend 10:00 a.m. to 12:30 p.m or 13:00 p.m. to 15:30 p.m.	E	Charitable	1-Apr-14	50.00	50.00		No change pending outcome of service hand-over to SLM
	(j) Weekend All day (10:00 a.m. 16:30 p.m.)		Private Hire	1-Apr-14	105.00	105.00		No change pending outcome of service hand-over to SLM
	(k) Weekend All day (10:00 a.m. 16:30 p.m.)		Public Hire	1-Apr-14	95.00	95.00		No change pending outcome of service hand-over to SLM
	(l) Weekend All day (10:00 a.m. 16:30 p.m.)		Charitable	1-Apr-14	95.00	95.00		No change pending outcome of service hand-over to SLM
	(m) Weekday early opening is to be paid pro-rotata of £19.00 before 9:00 a.m. (£4.75 per 15 minutes)	I						
	(n) Digital media projectors are available at a hire charge of £5.00. Please provide your own laptop	I		1-Apr-14	5.00	5.00		No change pending outcome of service hand-over to SLM
	(o) 10% discount for booking both the meeting room and hall together	I						
	(p) 10% discount for block bookings of six or more - claimable on sixth booking (only applicable if all bookings made on same date)	E		1-Apr-14				
	9.3 HIRE OF HALL FOR EXHIBITIONS (OPEN TO THE GENERAL PUBLIC) PER DAY							
	Day charge for groups selling pictures, cards etc.	E		1-Apr-14	25.00	25.00		No change pending outcome of service hand-over to SLM
				1-Apr-17	30.00	30.00		No change pending outcome of service hand-over to SLM
	9.5 HIRE OF MEETING ROOM / HALL (EXCLUSIVE USE) - EVENINGS							
	WEEKDAY EVENING - 16:45 P.M ONWARDS (SUBJECT TO STAFF AVAILABILITY)	E						
	WEEKEND EVENINGS - 15:45 P.M. ONWARDS (SUBJECT TO STAFF AVAILABILITY)							
	(a) up to 3 hours	E		1-Apr-14	121.00	121.00		No change pending outcome of service hand-over to SLM
	(b) up to 4 hours	E		1-Apr-14	131.00	131.00		No change pending outcome of service hand-over to SLM
	(c) up to 5 hours	E		1-Apr-14	144.50	144.50		No change pending outcome of service hand-over to SLM
	(d) Natural History Groups (per hour) Evening meeting must vacate the site by 21:30 p.m.	E		1-Apr-14	10.00	10.00		No change pending outcome of service hand-over to SLM
	9.6 ENTRY TO EXHIBITION CENTRE							

SERVICE DELIVERY COMMITTEE									
	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge	
	(a) Adults			1-Apr-14	Free	Free		No change pending outcome of service hand-over to SLM	
	(b) Children / Senior Citizens			1-Apr-14	Free	Free		No change pending outcome of service hand-over to SLM	
	(c) Children under 5			1-Apr-14	Free	Free		No change pending outcome of service hand-over to SLM	
	9.7 TALKS - PER GROUP			1-Apr-14	55.00	55.00		No change pending outcome of service hand-over to SLM	
	9.8 TOURS - PER ORGANISED GROUP			1-Apr-14	55.00	55.00		No change pending outcome of service hand-over to SLM	
	9.9 SCHOOL GROUPS Per school activity up to maximum size of 35 pupils. A fixed charge is applicable based on the following :-								
	(a) Upto 20 children for schools outside the Borough Council's boundaries			1-Apr-14	55.00	55.00		No change pending outcome of service hand-over to SLM	
	(b) Upto 20 children for schools located within Oadby and Wigston boundaries			1-Apr-14	45.00	45.00		No change pending outcome of service hand-over to SLM	
	(c) For all schools the additional charge above 20 children (per child per session) Teachers/Leaders			1-Apr-16	2.50	2.50		No change pending outcome of service hand-over to SLM	
				1-Apr-14	Free	Free		No change pending outcome of service hand-over to SLM	
	9.10 SELF LED ACTIVITIES AVAILABLE FOR HIRE BY SCHOOLS AND GROUPS SUCH AS THE MINI-BEAST KIT BOX (TERMS & CONDITIONS APPLY)			1-Apr-14	25.00	30.00		Due to resource costs, this should be increased to £30	
	9.11 PAPER CHARGES								
	(a) A4 black and white per sheet			1-Apr-14	0.10	0.10		No change pending outcome of service hand-over to SLM	
	(b) A4 colour per sheet			1-Apr-14	1.00	1.00		No change pending outcome of service hand-over to SLM	
	(c) A3 black and white per sheet			1-Apr-14	0.15	0.15		No change pending outcome of service hand-over to SLM	
	(d) A3 colour per sheet			1-Apr-14	2.00	2.00		No change pending outcome of service hand-over to SLM	
	ORGANISED EVENTS AND ACTIVITIES OPEN TO THE PUBLIC (POA) Charges to the public for events vary according to the type of event & age of participants and so are not listed here. They are calculated on an event by event basis taking into consideration materials provided, use of room, cost of instructor/speaker etc (POA = Price On Application)								
	FILMING AND PHOTOGRAPHY POA; small scale £55 per hour			1-Apr-16	POA	POA		No change pending outcome of service hand-over to SLM	
	WOOD SALES			1-Apr-16	POA	POA		No change pending outcome of service hand-over to SLM	

VAT Key

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

SERVICE DELIVERY COMMITTEE

Appendix

	DESCRIPTION OF CHARGE	VAT	UNIT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
10	ALLOTMENTS							
10.1	RESIDENTS							
(a)	Rent of plot to residents - per 100 square yards	N	Each	1-Apr-17	14.00	14.50		Based upon RPI at 3.6% and rounded to the nearest 50p
(b)	Rent of plot to residents - where tenancy commenced after 29 September 2011							
	1) Wigston Road	N	Each	1-Apr-16	17.50	18.20		Based upon RPI at 3.6% and rounded to the nearest 20p
	2) Aylestone Lane	N	Each	1-Apr-17	17.50	18.20		Based upon RPI at 3.6% and rounded to the nearest 20p
	3) Manchester Gardens - Rectangle	N	Each	1-Apr-17	15.50	16.10		Based upon RPI at 3.6% and rounded to the nearest 10p
	4) Manchester Gardens - Triangle	N	Each	1-Apr-17	14.00	14.50		Based upon RPI at 3.6% and rounded to the nearest 50p
	5) Brabazon Road	N	Each	1-Apr-17	15.50	16.10		Based upon RPI at 3.6% and rounded to the nearest 10p
	Allotment rent year runs from 29 September to 28 September the following year							
10.2	SENIOR CITIZENS							
	25% reduction on the above charge							
10.3	DEPOSIT - REFUNDABLE	N	Each	1-Apr-11	50.00	55.00		Based upon RPI at 3.6% and rounded to the nearest £5
10.4	KEY REPLACEMENTS	I	Each	1-Apr-17	16.00	17.00		Based upon RPI at 3.6% and rounded to the nearest £1

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VAT Key

- I Inclusive of VAT
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- Z Zero-rated vat

SERVICE DELIVERY COMMITTEE							
	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
11	SPECIAL COLLECTION OF HOUSEHOLD REFUSE						
11.1	(a) The following non electrical items can be collected :- All Domestic items - house improvement or building work related. Items such as building waste or replaced windows will not be collected. Broken glass must be supplied in a box. Bagged, boxed and tied waste will be classed as individual items. Sheds must be dismantled and each panel classed as an item. Items <u>must</u> be presented in a form that reasonably facilitates loading and satisfies manual handling requirements - failure to do so will result in non-collection and payment refunded for those items not collected. Note - Bags should be strong enough so items do not split when being taken to vehicle. Charges for Garden Tools and Equipment* are :- i) 1 Item ii) Each Additional Item	N N	1-Apr-17 1-Apr-17	20.38 3.05	21.00 4.00		Provides easily understandable pricing Provides easily understandable pricing
	(b) The following electrical items can be collected :- Vacuum Cleaners, Televisions, Fridge, Fridge/Freezer, Coolers, Washing Machines, Tumble Dryers, Dishwashers, Audio Visual Equipment. Charges for Electrical Items are :- i) 1 Item ii) Each Additional Item	N N	1-Apr-17 1-Apr-17	20.38 4.08	21.00 4.00		Consistent with item a) above Consistent with item a) above
	The collection of electrical and non-electrical items are two separate services. Free collection for all items above, for those residents receiving :- Housing Benefit, Council Tax Benefit or Disability Benefit, Military Service - Maximum of four items - no more than two separate collections per annum * Garden Tools can be taken to Brocks Hill Environment Centre (for re-use by volunteers working in the Borough)						
11.2	DISPOSAL OF DECEASED DOMESTIC ANIMALS	I	1-Apr-17	61.15	63.00		Below inflation increase as demand is low for this service
11.3	REMOVAL OF UNAUTHORISED ADVERTISING ON STREETS, OPEN SPACES AND PUBLIC NOTICE BOARDS						
	(a) Removal of unapproved advertising, promotional material or balloons on public spaces, street furniture or notice boards - per item per week	N	1-Apr-17	40.80	42.30		Set in line with Retail Price Index at 3.6%
	(b) Removal of unapproved notices	N	1-Apr-17	40.80	42.30		Set in line with Retail Price Index at 3.6%
	(c) Taking down and storage of fly posters	N	1-Apr-17	86.65	90.00		Set in line with Retail Price Index at 3.6% rounded to nearest £
11.4	COUNCIL CAR PARKS						
	(a) Off Street parking Parking charge for stays of over 3 hours (where applicable)	I	1-Apr-15	3.00	3.00		Retain current charge - cost of changes for signage & machines outweighs any possible increase in charge

SERVICE DELIVERY COMMITTEE								
		DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	2017/18 £	2018/19 £	Externally Set	Explanation regarding the recommended level of charge
11.5		CLEANSING OF PRIVATELY OWNED PARKING AREAS						
	(a)	Cleaning of Slabbed and Block Paved Areas						
	i)	Up to 20 sq metres (subject to availability and site inspection for suitability)		1-Apr-12	100.00	110.00		First increase for 5 years to keep up with wage and fuel costs.
	ii)	Greater than 20 sq metres		1-Apr-12	POA	POA		
	(b)	Cleaning of Car Parks and other areas		1-Apr-11	POA	POA		
	(c)	Mowing of Large Private Grassed Areas						
		POA = Price on Application		1-Apr-11	POA	POA		
11.6		RELOCATION OF STREET NAME PLATES						
	(a)	At the request of resident and subject to agreement at the discretion of the Council						
	i)	Wall mounted name plates		1-Apr-17	115.00	120.00		Based upon RPI at 3.6% and rounded to the neared £1
	ii)	Frame mounted name plates		1-Apr-17	175.00	185.00		Based upon RPI at 3.6% and rounded to the neared £5

VAT Key

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Agenda Item 9



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information
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Title: **Review of Waste, Recycling and Green Waste Services**

Author(s): **Anne Court (Interim Chief Executive)**

1. Introduction

This report informs Members of the current position with the review of the refuse, recycling and green waste services. The review being part of the budget options for the £700,000 revenue savings the Council needs to make by 2019/2020 as set out in the Council's Medium Term Financial Strategy (MTFS).

2. Recommendation(s)

That Members note the information in this report.

3. Information

- 3.1. At the Extraordinary Council meeting on 6 July 2017, as part of the budget savings options for 2018-2020 the reports on the overall waste services set out the current position and the challenges faced for the service. In particular, in relation to the Materials Recycling Centre (MRF), the Direction Notice had not been received, confirming Leicestershire County Council's decision to cease paying all district councils recycling credits as well as redirecting where the councils dispose of the recycling they collect. This was subsequently received on 8 September.
- 3.2. Members unanimously resolved that an options appraisal with the assistance of external specialist support be brought to a future Council meeting for consideration as soon as possible, outlining the future possibilities for services currently undertaken at the depot site.
- 3.3. At the Change Management committee on 26 July, Members agreed to the appointment of suitably qualified consultants to assist in the review of refuse, recycling and green waste. Through a procurement process under the Eastern Shires Purchasing Organisation (ESPO) framework, SLR Consulting Limited have been appointed. SLR have started the project to bring all available options to a Member workshop session and thereafter to report to the Council meeting on 5 December in accordance with the timetable set at the Policy, Finance and Development committee on 25 July. The interim Director of Services, Martin Hone, will provide Members with a verbal update of the work of the consultants to date at the meeting of this committee on 10 October.
- 3.4. In the Refuse and Recycling report to Council on 6 July, it set out Leicestershire County Council's decision not to pay to the district councils recycling credits for every tonne of waste they recycle as from 1 April 2018. Instead the County Council under its legal powers, can direct district councils to which location they should deliver recyclables they collect. This will prevent the district councils from selling their recycling and making any income from it which in future the County Council will do and receive the income itself.

- 3.5. At the time of the report, the issue of formal Notices were pending the outcome of the contract award by the County Council as to where the districts recycling will be taken to. On 8 September Notices of Objection and Direction were issued to the districts pursuant to the relevant sections of the Environmental Protection Act 1990.
- 3.6. The Notice of Objection sets out that the County Council has made alternative arrangements for the recycling of waste from 1 April 2018 and objects to this Council's retention of the waste and its current arrangements for the recycling of the waste, having decided to procure the recycling of waste itself.
- 3.7. Waste that is covered is defined within the notices, which in summary is all of the "major" household material types collected at the kerbside and through bring banks. However it does not include textiles which at present, residents can include in the recycling bags. Alternative arrangements will now be looked at for the collection of textiles and communicated to residents as soon as possible.
- 3.8. After having served the Notice of Objection, the County Council then issued its Notice of Direction directing where this Council is to deliver the defined recycling waste. This will be to Casepak at Enderby, the successful tenderer for the contract.
- 3.9. Within Leicestershire there is only this Council and North West Leicestershire District Council (NWL) who operate their own MRF's. NWL with its purpose built operation in recent years wished to retain its current methods of recycling through its MRF and the income generated (approx £500k per annum) and therefore as part of the County's procurement process, bid for its own materials back. This was subject to a rigorous evaluation of the capability of the site and processes in place. This does mean NWL are totally reliant on the market fluctuations however it has greater economies of scale than this Council.
- 3.10. In comparison this Council's MRF does not have the economies of scale to take the financial risk of being subject to the market nor the infrastructure to retain its operation and it was for this reason a bid was not submitted. An unrealistic financial investment would have been needed to put forward a bid in the first instance with no guarantee of the bid being a success.
- 3.11. Now that the Notices have been issued, work is underway to assess the financial and practical issues on the future of the Council's MRF and a policy decision will be sought from the Policy Finance and Development committee on 31 October 2017.

Background Documents:

Extraordinary Council report of 6 July 2017 and letter of Leicestershire County Council dated 8 September 2017 with attached Notices.

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Implications Review of Waste, Recycling and Green Waste Services	
Finance	There are no direct financial implications arising from this paper. Due diligence with respect to any financial considerations or impacts upon the authority is being undertaken, and these will be outlined in an options report to the Policy, Finance and Development Committee on 31st October 2017, and these outcomes will be built into the medium term financial strategy.
Stephen Hinds (Director of Finance and Transformation)	
Legal	The legal implications are as set out in the report.
Dave Gill (Deputy Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) <input checked="" type="checkbox"/> Key Supplier/Partnership Failure (CR2) <input checked="" type="checkbox"/> Reputation Damage (CR4) <input checked="" type="checkbox"/> Effective Utilisation of Assets/Buildings (CR5) <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8)
Anne Court (Interim Chief Executive)	
Corporate Priorities (CP)	
Anne Court (Interim Chief Executive)	
Vision & Values (V)	<input checked="" type="checkbox"/> Teamwork (V3) <input checked="" type="checkbox"/> Innovation (V4) <input checked="" type="checkbox"/> Customer Focus (V5)
Anne Court (Interim Chief Executive)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Anne Court (Interim Chief Executive)	<input checked="" type="checkbox"/> Not Applicable (EA)



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information and Decision
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Title: **Community Services Update**

Author(s): **Stephen Glazebrook (Interim Head of Communities)**

1. Introduction

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

2. Recommendation(s)

- 2.1. Members are asked to note the contents of the report.
- 2.2. Agree that Fire Risk Assessments are carried out on a 3 year cycle.
- 2.3. That subject to the successful completion of negotiations that delegated authority is given to the Interim Head of Community to enter into a new lease for the telecommunications aerial at Chartwell House.

3. Information

3.1. Current Tenant Arrears

The target for 2017/18 is to reduce the gross arrears to 2% of the annual rent debit by the end of the financial year ending 31 March 2018. The table below shows the performance to the end of August.

April 2017	May 2017	June 2017	July 2017	August 2017
£127 045	£145 582	£154 108	£161 092	£168 906
2.61%	2.98%	3.16%	3.3%	3.46%

Whilst the arrears have increased since the start of the financial year we are broadly where we would expect to be at this time of the year following the usual seasonable increase after the holiday season. The introduction of Universal Credit and the Benefit Cap is however starting to have an adverse impact on the arrears position.

We are informed by the DWP to expect the full rollout of Universal Credit by March 2018. Members should note that research published by the Association of Retained Council Housing and the National Federation of ALMOs in July 2017 showed that Universal Credit recipients were more likely to be in arrears and when in arrears, the amount owed was significantly higher than those not receiving Universal Credit.

The Welfare Benefit Cap continues to have an impact particularly on single parent families with 3 or more children. The Council has 8 tenants affected by the cap which has resulted in 4 having legal action initiated against them owing to persistent refusal to pay their rent.

We are still confident that we will hit the yearend target by March 2018 but the

situation is likely to be much more challenging in the future.

3.2. **Former Tenant Arrears**

The yearend target for 2017/18 is to reduce former tenant arrears to 2.5% as a percentage of the annual rent debit. The table below shows the performance to date.

April 2017	May 2017	June 2017	July 2017	August 2017
£124 496	£125 082	£130 557	£117 378	£116 563
2.55%	2.57%	2.68%	2.41%	2.39%

The first payments through our relationship with our appointed tracing and recovery agents Medina have been received. However, the majority of the decrease has resulted from irrecoverable debts being written off after tracing and collection efforts have failed.

We are confident that the Former Tenant Arrears target of 2.5 % will be achieved by the end of March 2018.

3.3. **Voids (Empty Properties)**

Between April and the end of August 2017, 21 empty properties were re-let at an average turnaround time of 16 days against a target of 20 days.

This is regarded as upper quartile performance and is a testament to the team work between housing options and the maintenance team to turn round properties quickly and to reduce rent loss.

3.4. **Housing Allocations Policy and Choice Based Lettings**

The new Choice Based Lettings system is on track to be implemented on time and expects to advertise its first property on 16 November 2017.

All existing housing applicants have received 3 letters about the new system including 2 invitations to register.

The new system will bring significant advantages for both customers and the Council.

3.5. **Homelessness Temporary Accommodation**

Unfortunately the incidence of homelessness has continued to increase and this coupled with a dearth of available properties to let has meant that a number of families with and expecting children have been accommodated at various times in Bed & Breakfast style hotel accommodation in Leicester. To replace the need for hotel accommodation, a temporary leasing of a hostel in Leicester is now in place. Families currently in hotel accommodation are being moved to the hostel. The leasing of the hostel will cost £50k per annum and whilst under the current benefit system approximately 75% of these costs can be recovered, with the introduction of Universal Credit next year, the recovery of costs will cause significant difficulties.

Strenuous efforts are being made to source self contained accommodation in both the Borough and in Leicester to meet the continuing increased demand.

An extra post has been created within the Housing Options Team to cope with the

greater workload.

3.6. **Supporting Leicestershire Families (SLF)**

A service update from Leicestershire County Council's SLF team as at September 2017 is attached at **Appendix A**.

3.7. **Gas Safety**

100% compliance has been achieved as at the end of September 2017 and good progress is being made on those due in October. Procedures have been amended to strengthen the Council's position should it at any point prove necessary to take legal action to gain access.

3.8. **Empty Homes - Private Sector**

114 Uplands Road

This property has now been sold and it is expected that the property will now be brought up to an acceptable standard and occupied in the near future.

37 Newton Lane

Despite numerous attempts by staff there has been no further contact with the owners of the property and it now proposed to take the appropriate legal action to bring the property back into use which could involve applying for a compulsory purchase order.

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

The Council is now in receipt of draft heads of terms for renewal of the lease for the roof top site at Chartwell House which is used as an electronic communications base station. By appointing specialists in this area to act on the Council's behalf the proposed lease is a vast improvement when compared to the original 1996 version. The new lease provides an annual payment of £14,000 which will increase in line with the Retail Prices Index. Specialist legal advice is also to be taken prior to entering the lease.

The current position is that as part of the lease negotiations detailed plans have been submitted requesting permission to install a back-up generator at ground level. This would be sited near the boundary fence at the end the building that faces the two story car park. A small fenced compound would secure this and hide it from sight at ground level.

We are currently awaiting information as to why a back-up generator is now necessary to run the site; the level of noise it will generate and in what circumstances and likely frequency it would be used and tested. We are also seeking information as to whether any of the existing equipment on the roof is redundant and can be removed.

It is not considered the generator would cause any significant loss of amenity to residents given the large size of the gardens so are minded to approve this request provided we receive assurances it will not cause nuisance to residents. It is likely the installation will require planning permission.

3.10. **Update on Capital Programme**

All capital projects carried over from 2016/17 financial year have now been completed. A full schedule of 2017/18 projects is attached at **Appendix B**.

Following the Grenfell Tower tragedy, fire risk assessments have been checked and reviewed on all Council owned buildings. There were no major areas of concern, however it is felt that the assessments should be carried out more regularly, every 3 years instead of every 5 years and these will be consolidated within the ongoing maintenance plan. An update on fire risk assessments as at September 2017 is attached at **Appendix C**.

3.11 **Borough Wide Cleaning Contract**

The Borough wide cleaning contract commenced on Monday 11 September 2017.

All four Council staff transferred to the new contractor on their existing terms and conditions and a further four of the previous contractor's staff also transferred.

3.12. **Local Housing Company**

Following the approval of the new housing company, Bushloe Developments, all of the administrative arrangements have now been put in place and the company is now open for business.

Currently the company is looking at the feasibility of developing a small number of development sites in the Borough as well as buying a number of properties on the open sales market.

A detailed progress report will be submitted to the Council's Advisory Board in due course.

3.13. **Lightbulb Project Update**

At the time of writing this report the Lightbulb transformational project is now nearing completion and is due to go live on 2 October.

Lightbulb will, under the new arrangements, be responsible for the administration of the Council's Disabled Facilities. This Council's officers through the Lightbulb Steering Group and Programme Board have played an active part in the progress of the project and we are pleased to report that Lightbulb has won a national award as the Best Collaborative Working Initiative with other public sector or third sector.

Members at the last meeting asked for a breakdown of how the transformational budget has been spent and this is attached at **Appendix D**.

3.14. **Pest Control**

A plan has been devised for commercialisation of the Pest Control Service and as well as advertising the new service on the Council's website and in the Letterbox magazine, all non food businesses in the Borough have been written to, making them aware of the Council's services. So far there has been a limited response and it is likely to take some time to realise its full potential.

Consideration is also actively being given to offer our pest control services to food related businesses. There could possibly be a conflict of interest if the Council were taking enforcement action where it is also acting as the contractor providing the pest control service. However, providing certain safeguards are put in place i.e. there is a proper client/contractor split this should not be a problem. Legal advice is also being sought on the issue.

Members at the last meeting asked for a statement of the income and expenditure for pest control and this is attached at ***Appendix E***.

Background Documents:

None.

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Implications Community Services Update	
Finance	Efficient housing and void management is essential in maintaining income streams.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	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.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Other Corporate Risk(s)
Stephen Glazebrook (Interim Head of Communities)	A full risk assessment has been carried out in relation to the new Local Housing Company.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) <input checked="" type="checkbox"/> Effective Service Provision (CP2) <input checked="" type="checkbox"/> Balanced Economic Development (CP3) <input checked="" type="checkbox"/> Green & Safe Places (CP4) <input checked="" type="checkbox"/> Wellbeing for All (CP5) <p>The new Housing Company will seek to address the Council's Corporate priorities by using modern methods of construction including the highest levels of Energy Conservation providing green and safe places to live.</p>
Stephen Glazebrook (Interim Head of Communities)	
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) <input checked="" type="checkbox"/> Accountability (V1) <input checked="" type="checkbox"/> Respect (V2) <input checked="" type="checkbox"/> Teamwork (V3) <input checked="" type="checkbox"/> Innovation (V4) <input checked="" type="checkbox"/> Customer Focus (V5) <p>The new Housing Company will seek to work with the Council's chosen Vision and Values and will adopt innovative solutions to provide new housing in the Borough.</p>
Stephen Glazebrook (Interim Head of Communities)	
Equalities & Equality Assessment(s) (EA)	An initial Equality Assessment in respect of the new Housing Company was submitted in the report to full Council.
Stephen Glazebrook (Interim Head of Communities)	<input checked="" type="checkbox"/> Not Applicable (EA)

Supporting Leicestershire Families (SLF)
Service Update from the County Council SLF Team

September 2017

1. National Troubled Families Update

- 1.1. Service Transformation** – Leicestershire’s Early Help Services are currently working towards undertaking a self-assessment as required by the DCLG as part of its Service Transformation Maturity Model. This encourages work with those families receiving a service from Early Help and those partners engaged in the Early Help Agenda to start to look at how far along the journey services are to achieving maturation. The focus of the assessment is around six strands – family experience of services, leadership, strategy, culture, workforce development and delivery structures and processes. An event is planned to evaluate the self-assessment with partners and an event is being planned for October 2017. Invites will follow shortly.
- 1.2. Troubled Families Annual Report and Leicestershire Performance:** - At the time of the production of the Troubled Families Annual Report (April 2017), Leicestershire had achieved 25.4% of its maximum funded target a further three years remaining until 2020. This places Leicestershire in the top 5% of the country with only 6 other Local Authorities scoring above 25% of their total maximum funded families. There are 123 Local Authorities, including Leicestershire, providing data on their troubled families programme. Out of the 6 LA’s which have drawn down a higher level of family funding, only one LA is of comparable size to Leicestershire in its targets and that is North Yorkshire. West Sussex and Leeds are larger LA’s which have drawn down a high proportion of funding and the remaining 4 are all smaller LA’s with smaller numbers of families to achieve outcome for. These are Redbridge, Stockton-On-Tees, North Somerset and Merton. Supporting Leicestershire Families are focused on achieving a significant proportion of the funded families total to contribute to the pooled budget for years 2019-2020, pending the changes to Payment by Results (PbR) which are due in autumn this year. In updating the figures as of June 2017, SLF has now achieved 33% of its target.
- 1.3. Troubled Families – Next Phase** – Following the April 2017 Annual Report, the DCLG have made a commitment to review the financial framework of the programme. We have limited information on this at the moment, but the revision is expected in autumn 2017 for implementation in January 2018. It can be surmised from the DWP Improving Lives Paper 2017 that there will be a considerable focusing on progress to work and sustaining employment.

2. Supporting Leicestershire Families Update

- 2.1. LCC Management Update** – Jane Moore has been appointed as Assistant Director for Education and Early Help. Chris Thomas was successfully recruited to Jane’s previous post of Head of Early Help and Carly Turner has since returned from maternity leave as Service Manager for SLF. Janet Gower-Johnson retired at the end of June from the second SLF Service Manager post and there will be no replacement to this.
- 2.2. Service Transformation – Maturity Model** – The County Council will be host to an event in late October to complete the DCLG required Maturity Model as a

partnership. The focus will be an evaluation of how, as a partnership, it manages the demand of families with multiple complexities. It will broadly follow the guidance from the DCLG but the County Council has spent time localising this and making it relevant to Leicestershire.

- 2.3. Oadby & Wigston SLF** - In relation to the funding, an agreement was made in 2015/2016 by all partners to continue to contribute to the pooled budget for a further three year period (2016/17 – 2018/19). For Oadby and Wigston Borough Council the value of this is £23,333.00 per financial year. In essence, the agreement continues to be in place.

The statistics in relation to OWBC are:

Intervention	2014-15	2015-16	2016-17
Number of families meeting Troubled Families Agenda (Phase 2) that were worked with in OWBC – Intensive Family Support	44	41	67
Number of individuals worked with as part of the above Families	164	150	260
Number of one to one interventions offered as part of the Youth Offer in OWBC	60	68	72

Additional comments:

- The information above specifically relates to the Troubled Families – Phase Two families and the Youth Work figures, although the Youth Work interventions are not formally part of Phase 2 unless their family is being worked by an Intensive Family Support Worker. The number does not identify the wider Early Help offer from LCC.
- There has been a year on year growth in terms of the number of families engaged and worked with during Phase Two of the of the Programme in OWBC.
- Intensive Family Support Workers can stay involved with families for average of 12 months.
- In 2015, the Youth Service became part of Supporting Leicestershire Families and re-focused work from generic youth based activities to a more targeted offer. This is managed by Team Leaders in localities and this will contribute to the increase in interventions offered to young people as it enables for a more responsive Service.

2.4. The Oadby & Wigston SLF Team

Through pooled budget contributions and LCC budgets the staffing offer for Oadby & Wigston is as follows:

- Rachel Lobel – Locality Manager for (Blaby, Oadby & Wigston and Harborough)
- Amy Perry – Team Leader
- Lee Kramer - Locality Youth Development Worker (also Blaby, Oadby and Wigston and Harborough)
- Intensive Family Support Workers (IFSW) x 4 posts
- Youth Workers x 3 posts
- Assistant Youth Workers x 1 posts (5 hour contracts to deliver group work).

- The staff are generally based at the Bobbin Factory in South Wigston but they do maintain ties with all the staff with Oadby and Wigston Borough Council Officers in relation to the families that they work with.

2.5. Partnership Working

- Meeting quarterly with Steve Nash of OWBC to discuss caseloads, issue and barriers and cases that are being jointly worked between SLF and OWBC.
- SLF engaged in the Supersonic Boom and have reported it being a great opportunity to gain the voice of families and young people. The SLF team are also aware that a number of SLF Families attended the event when previously they may not have. As an outcome from this meeting, SLF families are flagged on the OWBC housing system and information is shared around potential evictions.
- Amy Perry is developing links with the School Heads to look at further collaboration concerning those SLF Families where education is a concern.
- Engaging with the VCS Mental Health Forums and the potential development of a Mental Health Café
- Attending the Primary Behaviour Partnership at Oakfield School
- SLF are providing caseload information to JAG members prior to the meeting which means that there is effective information sharing.
- Attendance at the CSP providing SLF information and most recently the partnership collaboration of a Networking Event.
- Amy Perry attends meets with the Clinical Leaders of the School Nurses and Health Visiting Services.

2.6. Caseload Information:

- 22 families are currently being worked with by Intensive Family Support workers.(IFSW) This equates to 99 individuals within those families who are also all worked with.
 - It is anticipated this number will increase following the start of the new school year. Each IFSW will hold between 6-8 Families depending on the complexity of the family and the workers contractual hours. This count does not include any young people being worked with by Youth Workers.
 - Within the SLF families, there is an average of 4.5 individuals.
 - The SLF Team have a comprehensive group work offer which is open to a wide range of people and concerns SEND support for young people, confidence building, parenting support, dealing with risky behaviours etc
- The national Financial Framework has six outcomes linked to working with families. When the IFSW start working with a family, they track progress through the Family Star Plus which is an outcomes monitoring tool that is linked to the SLF PbR structure which look at ten domains of need. The assessment looks at a families progress under each domain – are they 'stuck', 'accepting help', 'trying', 'finding what works' or 'effective parenting'.
 - The most prevalent needs presenting in those families are: managing boundaries and behaviour with their children, education and learning of their children (school based issues such as poor attendance), meeting emotional needs and difficulties around making progress to work.
 - Most recorded positive progress was made by families who moved up at least one stage (from 'trying' to 'finding what works') in these domains of need: improving their wellbeing, dealing better with their children regarding boundaries and behaviour, meeting the emotional needs of their children .

- In terms of the PbR outcomes from the Troubled Families Outcome Plan:
 - 4 of the 22 families are no longer claiming benefits, 16 of the 22 remain reliant on benefits at the current time and the other 2 were not claiming benefits. To improve this outcome we are refocusing work with the DWP, particularly in light of the rollout of Universal Credit to the area next year which will present a challenge to some families. This measure regards independence from state benefits for 16 weeks and moving into employment. 13 of these families are not yet making progress to work, this could be due to the complexity of issues in their life.
 - 6 families had positive outcomes for education for their children. To improve this, Amy will be developing links with the Head Teachers of the Academies to unpick further the issues that are going on with the SLF families. We do routinely share the names of the families that we are working with the School Heads. The PbR outcome linked to this is less than 15% absence over three school terms.
 - Health outcomes have been achieved for 17 families, with 5 still receiving support to improve their health – accessing appointments appropriately, maintaining a healthy lifestyle, registered with GP/Dentist etc).
 - 6 families still self-report incidents of domestic abuse within a 6 month period and supports will have been accessed for these families where there is consent. 6 families have made progress in this area and for 10 families there is evidence that this have not been a presenting need.
 - In terms of the criteria for Children Needing Help there is still work ongoing with 6 families, and 16 families have made the required progress. The measures for this criteria concern reductions in missing episodes for young people, accessing the relevant Early Years support for younger children, no active involvement from Social Care around Child Protection and measures in the Family Star.
 - The crime measure is taken in relation to youth crime and recorded ASB, there are just two families who are working

2017/18 Capital Programme Projects			
Scheme	Number of Homes	Description	Procurement Method & Update
HRA Capital Projects			
Elizabeth Court	75	<ul style="list-style-type: none"> - Extract defective cavity wall insulation and clear cavity of rubble and debris; refill with bead system. - Fit new windows and install external wall insulation to replace tiled panels between windows. - Install Positive Input Ventilation (PIV) systems to all homes. - <i>Additional work</i> – fit new gutters while buildings have scaffold erected. - <i>Additional work</i> – reconfigure and update incoming electrical supplies and switching 	<u>Procurement: Low Carbon Expert</u> <ul style="list-style-type: none"> - Planning permission obtained - Appointed Low Carbon Exchange - All properties surveyed - Resident event held - Works on site from June 2017 - <u>Due to complete Oct 2017</u>
Kings Drive / Gibson Close	23	Replacement of bathrooms with low access shower rooms	<u>Procurement: Ridge Consultants</u> <ul style="list-style-type: none"> - Works on site April to July 17 Works Completed
Malham Way	25	Replacement kitchens, bathrooms, boilers and electrical upgrades where not already undertaken, e.g. at relet of property	<u>Procurement: Ridge Consultants</u> <ul style="list-style-type: none"> - Tendered and awarded to: - Mercer Building Solutions - Resident event held - Works started September - <u>Due to complete Jan 2018</u>

Appendix B

Marriot House	27	Fire safety upgrade of existing fire stop walls in roof space and bringing common areas up to current safety standards.	<u>Procurement: Ridge Consultants</u> - Report received 26 July 2017 - Recommendations under review - Further checks on building history - Meeting with Ridge on 6 October
Junction Rd / Maromme Sq / Burgess St	54	Fire and other safety upgrades, to include:- new flat doors, new emergency lighting, replacement of damaged gas and electricity meter box doors, closing gaps in balustrades (to comply with current building regulations), redecoration of stairwells.	<u>Procurement: in house.</u> Doors awarded via LHC framework Meter box covers – Direct Labour Emergency Lighting – by quotation Painting - part of a larger tender Balustrades – by quote (completed) Works on site: October >January 18
William Peardon Court	36	Mechanical and Feasibility Study carried out for replacement of communal heating system (rather than just boilers) or provision of individual heating system. Initial report received April 2017 suggesting works circa £400k. Revised report and costs of £230k received 8 th September and now under review for works in 2018.	<u>Procurement: CJR Midlands</u> - Boilers have been serviced and had all burners replaced to ensure serviceable for the coming winter.
14 Junction Road	2	Convert large 3/4 bedroom maisonette to 2 homes. It is believed all issues have now been resolved and a programme / costs can be agreed.	<u>Procurement: Ridge Consultants</u> Planning permission obtained Meeting with Ridge 6 th October
Decent Homes – past refusals	2	- Two houses have undergone major refurbishment following very long term tenancies (one in excess of 50 years duration) -	<u>Procurement: in house.</u> - Tendered - Two projects completed so far
Central heating and boiler	Approx	- Responsive where parts are no longer available or	<u>Procurement: in house.</u> SOR or by

replacement	45 boilers	<ul style="list-style-type: none"> - repair uneconomical. - Planned – currently replacing at Regent Close 	quotation.
Major adaptations	Per OT Rec.	<ul style="list-style-type: none"> - Projects drawn up and tendered individually - Equipment procured by County e.g. stairlifts - Rate of referrals has reduced 	<u>Procurement: Dave Barry</u>
Front and rear doors (composite)	20 Doors	<ul style="list-style-type: none"> - 19 doors completed at Davenport Road - 1 x fire door at Churchill Close 	<u>Procurement: in house</u> Awarded via LHC framework Completed
Car hard standings	4 new hard standings	<ul style="list-style-type: none"> - Ongoing annual programme - 12 addresses currently on waiting list - Scheme not currently being actively promoted 	<u>Procurement: in house</u> Completed
GF Capital Projects			
Belmont House Hostel	Up 10 beds	Convert existing house to homeless accommodation	<u>Procurement: in house</u> <ul style="list-style-type: none"> - Send tender invite 16/10/2017 - Tender return 17/11/2017 - Seek start on site in December - Completion by 31/03/2018
Bushloe House Meeting Rooms	3 rooms	Create new meeting rooms adjacent to reception	<u>Procurement: in house</u> Tenders due in 6/10/2017
Bushloe House Boiler Replacement	2 boilers	Phase 2 – Replacement of remaining 2 boilers <ul style="list-style-type: none"> - Remove redundant equipment from bunker - (Two oil tanks and ventilation compressor) - Controlled asbestos removal within cellar and three story asbestos external flue 	Procurement: CJR Midlands <ul style="list-style-type: none"> - Preliminary works on site - Due for completion in October 17 - Managers consulted - Contingency plans in place

		<ul style="list-style-type: none"> - Install 2 no. replacement boilers - Provide capacity to link the two systems so either can act as backup 	- Staff notice prepared
Bushloe House (Room 111)	1 room	Clear store, repair and decorate to bring back into use as an office.	Procured in house. Completed

UPDATE ON FIRE RISK ASSESSMENTS (Sept 2017)

Fire Safety Procedures and Risk Assessments Generally

We can confirm that the council has 85 fire risk assessments covering the communal areas of residential properties, serving blocks of flats and sheltered schemes. These have been carried out by an external expert in this area. There are also fire risk assessments for one community facility (at Boulter Crescent) and all office bases, carried out by the same external expert.

A review was carried out to ensure all relevant buildings were included. This identified one residential scheme where there are shared facilities but these are all outside rather than within the building. We are not certain this falls within the fire safety reform order (and had not been considered to do so since 2005) but have now added this to the schedule of properties and have had a fire risk assessment carried out by the external expert.

The Council's approach is compliant with good practice and involves undertaking independent fire risk assessments at least every 5 years or earlier if triggered by changes in circumstances. In the intervening period internal reviews are carried out by a competent person which in most instances over the last five year cycle has been Don Rudd; these have generally been on a 2 yearly cycle unless prompted by a change of circumstances or an event.

It is intended to move to a three yearly cycle of FRA's carried out by an external expert with two internal annual reviews carried out by a competent person i.e. properties visited and reviewed every year.

A check was made to ensure all FRA's were up to date. 4 schemes were found to be out of date having last been completed in 2012 and 6 schemes were due for new FRA's in 2017. The out of date ones were completed immediately and the others have been undertaken since.

An improved monitoring system has been introduced and this will be used to manage the move to a three year cycle

Specific checks that were undertaken

- A visit was made to every site to check all recommendations and internal reviews are up to date.
- All signage was checked (e.g. self adhesive warnings that had been removed) and replaced where necessary
- Any outstanding recommendations are being implemented – these are usually lower risk items that had not been flagged as high priority for immediate action.
- A check was made that all locations had up to date evacuation procedure notices in place and any found to be missing were replaced.
- The biggest jobs undertaken have been fitting / replacing smoke seals to doors, increasing emergency lighting, safety checking and upgrading some landlord's electricity supplies.
- Review of procedures and responsibilities

Capital investment in relation to fire safety

The council has an ongoing programme of capital investment which is aimed to bring schemes up to or as close as possible to those standards required as if they had been built today. In the current financial year there are projects to increase fire safety at the Junction Rd / Maromme Sq / Burgess St scheme and at Marriot House. These generally include replacing original fire doors and other associated works. This is a programme that is well advanced with major schemes such as Boulter Crescent, Bennett Way, Elizabeth Court having been completed in recent years.

Were any specific concerns identified?

The need to upgrade the landlord's electricity supplies and replace the existing fire doors in the leasehold flats above the shops on Brabazon Road was identified. The electrical upgrade was completed as a matter of urgency and consultation is currently taking place regarding replacement of the fire doors to complete in the current financial year. Similarly we are consulting with leaseholders at the Welford Rd / Newton Lane scheme in order to replace the fire doors. These are very similar in design to the ones at Junction Road mentioned above and will also be replaced in the current financial year.

The age condition and accessibility of the incoming landlord and tenants electrical supplies (belonging to the network provider, the energy suppliers meters and landlords switchgear) has also been identified as an issue. This is more from an electrical safety point of view but also has potential fire safety implications. As indicated above the most urgent one at Brabazon Rd flats above the shops has already been addressed and a scheme is currently being drawn up and priced to carry out improvements at Elizabeth Court. This will deal with the most immediate concerns. High level star key locks have been fitted to the shared electric meter cupboard doors at Boulter Crescent to reduce the risk of children accessing these.

We can also confirm

- Recent independent fire risk assessments are in place for all offices (2016/17)
- All alarm systems and extinguishers are on current service contracts
- Alarm system testing in general needs blocks (Elizabeth Court) is on contract
- Alarm tests in offices are carried out by staff – backed up by service contracts

Work is underway to consider what policy and procedure changes are needed.

Visits with the Fire Service

There have been two very positive visits with the fire service, to Chartwell House and a block on Burgess Street. It is understood there will be an ongoing programme of these visits.

Housing Management

Housing Officers continue to ensure common areas are kept clear of bikes and pushchairs etc. and have been checking to ensure personal evacuation plans for people who need assistance are in place where needed. Fire boxes have been fitted at the three sheltered schemes to hold fire information for when the fire service come on site.

Lightbulb Programme Board - 14 September 2017

Budget Overview Report

1. Programme Budget Overview

The overall budget forecast for the Lightbulb Programme is set out below:

	Actual Outturn 2014/15 £	Actual Outturn 2015/16 £	Actual Outturn 2016/17 £	Proposed Budget 2017/18 £	Total £
<u>Expenditure</u>					
Employee Costs	2,354	210,846	272,319	204,264	689,783
Recruitment Costs	5,087	0	0	0	5,087
Redundancy & TUPE Costs	0	0	0	25,000	25,000
Training	0	8,311	0	15,000	23,311
Medical Expenses	0	0	10	0	10
Research & Insight	0	31,759	10	0	31,769
ICT System (Capital Expenditure)	0	0	0	60,000	60,000
Warm & Healthy Homes - Match Funding	0	0	36,352	34,749	71,101
Car Allowances	36	6,211	8,816	5,542	20,605
Mobile Phones	590	484	384	850	2,308
IT Set-up Costs	1,418	3,707	439	1,500	7,064
Office Accommodation	0	8,033	9,674	6,005	23,712
Handyperson	0	15,188	22,761	0	37,949
Tools/Materials etc	0	1,353	83	0	1,436
Pilot 2 - HBBC	0	0	7,158	0	7,158
Contribution to Foundations	0	1,000	0	0	1,000
Business Intelligence Support	0	0	4,911	2,456	7,367
Lone Worker Protection Units	0	333	586	996	1,915
Hospitality	0	250	137	0	387
General Office Expenses	0	4,077	1,866	1,000	6,943
Support Costs/professional fees	0	0	19,040	13,500	32,540
	9,485	291,552	384,546	370,862	1,056,445
Contingency	0	0	0	43,555	43,555
Total Expenditure	9,485	291,552	384,546	414,417	1,100,000
<u>Income</u>					
Transformation Challenge Award Grant	0	(1,000,000)	0	0	(1,000,000)
Better Care Fund	(100,000)	0	0	0	(100,000)
Total Income	(100,000)	(1,000,000)	0	0	(1,100,000)
(Surplus)/Deficit for the Year	(90,515)	(708,448)	384,546	414,417	0
Cumulative (Surplus)/Deficit	(90,515)	(798,963)	(414,417)	0	0

The 2017/18 budget column in the table above reflects the anticipated spend up to the end of September 2017. We received a Transformational Challenge Award Grant of £1m in 2015/16, and at the beginning of this financial year the balance remaining was £414,417. A total of £370,862 has been allocated as shown above, which means that we have a contingency budget of £43,555.

The employee cost budget of £204,264 covers the salaries of the core Lightbulb team through to

30 September 2017. In addition to this it allows for Occupational Therapist resource and an additional 0.6 FTE Technical Officer between 1 October 2017 and 31 March 2018 to help with the backlog of cases which will remain at the go live date.

2. Future Arrangements

The contingency balance will be held in reserve to be used for any unforeseen costs that may arise post go live. These costs will need to be associated with the delivery of Lightbulb across Leicestershire rather than at individual district level..

An updated report will be brought to the 24 November Programme Board Meeting which should provide reassurance to members.

3. Recommendations

The Programme Board is requested to:

- a) Note the contents of this report
- b) To agree that the unallocated contingency budget should be retained in an earmarked Lightbulb Reserve to be used for any unforeseen costs that may occur following "Go Live"
- c) Note that a budget update report will be brought to the November 2017 Programme Board

**Pest Control Service 2017/18
Income & Expenditures Account**

Expenditure Head	Original Budget 2017/18	Profile to August	Actual to 31 August
	£	£	£
INCOME			
Wasps Nest	(7,000)	(2,917)	(2,859)
Rodent Control	(4,300)	(4,300)	(3,130)
Other Pests	0	0	0
Other Pests Commercial	(2,800)	0	(172)
Camera Surveys	(100)	0	0
Income Sub Total	(14,200)	(7,217)	(6,160)
Expenditure			
Employee Costs	28,700	11,958	11,958
New Equipment	100	0	0
Equipment Baits Poisons & Insecticides	1,400	350	858
Protective Clothing	100	0	0
External Services	0	0	0
Telephone and Alarm System	200	0	0
Transport Recharge	4,400	1,100	719
Depot Recharge	700	175	492
Central Support	4,100	1,367	1,500
Expenditure Sub Total	39,700	14,950	15,527
NET COST OF SERVICE	25,500	7,733	9,367

Agenda Item 11



**Service Delivery
Committee**

**Tuesday, 10 October
2017**

**Matter for
Information and
Decision**

Title: Section 106 Open Space, Sport and Recreation Contributions

Author(s): Adrian Thorpe (Head of Planning, Development and Regeneration)

1. Introduction

This report is to inform Members of open space projects, identified by Officers, that could be funded through financial off site Section 106 Open Space, Sport and Recreation Contributions and details a new approach to the management of onsite open space provided through Section 106 Agreements.

2. Recommendation(s)

It is recommended that Members:

- 2.1. note the list of attached Open Space, Sport and Recreation projects that could be funded through Section 106 contributions;
- 2.2. note that the developer, David Wilson Homes, will establish a management company to manage the open space provided within the Direction for Growth as opposed to the Council adopting the open space and carrying out the maintenance; and
- 2.3. agree that where it is possible and appropriate, a similar approach is to be taken in respect of maintenance of open space for other developments in the future.

3. Information

- 3.1 Section 106 contributions for Open Space, Sport and Recreation within the Borough are provided by developers either as a physical contribution (for example as land), or as an offsite financial contribution, to mitigate the impact of development. Current national guidance, The Community Infrastructure Levy (CIL) Regulations (2010), relating to Section 106 policy, states that a Section 106 Contribution must be:
 - (a) Necessary to make the development acceptable in planning terms;
 - (b) Directly related to the development; and,
 - (c) Fairly and reasonably related in scale and kind to the development.
- 3.2 The Community Infrastructure Levy (CIL) in Regulation 123 has also placed a limit on the ability of Local Planning Authorities to pool no more than five S106 contributions towards a single project or item of infrastructure. Affordable housing is excluded from this regulation but otherwise, the limitation applies to all planning obligations entered into since 6 April 2010.
- 3.3 To ensure that monies received via a financial contribution benefit the residents of the development, or those directly impacted by the development, financial contributions will be sought for the settlement in which the development is proposed. For example, for development occurring in Wigston, the financial contribution will be sought for spending within Wigston.

- 3.4 When Section 106 Contributions for Open Space, Sport and Recreation are calculated they are done so in accordance with the Developer Contributions Supplementary Planning Document on the basis that the monies received will be split into Capital and Revenue elements. This split is approximately 40% capital and 60% revenue. The capital element, unless otherwise stated, has to be spent within five years of full receipt and the revenue element is usually up to 20 years. This ensures that any new asset can be maintained and the council is not left with an additional on-going cost burden.
- 3.5 A Section 106 Officer Working Group has been set up since January 2017 to monitor all Section 106 activity. It provides an opportunity for all relevant officers to discuss prospective and current in-progress Section 106 agreements and the needs of each settlement and resolve any potential issues. Section 106 activity is monitored and any outstanding financial contributions notified to the group and progressed. Going forward, it is the intention that when an application for a new development is received that would be eligible to provide Section 106 Open Space, Sport and Recreation contributions, the Officer Working Group will discuss the current projects in need of funding from the 'Section 106 Open Space, Sport and Recreation Working Projects List' and identify an appropriate project for funding. It will then be documented within the Section 106 agreement that the funding will be allocated to that project.
- 3.6 The Section 106 Officer Working Group will be responsible for producing and maintaining the Section 106 Open Space, Sport and Recreation Working Projects List based on compliant projects that are notified to the group. The Section 106 Officer Working Group will decide if a project fulfils the criteria to be funded by Section 106 monies and if agreed, the project will then be added to the Section 106 Open Space, Sport and Recreation Working Projects List. The list will be reported to the Service Delivery Committee on an annual basis.

4. Section 106 Projects

- 4.1 A list of Open Space, Sport and Recreation Projects for the Borough, which could be funded through Section 106 contributions, has been identified by Officers. This list is seen as a 'working list' to be added to as Officers identify or are notified of new requirements. The list is in no particular order of priority and funding will be allocated as and when suitable Section 106 contributions are sought and are allocated in line with the requirements detailed at paragraph 3.1. Relevant ward Members will be notified once the necessary monies have been assembled and before a scheme is brought forward.
- 4.2 However, where possible the installation of children's play equipment identified to be funded by Section 106 contributions will be carried out in the order of priority as approved by the relevant Committee, but this will be within the confines of spending the contribution as stated in the requirements detailed at paragraph 3.1.
- 4.3 Projects identified by Officers that could be funded through Section 106 Open Space, Sport and Recreation Contributions are:

4.4 Park Projects

Enhancements and new provision within the schemes include but are not limited to, new play equipment, new adult fitness equipment, new trees and new benches. The current list of park projects identified are:

4.4.1 Oadby

Ellis Park

- Provision of new play equipment. Approximate estimated cost £45,000.
- Provision of new park trees. Approximate estimated cost £1,500.

Florence Wragg Way Play Area

- Provision of new play equipment. Approximate estimated cost £45,000.
- Provision of park and street trees. Approximate estimated cost £1,500.

Iliffe Park

- Provision of new park benches. Approximate estimated cost £1,350.

Uplands Park

- Provision of new adult fitness equipment. Approximate estimated cost £20,000.
- Provision of new park benches. Approximate estimated cost £3,900.
- Provision of new park trees. Approximate estimated cost £750.

Brocks Hill Country Park

- Provision of new play equipment. Approximate estimated cost £45,000

4.4.2 Wigston

Carlton Drive Park

- Provision of new football/basketball equipment for use at Carlton Drive Park. Approximate estimated cost £5,000.

Freer Park

- Provision of new play equipment at Freer Park. Approximate estimated cost £45,000.

Grittar Close Play Area

- Provision of new play equipment. Approximate estimated cost £8,000.

Horsewell Lane Park

- Provision of new park benches. Approximate estimated cost £3,900.

Meadows Open Space

- Provision of new park trees. Approximate estimated cost £1,000.

Willow Park

- Provision of new adult fitness equipment. Approximate estimated cost £20,000.
- Provision of new park trees. Approximate estimated cost £750.
- Provision of new notice boards. Approximate estimated cost £5,550.
- Provision of new litter bins. Approximate estimated cost £4,500.

- Provision of new park benches. Approximate estimated cost £6,500.

4.4.3 **South Wigston**

Blaby Road Park

- Provision of new adult fitness equipment. Approximate estimated cost £20,000.
- Provision of new park trees. Approximate estimated cost £750.
- Provision of new notice boards. Approximate estimated cost £5,550.
- Provision of new litter bins. Approximate estimated cost £4,500.

Pochins Bridge Open Space

- Provision of new adult fitness equipment. Approximate estimated cost £20,000.

William Gunning Park

- Provision of new adult fitness equipment. Approximate estimated cost £20,000
- Provision of new litter bins. Approximate estimated cost £2,250
- Provision of new park benches. Approximate estimated cost £2,600.
- Installation of new land drainage. Estimate not currently available.

4.5 **Street Trees**

To provide additional street trees in areas of the Borough with poor tree coverage. Locations and suitable tree specimens will be confirmed by the Council's Arboricultural Officer, however current suggested locations are:

Wigston

- Launceston Road. Approximate estimated cost £1,000.
- Welford Road. Approximate estimated cost £1,600.

South Wigston

- Ervins Lock. Approximate estimated cost £1,600.

- 4.6 As mentioned earlier, all monies received via Section 106 Open Space, Sport and Recreation Contributions are split into capital and revenue elements as calculated from the formula in the Developer Contributions Supplementary Planning Document. Therefore, once work is completed on a project through the use of the Section 106 capital element, there is revenue available to ensure on-going maintenance of these projects for up to 20 years.

The projects will be resourced by a combination of in-house resources with a staggered timetable for delivery and/or external resources for the duration of the project funded by the capital element of S106 monies.

5. Management of Onsite Open Space provided within the Direction for Growth

- 5.1 The Direction for Growth is a new development to be built by David Wilson Homes (DWH) between Newton Lane and Welford Road to the south east of Wigston. Phase One has been granted planning permission to build 450 homes and 2.5 hectares of employment land with Section 106 contributions providing amongst others, open

space, a community centre and education facilities.

- 5.2 The Direction for Growth (DfG) has a provision for onsite open space to be provided by the Developer through Section 106 Agreement. This includes a sports pitch provision, children's and young people's play facilities, allotments and informal amenity open space. The Section 106 details that the developer, (DWH), can choose either to retain the onsite open space and maintain this through a maintenance company to a schedule agreed with the Council or, as is traditional, transfer the open space to the Council and pay a maintenance fee to cover the cost of the maintenance over an agreed period of time, (usually twenty years). DWH has chosen that it will perform the maintenance. The establishment of a maintenance company is increasingly becoming developers preferred approach to dealing with open space across the Country.
- 5.3 The effect of this is that householders will be required to pay an annual maintenance fee and a maintenance company, Wigston Fields Management Company, will establish its own management regime and carry out all of the maintenance itself. The Borough Council will have no involvement in maintaining the open space within the development. This has the effect of reducing risk to the Council and eliminating the financial burden to the Council as it will not have to take on the maintenance of the open space in the longer term.

Background Documents:

Planning Obligations Supplementary Planning Document October 2015

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Implications Section 106 Open Space, Sport and Recreation Contributions	
Finance	With the management company maintaining the open space within the development there will be less of a cost burden for the Council. Projects funded through Section 106 could reduce Council's capital expenditure.
Stephen Hinds (Director of Finance and Transformation)	
Legal	No significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1)
Adrian Thorpe (Head of Planning, Development and Regeneration)	With the management company maintaining the open space within the development there will be less of a cost burden for the Council. Projects funded through Section 106 could reduce Councils capital expenditure. <input checked="" type="checkbox"/> Economy/Regeneration (CR9) There is potential regeneration benefit to the parks and open spaces within the Borough via Section 106 funding.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Green & Safe Places (CP4)
Adrian Thorpe (Head of Planning, Development and Regeneration)	There is potential regeneration benefit to the parks and open spaces within the Borough via Section 106 funding.
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5)
Adrian Thorpe (Head of Planning, Development and Regeneration)	The key objective of Section 106 funding is to mitigate impact as well as improve the Borough's open space.
Equalities & Equality Assessment(s) (EA)	No significant equalities implications.
Adrian Thorpe (Head of Planning, Development and Regeneration)	<input checked="" type="checkbox"/> Not Applicable (EA)

Agenda Item 12



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information
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Title: **Capacity and Lifespan of Oadby Cemetery**

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

1. Introduction

This report updates Members on the capacity and lifespan at Oadby Cemetery.

2. Recommendation(s)

That Members note the information in the report.

3. Information

- 3.1. There are currently 14 new burial plots remaining at Oadby Cemetery which, at the current rate of use gives a lifespan for burials into new plots of just under two years.
- 3.2. There are currently 31 new ash casket plots remaining in the Garden of Remembrance which at the current rate of use gives a lifespan for interment of ashes of just over one year.
- 3.3. There is no further space available within the boundaries of the existing cemetery where additional new burial space can be created.
- 3.4. There is space to create further ash casket plots within the Garden of Remembrance. A further 25 spaces (one row) could be created in this location thereby extending the lifespan for ash caskets by a further year.
- 3.5. A capital bid will be submitted for 2018-19 to fund extending the Garden of Remembrance as detailed above.
- 3.6. The former scout hut land adjacent to Oadby Cemetery (owned by the Council) could be brought into use as a burial area; it is difficult to estimate how many plots could be created here as the land would need to be cleared, measured and an allowance made for roads and paths. A 'guestimate' would be that 60 to 80 plots could be created giving an additional lifespan at the current burial rate of 7 to 10 years. Officers are currently identifying options such as this for future burial provision within the Borough which will be reported to Members in due course.
- 3.7. The above timescales are approximate as there are many variables which affect the timescales such as the death rate and trends in burial and cremation.
- 3.8. Due to the lack of space within Oadby Cemetery, Members agreed some time ago to stop the sale of grave spaces in advance of death at Oadby Cemetery; 'purchase in advance' remains available at Wigston Cemetery.
- 3.9. Burial plots are dug for two interments and six caskets and ash plots are dug for two caskets. Therefore plots that have already been opened for an interment in the past can continue to be used for interments with the agreement of the deed holder until

such time as the plot is full.

Background Documents:

None.

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Implications Capacity and Lifespan of Oadby Cemetery	
Finance	Any extensions to the current facilities will have significant ongoing revenue implications.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	There is no statutory duty on the Council to provide burial facilities but if they are provided the management is governed by the Local Authorities Cemeteries Order.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> No Corporate Risk(s) Identified
Margaret Smith (Facilities and Admin Team Leader)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2)
Margaret Smith (Facilities and Admin Team Leader)	
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5)
Margaret Smith (Facilities and Admin Team Leader)	
Equalities & Equality Assessment(s) (EA)	No significant equalities implications.
Margaret Smith (Facilities and Admin Team Leader)	<input checked="" type="checkbox"/> Not Applicable (EA)



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information and Decision
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Title: **Corporate Enforcement Report**

Author(s): **Stephen Glazebrook (Interim Head of Communities)**

1. Introduction

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

2. Recommendation(s)

Members are asked to note the contents of the report.

3. Information

3.1. Asbestos Case - Marstown Avenue (Update)

The Council undertook (through an asbestos specialist) laboratory analysis of the gardens of Marstown Avenue and Kenilworth Road due to failure by the site owners to resolve the remaining outstanding issues. The results indicated that four gardens despite having the clearance work carried out still contain traces of asbestos material and require remediation. As a result the Council has now served formal notices on the owners of the site to:

- Remediate the remaining 4 gardens
- Undertake further laboratory analysis following completion of the remedial works
- Replace all personal articles disposed of during the remediation

Failure to undertake the works by the specified date may lead to formal legal action being taken against the owners of the site.

3.2. Dog Fouling

In the period July to August 2017, the main focus of activity has been the provision of advice and proactively stencilling and placing additional signage where necessary across the Borough. In addition, through the promotion of the new Public Space Protection Orders there has seen a concerted media campaign to promote the issue of dog fouling in the Borough.

Regular monitoring has been undertaken in the parks and open spaces across the Borough. In the two months being reported upon 18 monitoring visits have been undertaken evenly across the Borough's parks and open spaces and is seemingly acting as a deterrent.

We rely on reliable intelligence from the public and this has resulted in letters being sent to alleged perpetrators. The complainants are advised of this action so as to

encourage further reporting, where necessary. Educational signs have also been erected in areas to further encourage responsible dog ownership by owners cleaning up after their dogs.

There were 24 dog related cases reported during July and August with only 4 complaints being related to dog fouling on the streets leading to advice, stencilling and signage. This is a reduction of 37% on the previous reporting period. 9 stray dogs were picked up and taken to kennels. There were 7 reported incidents where dogs were being aggressive to neighbouring households or other animals and the appropriate action was taken.

3.3. **Public Space Protection Orders (PSPO's)**

The consultation process regarding the introduction of Public Space Protections Orders which will replace the existing Dog Protection Byelaws was completed on 8 September 2017.

The consultation was carried by a number of different means including:

- Survey Monkey
- Facebook
- Twitter
- Council's website

A summary of the results of the consultation are attached at the ***Appendix***.

There were no changes to the proposed PSPO areas as a result of the consultation and a copy of the final order is to be considered at the meeting of the Licensing and Regulatory Committee on 12 October for approval.

3.4. **Pest Control**

65 initial requests regarding pests in domestic settings were received in that time and the breakdown is shown in the table below:

Pest Type	Numbers
Rats	18
Mice	2
Cockroaches	0
Squirrels	4
Fleas/bedbugs	3
Wasps	38
TOTAL	65

Further to the Service Delivery Committee's decision to expand the pest control service into the commercial sector the new service has been advertised on the Council's web site and all non food businesses have been written to promoting the service and advising businesses of their duty under The Prevention of Damage by Pests Act.

So far the take up and been slow and it may take some time for the full potential to

be realised. Consideration is also being given to offering the new service to food related businesses. The Council is able to do this under the regulations and whilst it could present a conflict of interest where enforcement is being pursued, if the Council is also the contractor. However, providing there is a clear client /contractor split then this should not present any problems. Legal advice is being sought on this issue to clarify the position.

In order to establish whether there is a market for the expanded pest control service it is proposed that the position be reviewed at the end of the financial year.

The revised Pest Control charges as agreed by Members were increased from July 2017.

3.5. **Enforcement of Litter, Fly-tipping and Accumulations**

Environmental Health received 9 reports of fly-tipping during the period which were investigated and progressed within the stipulated response times. In addition to this the Borough is regularly monitored for any nuisances in line with the requirements of the Environmental Protection Act. There were no orders served relating to the Anti Social Behaviour and Crime Act in the period and no fixed penalty notices were served.

3.6. **Abandoned Vehicles**

There have been 9 reports received of abandoned vehicles in the period, all of which were investigated and progressed. In several cases, the reported vehicle did not meet the criteria for an abandoned vehicle so no formal action could be taken. In all such cases, the complainant was advised of the outcome of our investigation.

Further work is being done to improve the quality of referrals so as to reduce the number of complaints of illegal or nuisance parking being reported as "abandoned vehicles".

Background Documents:

None.

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Implications Corporate Enforcement Report	
Finance	There are no significant financial implications.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	The new Pubic Space Protection Order will replace the existing Dog Byelaws.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Regulatory Governance (CR6) Ensuring the Council has a coherent and transparent enforcement Policy across the Borough and across all tenures. <input checked="" type="checkbox"/> Other Corporate Risk(s) Failure to implement the Policy will leave the Council in a position of being unable to defend actions taken by enforcement offices in pursuance of their required duties.
Stephen Glazebrook (Interim Head of Communities)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) The entire Borough will be covered by an all encompassing enforcement policy. <input checked="" type="checkbox"/> Effective Service Provision (CP2) Provides direction and focus for enforcement decisions.
Stephen Glazebrook (Interim Head of Communities)	
Vision & Values (V)	<input checked="" type="checkbox"/> Accountability (V1) Policy makes all Enforcement Officers responsible for a course of action. <input checked="" type="checkbox"/> Respect (V2) All persons that will meet enforcement and Licensing Officers will be provided with a respectful and transparent approach to dealing with the issues at hand. <input checked="" type="checkbox"/> Teamwork (V3) Cross department methodology building teamwork within the departments.
Stephen Glazebrook (Interim Head of Communities)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Stephen Glazebrook (Interim Head of Communities)	<input checked="" type="checkbox"/> Not Applicable (EA)

Results of Public Space Protection Orders Consultation

The Council undertook a consultation on the proposed Public Space Protection Order due to the repeal of the Councils Bylaws on dog fouling by statute under the Anti-social Behaviour Police and Crime Act 1.

The Council undertook a borough wide consultation through a survey monkey questionnaire on the Councils website. This was advertised by several Facebook notifications and twitter feeds. The survey ran from 18 July 2017 to 8 September 2017. In addition hard copies were left at Customer Contact Centre.

The results of the survey were:

- 138 responses via the survey monkey, 9 responses by hard copy
- % supporting continuing enforcement powers in: Parks 40%, Recreation Grounds 52%, Open Spaces 31%
- Enforce keeping dogs out of enclosed play areas 68%
- Enforce carrying poop bags 84%
- Enforce dogs on leads in designated areas 57%
- 87 expressed an opinion on the areas to be included in the PSPO but NO further areas would be added from the draft PSPO. However, 21 requested dogs be kept on leads at all times within the Borough being added
- Sanctions to be imposed for failing to pick up after a dog - FPN 92%, Education 66%, Community Payback 51%
- Sanction to be imposed for means of picking up after a dog – FPN 62% Education 50% Community Payback 33%
- Sanctions for allowing dogs in excluded areas - FPN 50%, Education 32%, Community Payback 28%
- Sanctions for dogs on leads in designated areas – FPN 56%, Education 35%, Community Payback 33%

Agenda Item 14



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information
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Title: **Leisure Services Report**

Author(s): **Avril Lennox MBE (Head of Health & Leisure Services)**

1. Introduction

This report provides Members with an update on the Council's Leisure Services, including the Health & Wellbeing Board, the Leisure Contract, the Sport & Physical Activity Commissioning Plan and the planned developments at Parklands Leisure Centre and Brocks Hill Visitor Centre.

2. Recommendation(s)

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

3. Information

3.1. Health & Wellbeing Board:

The first of four Oadby and Wigston Health & Wellbeing Board meetings was held on 15 August 2017. The following were confirmed as the local key priorities over the coming year:

- 1.** Mental health/dementia
- 2.** Weight management/diabetes
- 3.** Alcohol/substance misuse and smoking

This particular meeting focused on the first priority, mental health and dementia. Following a workshop and range of discussions the aim is to form specific health themed Alliances that can collaborate on funding bids and work together to achieve shared outcomes. The work on developing the health page on the Local Sports Alliance website will continue, in order to assist with increasing exposure of local opportunities, services and groups.

A briefing paper was distributed prior to the meeting about the new Leicester-Shire & Rutland's Physical Activity & Sports Strategy 2017 – 2021. A number of positive comments were received and the Chair, Councillor Jeffrey Kaufman, confirmed the Board's support and endorsement of the strategy.

During the meeting, Tony Cawthorne (OWBC Environmental Health Officer) provided an overview of the 2017 Air Quality Report. He confirmed that we have been advised by DEFRA that the air quality objectives are to be looked at in more detail and additional monitoring is being undertaken.

The next HWBB will take place on Wednesday 11 October 2017 and will focus on weight management and diabetes.

3.2 Leisure Contract Update (May - July 2017)

Participation

The period May to July 2017 saw over 229,000 attendances at Parklands and Wigston with a new record attendance for a single month in May of over 78,000.

Membership numbers for the gym and swim lessons also reached a new peak in June. Participation in swimming, fitness, GP Referral and other target groups has been very pleasing.

Programmes & Events

New activities and/or events to take place in this period were:

- Elections
- New exercise classes
- New netball classes, encouraging women back into activity
- Mayor Making
- NHS blood bank
- Schools Partnership Awards Night
- Various functions

This is in addition to a comprehensive programme of activity for children and adults encompassing a wide variety of classes and courses. This also includes targeting specific groups such as girls, women and over 50's.

Customer Feedback

Customer feedback has been pleasing at both centres with the majority of the compliments centred on how staff deliver a great customer service.

Customer Engagement

SLM has been extremely proactive in engaging with the community, raising the profile of both the facilities and services offered. There are now nearly 49,000 people who have a free Everyone Active card. This has contributed significantly to the opportunity to deliver a positive message about physical activity to the community.

Community Contributions

In the 3 month period SLM has given over £10,000 worth of free activity to the community in the form of activity passes, memberships and free swimming. This includes opportunities for those on the 'Supporting Leicestershire Families' scheme to take up physical activity and regular support for our talented athletes, as part of the Go Gold scheme.

3.3 Sport & Physical Activity Commissioning Plan Update

Legacy Maker

OWBC has recruited a new graduate trainee for 12 months work experience. The officer, who started in post in August, is tasked with delivering national and sub-regional initiatives at the local level. This opportunity provides invaluable on-the-job training whilst also providing additional assistance to the Leisure Team. The officer brings with him experience of undertaking research and insight, which will be

invaluable to the consultation and insight work required for future funding bids.

This is the 6th year Oadby and Wigston has been involved in the graduate scheme; the previous 5 Legacy Makers have all gone on to secure full-time jobs with key organisations e.g. the University of Leicester; the Football Association at St Georges Park in Burton on Trent; Leicester University Hospital; Leicester City Council; and Leicester-Shire & Rutland Sport.

Local Sport Alliance

One of the key priorities this year for the Oadby & Wigston Local Sport Alliance is to improve the mental health of local people. In order to do this a 'Healthy Mind, Healthy Body' Family Fun Day will be held at Parklands Leisure Centre on the 12th November. The purpose of this event is to give families the chance to take part in a wide range of activities as well as gaining information about what help is available, from the range of local health services who will be attending. In addition the day will provide the opportunity to carry out consultation, which will influence future programmes and funding bids.

Sport England

OWBC has been part of a county-wide funding bid to Sport England's Families Fund. An expression of interest application has been submitted and if successful will see an exciting partnership between the Local Authority, Supporting Leicestershire Families and HomeStart. As part of the bid Oadby and Wigston has been chosen as one of two pilot areas for the first year.

Just

After our successful 'This Girl Can' event at Parklands Leisure Centre in June, the 8 week 'Just Women and Girls' programme started in September. The programme consists of 5 different weekly sport and physical activity sessions across the borough which females can take part in, as well as having the opportunity to gain rewards based on attendance.

Led Cycle Rides

The first ride of our cycle programme will be held on Friday 20 October and is aimed at families. A suitable route has been developed around the borough and will be utilised for various different rides over the year. Early in 2018 we will be delivering female only and adult's rides.

Oadby and Wigston Awards Evening

The Borough's annual Awards Evening will be held on 22 November at Parklands Leisure Centre. There has been a positive response for nominations for the range of sport and physical activity categories. The assessment panel which will meet on 12 October comprises of representation from the Council's Leisure Team, the school sports partnership, Leicestershire & Rutland Sport as well as Councillor Richard Morris. Nominations will be shortlist and identify winners will be announced on the night.

Oadby And Wigston Performs well in Recent Office for National Statistics (ONC) Survey – measuring the happiness and well-being of people across the UK

The results of the annual survey were published in September with Oadby and Wigston rated as the 5th happiest place to live in the entire UK. Ratings were measured across 4 areas of personal well-being. Oadby and Wigston's happiness score increased from 7.8 out of 10 in 2016's survey to an impressive 8.2 in the year ending March 2017. It is the only areas in the East Midlands to make it into the top ten happiest places to live.

Active Oadby and Wigston Website

All relevant information, including the Health & Wellbeing Board health page, can be found at the following link: www.activeoadbywigston.org.uk

4. Parklands Leisure Centre / Brocks Hill New Development Update:

Following approval by full Council on 5 September, the following provides a brief update on initial plans and progress to date.

Extension to Parklands Leisure Centre Car Park, Including Footpath

- Design currently being finalised
- Appropriate materials chosen
- Lighting survey complete
- Topographical survey complete
- Final costs due w/c 25 September
- Planning submitted w/c 25 September

Brocks Hill Centre Plans Update:

- Refurbishment costs finalised w/c 11 September
- Consultation with staff w/c 18 September
- Consult with user groups w/c 25 September
- Attended Oadby resident forum w/c 18 September

An update of progress since the publication of this report will be given verbally at the meeting on 10 October.

Background Documents:

None.

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Implications Leisure Services Report	
Finance	No direct financial implications.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	No significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) Some projects are reliant on external funding, therefore if these allocations are reduced it could impact on service delivery.
Avril Lennox (Head of Health & Leisure Services)	<input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) Transfer of service delivery of Brocks Hill to SLM is currently in progress. However, the risk is minimal as this is an excellent company with a proven track record.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) Working in partnership to provide access to all.
Avril Lennox (Head of Health & Leisure Services)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) Utilising external funding to delivery local projects.
	<input checked="" type="checkbox"/> Green & Safe Places (CP4) Utilising our green spaces, through project delivery.
	<input checked="" type="checkbox"/> Wellbeing for All (CP5) Increasing the range of opportunities through partnership working.
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) Continuing the positive working arrangements with new and existing partners to deliver an effective service.
Avril Lennox (Head of Health & Leisure Services)	<input checked="" type="checkbox"/> Accountability (V1) We are accountable through regular monitoring and evaluation reporting and check and challenge groups.
	<input checked="" type="checkbox"/> Respect (V2) Equality and fairness is at the heart of what we deliver, as is listening to staff and residents to gain valuable insight.
	<input checked="" type="checkbox"/> Teamwork (V3) Stakeholder teamwork, both internal and external is key to the sustainability of projects and programmes.
	<input checked="" type="checkbox"/> Innovation (V4) Leisure Services are continually driving forwards new approaches including identifying new partners with

	<p>similar agendas.</p> <p><input checked="" type="checkbox"/> Customer Focus (V5)</p> <p>Leisure Services continually go above and beyond stakeholders and customers expectations, which can be judged by the number of positive comments received.</p>
<p>Equalities & Equality Assessment(s) (EA)</p>	<p>No significant equalities implications.</p>
<p>Avril Lennox (Head of Health & Leisure Services)</p>	<p><input checked="" type="checkbox"/> Not Applicable (EA)</p>

Agenda Item 15



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information
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Title: Facilities Services Update

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

1. Introduction

This report covers the progress and developments within the Facilities Section and sets out achievements and work in progress since 27 June 2017 when progress was last reported.

2. Recommendation(s)

That Members note the information in the report.

3. Information

3.1. Capital Projects

3.1.1. Ervin's Lock Footbridge

As previously reported Canal and River Trust (CaRT) do not appear to object to a bridge being provided in the vicinity of Ervin's Lock but have pointed out the proposed location is a designated conservation area. The comments from CaRT have been forwarded to John Sharpe, Principal Historic Buildings Officer at Leicestershire County Council since the conservation area was designated by LCC. The comments received back from LCC state that, as the proposed footbridge is in a conservation area they consider the proposed design to be too 'utilitarian' and that they would be looking for a bridge of sufficient quality to enhance the canal side environment. LCC has pointed out the need to address the requirement set out in paragraph 132 of the National Planning Policy Framework that 'when considering the impact of a proposed development on the significance of a designated heritage asset, great weight should be given to the asset's conservation'.

LCC's comments have been forwarded to the Council's contractor, William Saunders, who has agreed to change the design of the bridge so that the parapets are more bespoke and the abutments are in steel rather than brick. The bridge is proposed to be over the lock area so as to utilise the existing banking in order to reduce the length of ramps required to get up to the clearance over the canal. The more bespoke design will increase the cost of the bridge and William Saunders has been asked to provide an indicative cost for the manufacture and installation. The Council will then need to decide how this will be funded taking into account that there is a balance of £47,395 Section 106 money already ear marked for this project. William Saunders has been asked to provide an indicative cost before the end of October so that a capital bid can be submitted for 2018-19.

3.1.2. Refurbishment of Bus Shelters

Two shelters on Leicester Road, Wigston need to be completed. These will be followed by Church Nook, Wigston, Coombe Rise, Oadby and 2 shelters on Severn

Road, Oadby. The average cost per shelter to re-furbish is £540 depending on the amount of work required.

Refurbishment of the above shelters will bring the current capital programme to an end as the budget will have been spent. By the end of 2017/18 thirty five out of a total of 60 shelters will have been refurbished; a capital bid for £12k will be submitted for 2018-19 to continue the programme and re-furbish a further 20 shelters. The remaining 5 shelters should not require any work within the next two years.

3.1.3. **Play Area Refurbishment Programme**

A site visit with Ward Councillors has taken place at Florence Wragg Way Play Area following which a play company has submitted an indicative design that can be used for consultation and tendering purposes. The likely cost will be around £38k which includes replacement of the safety surfacing, new self-closing gate, installation of additional equipment and refurbishment of the existing swings and climbing unit. The cost will be met by Section 106 funding already allocated.

3.2. **Forum Projects**

Litter bins for Wigston Forum (Stanhope Road and The Meadows) and Oadby Forum (A6, outside and opposite Waitrose) have been ordered and delivery is imminent.

3.3. **Borough Entry Signs**

A start date for refurbishment of the first three signs (Crow Mill, Aylestone Lane (Blue Bridge), and Kilby Bridge) is awaited.

3.4. **Other Facilities Work**

3.4.1. **Allotments**

Liaison meetings have been held with plot holders from Aylestone Lane, Wigston Road and Brabazon Road sites. The annual allotment invoices have now been sent out.

3.4.2. **Cemeteries**

The chart below shows the number of interments cemetery staff have dealt with during the three months 1 June 2017 to 31 August 2017.

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	10	14	5
Oadby Cemetery	2	7	4

3.4.3. **Bowls**

Liaison meetings have been held with South Wigston and Oadby bowls clubs.

3.4.4. **Pavilions and Community Centres**

The new cleaning contract which includes cleaning of the pavilions and community centres started on 11 September. Overall, as far as Facilities is concerned the contract seems to be operating smoothly so far.

3.4.5. **Car Parks**

A large hole that opened up in a parking bay at Junction Road car park was repaired as an emergency within 48 hours following its report. Repairs have also been carried out to pot holes in the council owned section of East Street Car Park. There are further pot holes in the privately owned area and the landowner has been contacted requesting repair but at the time of writing no work has been carried out.

Background Documents:

None.

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Implications Facilities Services Update	
Finance	No significant financial implications.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	No significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> No Corporate Risk(s) Identified
Margaret Smith (Facilities and Administration Team Leader)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2)
Margaret Smith (Facilities and Administration Team Leader)	
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5)
Margaret Smith (Facilities and Administration Team Leader)	
Equalities & Equality Assessment(s) (EA)	No significant equalities implications.
Margaret Smith (Facilities and Administration Team Leader)	<input checked="" type="checkbox"/> Not Applicable (EA)

Agenda Item 16



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information and Decision
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Title: **Greening of the Borough and Operational Services Update**

Author(s): **Avril Lennox MBE (Head of Health & Leisure Services)**
Brian Kew (Head of Operational & Street Scene Services)

1. Introduction

This report provides Members with an update on Brocks Hill Country Park & Centre, Tendring Drive footpath as well as an update from Operational and Street Scene Services.

2. Recommendation(s)

- 2.1. That Members consider the information in relation to the deterioration of play equipment at Brocks Hill and provide their approval to remove the multi-activity unit.
- 2.2. That Members note the information provided within the report and endorse and promote the range of opportunities to the wider audience.
- 2.3. That Members note that an extension to the current temporary planning permission for the Tendring Drive, Wigston, footpath may be required.

3. Information

3.1. Natural Discovery Volunteer Project

The following information provides a progress report on plans which have been put in place for the final stage of the Heritage Lottery funded project:

- The Conservation Volunteers Group (TCV) has successfully started delivering the off-site conservation volunteering sessions. They will also be coordinating the South Leicestershire College gardening programme at Brocks Hill, which will recommence following the start of the new term in October 2017.
- The new Admin Officer has been in post since the start of July and has been liaising with TCV, the Park Warden and Volunteers to promote the volunteering opportunities. Administrative tasks include: inputting volunteer details, hours completed and the work carried out, booking training and updating social media. Work has also been carried out on updating the finance spreadsheet for monitoring and evaluation purposes as well as allocating the remaining external budget. The Admin Officer will also assist with the collation of project data for the final report to the funders.
- The Park Warden continues to coordinate the Wednesday Brocks Hill volunteering sessions with a reliable group of regular attendees. This session is now at full capacity, so new volunteers are directed towards the off-site volunteering opportunities.
- A recruitment drive is currently taking place to enlist new Lead Volunteers.
- This has now been advertised locally; suitable candidates will be interviewed and if successful, will receive appropriate training with the aim of sustaining the volunteering activities at the end of the funded project.

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

Month	2015	2016	2017
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	448.25
July	312.45	280	256.50
August	212	268.5	274.00
September	216.5	232.75	
October	170.05	223	
November	243	323.4	
December	153	121.5	
TOTAL	3282.75	3569.15	

3.2. **Brocks Hill Country Park Update**

Over the summer, East Midlands and Britain in Bloom judges visited Brocks Hill as part of their tour around the Borough. The Park Warden led them on a short walk around the Country Park and introduced them to the volunteers. East Midlands in Bloom is assessed against a number of criteria under three headings: Horticultural; Environmental responsibility; Community participation. In order to achieve the Gold standard each section must gain 85% or over. It is therefore a significant achievement to have been awarded a Gold Medal; indeed this is the 8th consecutive year Oadby and Wigston has achieved this award. Sincere thanks go to all those involved. The results of the Britain in Bloom competition will be announced on 27 October.

Summer work completed at Brocks Hill with the volunteers has included: spreading woodchip onto paths, clearing around young trees, pulling ragwort in the meadows, crown raising trees adjacent to paths and cutting and raking hay in meadows.

In August the former tenant farmer under the direction of the Park Warden carried out the cutting and collection of grass from approximately 6 hectares of meadows at Brocks Hill. This management is essential to ensure the delicate habitats continue to thrive. The work was carried out very quickly and efficiently.

Also during August the Park Warden held a pollinator educational activity session that was attended by 18 adults and children. The children were able to see bees, moths, butterflies and hoverflies up close and learn all about them and their food plants. The session was very well received, with comments by the attendees that they learnt a great deal from this opportunity.

Wildlife surveys have been successful throughout the summer, yielding good results: over 350 bees and 330 butterflies have been recorded in 2 hours during individual

surveys at Brocks Hill. A student wildlife surveyor, has been extremely helpful contributing to the bee, bird and butterfly surveys over summer.

In September, Charnwood Foods returned for another successful Corporate volunteering day. Work was carried out on a path in Winter Woods: the ladies all enjoyed the team building aspect of the day and managed to spread woodchip along 100m of the woodland path.

The Park Warden has also continued to work with TCV to plan the work for volunteer days at Fludes Lane and Pochins Bridge, as well as planning the re-commencement of garden volunteering at Brocks Hill with students from South Leicestershire College.

3.3. Activity Programmes - Education

School Visits to Brocks Hill

There were a number of school visits towards the latter end of the school summer term. With the reduction in staffing there was an increased promotion of self-led school visits alongside staff-led sessions. This has maintained the use of the Country Park for education purposes. Schools are still keen to have input from on-site staff that are able to deliver aspects of outdoor learning that fall outside the teacher's knowledge. The new Education Discovery and Activity Sessions 2017-2018 has now been produced with some notable amendments but with the opportunity to develop in the self-led area.

Summer Holiday Activity Programme

A number of outsourced instructors were recruited to deliver some of the summer activities; this complemented the range of self-led and staff-led activity sessions. The take up was higher than in 2016 by nearly 16%. Outdoor activities included pond dipping, butterfly hunts and spotting pollinators as well as a wide range of activities held indoors including crafts and storytelling. External companies such as Amazing Animals enabled attendees to encounter a whole host of real animals from around the world, in addition (and new this year) was Pottery Painting for all the family, was extremely popular. Self led crafts were available to purchase at reception, many of these prepared by Brocks Hill's volunteers.

Galls in an Urban Leicestershire Environment

A Gall walk was led by Chris Leach a member of the British Plant Gall Society, on 3 September. It was targeted at the uninformed as well as an opportunity to carry out survey work for those that were more familiar with this phenomenon. The British Plant Gall Society was aware of several changes made to the management plan of the site so this survey was to discover the impact on the galls on a site which is known as a hot spot in Leicestershire. Chris will share the information with the Park Warden in due course, which will contribute to the biodiversity information for the country park.

Bat Walk - Friday 15 September

Elaine Carter from the Leicestershire and Rutland Bat group provided a bat talk and walk around Brocks Hill Country Park on 15 September.

A total of 22 people attended the informative evening. The group witnessed a number of sightings of the common pipistrelle and heard male and female tawny owls calling

to each other. All the data collated is important to build up the knowledge of these protected species, which link directly to the Brocks Hill Management Plan.

3.4. **Amphitheatre Performance**

A new strategy for utilising the Amphitheatre has been put in place. The space will be available to groups to use for performances, with OWBC receiving a profit share of tickets sold. This enables the Council to continue to provide an outdoor entertainment/experience, without taking the risk (weather/equipment/performers).

One such organisation, Folksy Theatre, provided a performance of 'The Smartest Giant in Town' on Saturday 19 August 2017. They provided their own stage and generator for electricity supplies as well as staff to run the event. Two performances were given during the day, to audiences of 200 per time.

3.5. **Green Flag Award**

Oadby's Brocks Hill Country Park and Peace Memorial Park in Wigston have both been recognised by the Green Flag Award Scheme. The parks are among a record-breaking 1,797 UK parks and green spaces that received a prestigious Green Flag Award for 2017; the mark of a quality park or green space.

Brocks Hill: Brocks Hill Country Park consists of 67 acres of rich and diverse wildlife habitats and areas of historical interest. These include woodland, meadows, ponds, a ridge and furrow field and a community orchard, all of which are laid out with access friendly paths. There is also a den building area and two children's play areas. Additional elements include sculptures and a permanent orienteering course around the Country Park, a human sundial, an outdoor performance space, a memorial area as well as sponsored benches, tree avenues and plantings.

Peace Memorial Park: Peace Memorial Park is Wigston's War Memorial. Following public subscription after the Great War, the Park was founded in 1921 and since that time has changed and evolved, eventually becoming the welcoming and peaceful green space we have today, much loved and used by the local community. Each Green Flag is a celebration of the many staff and volunteers who work tirelessly to maintain the high standards demanded by the Green Flag Award.

3.6. **Operations and Street Scene Update**

The position with the review of waste, recycling and green waste is the subject of a separate report to this committee. As reported in the budget review for this committee at agenda item 7, the recycling market has dropped off slightly over the last 6 months.

On-going winter grounds maintenance works are continuing, this includes hedge cutting, mowing and tree works. In addition, due to the recruitment of a new Tree Officer, the team will have the opportunities to work with the new officer in the near future.

On street cleansing, despite the recent heavy leave and rain fall the street cleansing work remains at a high standard with a new programme of works and re-routing of rounds.

On public realm, works for replacement litters bins have previously been contracted out, this work will now be provided, where possible, in-house through cross team

working with the Facilities section which will result in savings.

3.7. **Chewing Gum**

The current gum removal kit is in use in hot spot areas across the Borough, along with a new grime buster machine.

Longer term the aim is to gain access the Wrigley's 'Litter Less' campaign, which is a joint initiative between the Wrigley Foundation and the Environmental Education Foundation, which provides education to children and young people on issues of litter and encourages them to make positive choices.

3.8. **Graffiti Removal**

The team is continuing to remove graffiti from key areas across the Borough. The team is working with both Oadby Police and Wigston Police Officers on the range of tags. The police are also visiting various local schools and colleges in order to identify and establish who the culprits are.

3.9. **Tendring Drive Path**

The following information provides an update on the Tendring Drive footpath.

The Head Teacher of Glenmere Primary school (OWLS Trust) Mr Peter Merry, confirmed on 11 September that it will be necessary to gain agreement/sign off from the Secretary of State, in order to handover the path to OWBC. Unfortunately he has just been informed that this process is likely to take between 4 to 5 months to complete. This will impact on the timescales to test the temporary permission which was originally granted in November 2016. Therefore it is being suggested that an application be submitted in due course to Planning Control to request an extension to the current temporary planning permission, which ends on 16 November 2018.

In addition, the legal fees required to enable the school to hand over the path to OWBC will amount to £4,000 - £5,000. This cost will be included in the main investment programme for improvement works to Brocks Hill and Parklands Leisure Centre, as approved by Council on 5 September 2017.

3.10. **Brocks Hill Children's Play Equipment**

Members are advised that the larger wooden play equipment at Brocks Hill is coming to the end of its useful life; most is in need of replacing. The wooden equipment is beginning to rot and the metal work is showing signs of corrosion. The cost to replace the equipment will be confirmed following an independent review.

It is for this reason that we seek Members approval to remove one such piece of equipment, the triangular multi-activity unit (see photograph below).

(Continued overleaf)



Resurfacing works: We are currently awaiting a third quote for the resurfacing works which needs to take place under all pieces of play equipment. The cost will be approximately £20,000 to carry out the necessary works to install safe, shock absorbent surfaces that are compliant with BS EN 1177.

Background Documents:

None.

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Implications Greening of the Borough and Operational Services Update	
Finance Chris Raymakers (Head of Finance, Revenues and Benefits)	Major projects need to form part of the approved capital programme.
Legal Anne Court (Director of Services / Monitoring Officer)	No significant legal implications.
Corporate Risk(s) (CR) Avril Lennox (Head of Health & Leisure Services) Brian Kew (Head of Operational Services and Street Clean)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) Some projects are reliant on external funding and volunteer input; therefore if these are reduced it could impact on service delivery.
Corporate Priorities (CP) Avril Lennox (Head of Health & Leisure Services) Brian Kew (Head of Operational Services and Street Clean)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) Working in partnership to provide access to all. <input checked="" type="checkbox"/> Effective Service Provision (CP2) Utilising external funding to delivery local projects. <input checked="" type="checkbox"/> Green & Safe Places (CP4) Utilising and improving our green spaces, protecting habitats. <input checked="" type="checkbox"/> Wellbeing for All (CP5) Increasing the range of opportunities, and providing opportunities for volunteers to engage with projects.
Vision & Values (V) Avril Lennox (Head of Health & Leisure Services) Brian Kew (Head of Operational Services and Street Clean)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) Continuing the positive working arrangements with new and existing partners to deliver an effective service. <input checked="" type="checkbox"/> Accountability (V1) We are accountable through regular monitoring and evaluation reporting and check and challenge groups. <input checked="" type="checkbox"/> Respect (V2) Equality and fairness is at the heart of what we deliver, as is listening to staff and residents to gain valuable insight. <input checked="" type="checkbox"/> Teamwork (V3) Stakeholder teamwork, both internal and external is key to the delivery of projects. <input checked="" type="checkbox"/> Innovation (V4) The new Brocks Hill service re-design is one of the many key innovations Leisure Services is continually driving

	<p>forwards.</p> <p><input checked="" type="checkbox"/> Customer Focus (V5)</p> <p>Leisure Services continually go above and beyond stakeholder's and customer's expectations, which can be judged by the number of positive comments received.</p>
<p>Equalities & Equality Assessment(s) (EA)</p>	<p>No significant equalities implications.</p>
<p>Avril Lennox (Head of Health & Leisure Services)</p> <p>Brian Kew (Head of Operational Services and Street Clean)</p>	<p><input checked="" type="checkbox"/> Not Applicable (EA)</p>

Agenda Item 17



Service Delivery Committee	Tuesday, 10 October 2017	Matter for Information
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Title: **Customer Service and Transformation Update**

Author(s): **Jacky Griffith (Head of Customer Service and Transformation)**

1. Introduction

This report provides an update to the Service Delivery Committee regarding Customer Services and Transformation.

2. Recommendation(s)

That Members note the information provided within the report.

3. Information

3.1 Customer Services

The Customer Service Team will carry out their 6 monthly Customer Survey in October 2017, measuring satisfaction levels in relation to telephone call handling and face to face interactions.

Providing online services to give residents greater choice in how they access our services is a service priority.

The Customer Service Centre opening times are detailed below. The centre opens at 9.30am on a Wednesday to allow the team to have a weekly team meeting and training update.

Customer Service Centre opening times	
Monday	8.45am to 4.45pm
Tuesday	8.45am to 4.45pm
Wednesday	9.30am to 4.45pm
Thursday	8.45am to 4.45pm
Friday	8.45am to 4.15pm
Saturday	9.00am to 12 midday

Christmas and New Year opening times will be as detailed below:

Customer Service Centre Christmas and New Year Opening Times	
Monday 18 December	8.45am to 4.45pm
Tuesday 19 December	8.45am to 4.45pm
Wednesday 20 December	9.30am to 4.45pm

Thursday 21 December	8.45am to 4.45pm
Friday 22 December	8.45am to 4.15pm
Saturday 23 December	CLOSED
Monday 25 December	CLOSED
Tuesday 26 December	CLOSED
Wednesday 27 December	CLOSED
Thursday 28 December	8.45am to 4.45pm
Friday 29 December	8.45am to 4.15pm
Saturday 30 December	CLOSED
Monday 1 January	CLOSED
Tuesday 2 January	8.45am to 4.45pm
Wednesday 3 January	9.30am to 4.45pm
Thursday 4 January	8.45am to 4.45pm
Friday 5 January	8.45am to 4.15pm
Saturday 6 January	9.00am to 12 midday

3.2 **Online Services**

The project to provide online services is progressing well. The facility for residents to view benefit and council tax account information is tested and ready to be launched. This will coincide with the launch of online forms which is in the testing process with a projected go live date of 4 December 2017.

3.4 **Implementation of an Electronic Document and Records Management System (EDRMS)**

The Authority wants to reduce the amount of paper it generates and stores. An electronic solution is already in place across the Revenues and Benefits and Planning services through the IDOX system. This allows documents to be scanned and stored electronically and retrieved easily without the need to retain large volumes of paper documents.

A scoping exercise is underway to migrate the Finance Service from paper to electronic documents. This includes determining all paper documents that are to be scanned and their volumes to ensure that database sizings are adequate to support the electronic storage of these documents.

A project meeting with IDOX took place on 28 September 2017 to determine the professional services required to support the project and to draw up a project plan and timetable. It is envisaged that migration for future services will be able to be implemented more independently with less need for professional services from IDOX from experience gained from the Finance migration project.

3.5 **IT System Support**

A new team has been formed to provide support to users across some of the major IT systems used across the Council. The team consists of four System Support Officers who support systems used by Communities including Housing and Environmental Health teams, Revenues and Benefits and Finance. The officers share responsibility for support although each is an expert in their own specialist area. The sharing of skills and knowledge will provide greater resilience for supporting systems and also ensure better use of IT. The team will also work on IT projects including the aforementioned EDRMS rollout.

The System Support Team is managed by the Head of Customer Service and Transformation who works closely with the Leicestershire ICT Partnership (LICTP) (who provide ICT services through a shared arrangement covering Oadby & Wigston Borough Council, Hinckley & Bosworth Borough Council, Blaby District Council, Melton Borough Council and the Leicestershire Revenues & Benefits Partnership) and Steria who provide infrastructure support.

Fortnightly meetings are in place between the Head of Customer Service and Transformation and the LICTP Business Relationship Manager to monitor IT service delivery and to escalate any service issues. The purpose of these meetings is to drive improvements in the provision of IT.

The Head of Customer Service and Transformation also represents OWBC on the LICTP Strategic Group and the LICTP Governance Group. The Strategic Group provides a forum where the partners can discuss opportunities for greater sharing of IT software and platforms in order to generate cashable efficiency savings, foster further partnership working, sharing best practice and seeking opportunities for innovation and creativity in IT driven transformation.

Background Documents:

None

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Implications Customer Service and Transformation Update	
Finance	Appropriate financing is available for each transformation project once a business case for that project is approved.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	No significant legal implications.
Anne Court (Director of Services / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) <input checked="" type="checkbox"/> Reputation Damage (CR4) <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8)
Jacky Griffith (Head of Customer Service and Transformation)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) <input checked="" type="checkbox"/> Effective Service Provision (CP2)
Jacky Griffith (Head of Customer Service and Transformation)	
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) <input checked="" type="checkbox"/> Accountability (V1) <input checked="" type="checkbox"/> Teamwork (V3) <input checked="" type="checkbox"/> Innovation (V4) <input checked="" type="checkbox"/> Customer Focus (V5)
Jacky Griffith (Head of Customer Service and Transformation)	
Equalities & Equality Assessment(s) (EA)	No significant equalities implications.
Jacky Griffith (Head of Customer Service and Transformation)	<input checked="" type="checkbox"/> Not Applicable (EA)