



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
R F Eaton
Mrs L Eaton JP

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

Dear Sir or Madam

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, 23 JANUARY 2018** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
15 January 2018

Mrs Anne E 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 10 October 2017 To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.	1 - 7
5.	Action List Arising from the Meeting held on 10 October 2017	8 - 9
6.	Petitions and Deputations To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part 4 of the Constitution.	



7. Committee Budget Revenue and Capital Review (April - November 2017)	10 - 15
Report of the Head of Finance, Revenues & Benefits	
8. Capital Programme 2018/19	16 - 18
Report of the Head of Finance, Revenues & Benefits	
9. Community Services Update	19 - 29
Report of the Interim Head of Communities	
10. Homelessness within the Borough	30 - 33
Report of the Housing Services Manager	
11. Leisure Services Update	34 - 39
Report of the Head of Health & Leisure Services	
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Report of the Facilities & Administration Team Leader	
13. Greening of the Borough and Operational Services Update	45 - 51
Joint-report of the Head of Health & Leisure Services and the Head of Operational & Street Scene Services	
14. Customer Service and Transformation Update	52 - 55
Report of the Head of Customer Services & Business Transformation	

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, 10 OCTOBER 2017 COMMENCING AT 7.00 PM

PRESENT

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

COUNCILLORS

J W Boyce
Mrs L M Broadley
D M Carter
Mrs L Eaton JP
Mrs S Z Haq
Dr T K Khong

OFFICERS IN ATTENDANCE

T Cawthorne (Environmental Health Officer)
M Hone (Interim Director of Services)
S Nash (Housing Services Manager)
C Raymakers (Head of Finance, Revenues & Benefits)
S Tucker (Electoral Services Manager) (Minutes)

20. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L A Bentley, A R Bond, M V Chamberlain, R E Fahey and K J Loydall.

21. APPOINTMENT OF SUBSTITUTES

None.

22. DECLARATIONS OF INTEREST

None.

23. MINUTES OF THE PREVIOUS MEETING HELD ON 27 JUNE 2017

RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 27 June 2017 to be taken as read, confirmed and signed.

24. ACTION LIST ARISING FROM THE MEETING HELD ON 27 JUNE 2017

RESOLVED THAT:

The Action List be noted by Members.

25. PETITIONS AND DEPUTATIONS

None.

26. COMMITTEE BUDGET REVENUE AND CAPITAL REVIEW (APRIL - AUGUST 2017)

The Committee received a report as set out on pages 12-18 of the agenda, which asked it to note the current position and to consider the breakdown of capital programmes outlined in the Appendices and recommend them to the Policy, Finance and Development Committee for approval.

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The breakdown of capital programmes outlined in Appendix A and B to the report be recommended to the Policy, Finance and Development Committee for approval.**

27. PROPOSED SCALE OF FEES AND CHARGES 2018/19

The Committee received a report as set out on pages 19-39 of the agenda, which asked it to consider the proposed fees and charges and recommend them to the Policy, Finance and Development Committee for approval.

UNANIMOUSLY RESOLVED THAT:

The proposed scale of fees and charges be recommended to the Policy, Finance and Development Committee for approval.

28. REVIEW OF WASTE RECYCLING AND GREEN WASTE SERVICES

The Committee received a report as set out on pages 40-42 of the agenda which asked it to note the information contained therein.

The Interim Director of Services introduced the report and advised Members that SLR Consulting Limited had completed now its initial report, which would be brought to the Council meeting on 5 December in accordance with the timetable set by the Policy, Finance and Development Committee.

Members expressed a concern that they had not been given the opportunity to submit their views for inclusion in the consultant's report to be brought to the Council meeting on 5 December. The Interim Director of Services assured Members that the purpose of this particular paper was to present a range of information and potential options for Members to consider, based on SLR's profiling of the Borough, best practice examples and an overview of the different approaches to waste collection taken by other Local Authorities. Assurance was given that Members would be given opportunities to input their views on this key policy decision during the subsequent stages of the timetable.

Members also commented that they had not yet been informed of the date for the Member workshop session referred to within the report. The Interim Director of Services confirmed that a date for the workshop had not yet been set, but acknowledged that time was pressing and Members would be notified as soon as possible, and in any event, before Tuesday 31 October when the Policy, Finance and Development Committee are next due to meet.

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

29. COMMUNITY SERVICES UPDATE

The Committee received a report as set out on pages 43-61 of the agenda, which asked it to note its contents, agree that Fire Risk Assessments be carried out on a 3 year cycle, and subject to successful completion of negotiations, delegate authority to the Interim Head of Communities to enter into a new lease for a telecommunications aerial at Chartwell House.

Members expressed concern at the current trend of monthly increases in tenant arrears, and asked for assurance that the Council would still achieve its year-end target by March 2018. The Housing Services Manager stated that the Head of Communities was confident of meeting the target, but the situation was becoming increasingly challenging against a backdrop of national policy changes such as Universal Credit and the Welfare Benefit Cap. It was requested by Members that the arrears figures for the next three months be kept under review, and a further update be brought to the Committee's next meeting in January if the figures were showing no sign of improvement.

Concerns were also expressed regarding the unprecedented number of homeless households in the Borough and the lack of available properties within which to house them, exacerbated by the issue of private landlords becoming increasingly unwilling to house tenants in receipt of benefits and seeking guarantors for their rent. Whilst it was acknowledged that many of the current issues appeared to be a direct result of national policy, Members stressed that a Borough-led solution would need to be identified, and as such requested a full report on homelessness be brought to a future meeting of the Committee, as well as a member seminar to be arranged to provide Members with a fuller understanding of the issues presented and the possible options for tackling them.

In relation to empty properties, Members welcomed the progress made in respect of the two properties detailed in the report, and asked what work was being done to assess other empty properties in the Borough, which were often an eyesore and hotspots for anti-social behaviour. The Environmental Health Officer confirmed that a working group continues to assess empty properties in liaison with the Council Tax section with the aim of bringing these properties back into use. Progress could be slow however due to the unwillingness of some owners to engage with the authority, and due to properties needing to be empty for specified periods of time. A question was raised regarding whether the Council was able to recover any of its costs in relation to the case of 114 Uplands Road, Oadby. The Head of Finance, Revenues and Benefits did not have this information to hand, but undertook to obtain the information and report back to Members. A further question was asked in relation to 37 Newton Lane, and the reference in the report to the possibility of applying for a compulsory purchase order (CPO), after Members had been under the impression that previous agreement had already been reached to apply for a CPO. The Interim Director of Services stated that he was not aware of such a previous agreement, but that funds were in place for a CPO to be applied for if this resulted in being the chosen course of action.

The Committee felt that the report contained at Appendix D in relation to the Lighbulb Programme was uninformative given that it did not include figures relating to income. The Interim Director of Services explained that the programme had only gone live on 2 October 2017 so it was too early to provide anything tangible, but undertook to look at the concerns raised and attempt to ensure that more informative details are presented to Members as the programme develops.

Members noted within the report that efforts to commercialise the Council's Pest Control Service had received a limited response thus far, and a Member of the Committee

suggested that the scheme should be abandoned if by the end of 2017 the Council was not on course to achieve its targets. It was explained by Officers that one of the main reasons for the lack of progress to date was due to the long-term sickness related absence of one of the scheme's principal coordinators, and the Head of Communities was confident that the targets remained realistic.

In respect of the new Borough-wide cleaning contract, Members reported receiving a number of complaints from residents, and were unsure who or where to report such concerns to. The Interim Director of Services informed Members that the new contract is being closely monitored and has been made a priority item for discussion at the next meeting of the Senior Management Team, after which information will be sent to Members advising where to report their concerns to. In the meantime, it was suggested that any concerns could be logged as Member Enquiries.

UNANIMOUSLY AGREED THAT:

- (i) The contents of the report be noted by Members;**
- (ii) Fire Risk Assessments be carried out on a 3 year cycle; and**
- (iii) Subject to the successful completion of negotiations, delegated authority be given to the Interim Head of Communities to enter into a new lease for the telecommunications aerial at Chartwell House.**

30. SECTION 106 OPEN SPACE, SPORT AND RECREATION CONTRIBUTIONS

The Committee received a report as set out on pages 62-67 which asked it to note the list of projects that could be funded through section 106 contributions, note the establishment of a management company to manage the open space provided within the Direction for Growth, and agree that a similar approach be taken in respect of maintenance of open space for other developments in the future.

The Committee welcomed the list of Section 106 projects contained within Section 4 of the report, but requested that all Members of the Council be consulted on the list, so as to enable any missing and/or redundant areas to be identified. Members also asked to be kept informed of any timetable drawn up for delivery of these projects.

UNANIMOUSLY RESOLVED THAT:

- (i) The list of attached Open Space, Sport and Recreation projects that could be funded through Section 106 contributions be noted;**
- (ii) The establishment of a management company by the developer, David Wilson Homes, 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) be noted; and**
- (iii) 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.**

31. CAPACITY AND LIFESPAN OF OADBY CEMETERY

The Committee received a report as set out on pages 68-70 of the agenda, which asked it to note the contents therein.

Members welcomed the report and expressed support for the idea of extending the lifespan of the cemetery by bringing into use adjacent Council owned-land.

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

32. CORPORATE ENFORCEMENT UPDATE

The Committee received a report as set out on pages 71-75 of the agenda, which asked it to note the contents therein.

The Committee received an update regarding the Marstown Avenue asbestos situation from the Environmental Health Officer, and were also advised that the Public Space Protection Orders (PSPO's) referred to within the report were now in force.

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

33. LEISURE SERVICES UPDATE

The Committee received a report as set out on pages 76-81 of the agenda, which asked it to note the information provided therein and promote the range of opportunities to a wider audience.

The Interim Director of Services introduced the report and provided Members with a timetable update relating to the programme of works taking place at Brocks Hill, as per the partnership arrangement with SLM:

Project	Provisional Start Date	Projected Completion Date
Brocks Hill	20-Nov-17	17-Dec-17
Sports Hall	11-Dec-17	11-Feb-18
Car Park	Application submitted 29-Sep-17	Dependant on planning permission
Public/User consultation	02-Oct-17 (commenced)	29-Oct-17
Staff TUPE consultation	22-Sep-17 (commenced)	19-Nov-17

A question was raised in relation to the Car Park works and whether or not they would be completed in time for the opening of the new climbing facilities. The Interim Director of Services advised that it was intended for these works to be completed in time for the opening of the new facilities, as demand was expected to be significant.

The Committee extended its thanks to the Leisure Services team for its continued hard work and achievements.

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members, and the range of leisure opportunities available be endorsed and promoted to a wider audience.

34. FACILITIES SERVICES UPDATE

The Committee received a report as set out on pages 82-85 of the agenda, which asked it to note the information contained therein.

Members commented that whilst the report provided an update on the Council-owned section of East Street Car Park, no information was provided in relation to the state of repair of potholes in the privately-owned section. The Interim Director of Services undertook to obtain an update in relation to this from the Facilities and Administration Manager.

A question was raised in relation to how the allocation of allotments at Cottage Farm would be determined. The Interim Director of Services undertook to obtain further information and report back to Members.

A request was made that more information be provided in relation to liaison meetings held with South Wigston and Oadby bowls clubs, as the report only gave notice that meetings had been held, rather than reporting on any outcomes.

UNANIMOUSLY AGREED THAT:

The contents of the report be noted by Members.

35. GREENING THE BOROUGH AND OPERATIONAL SERVICES UPDATE

The Committee received a report as set out on pages 86-93 of the agenda, which asked it to note the information provided therein, as well as approving removal of the multi-activity unit at Brocks Hill and noting that an extension to the temporary planning permission for Tendring Drive footpath may be required.

Members noted the deterioration of the multi-activity unit at Brocks Hill, but expressed disappointment that plans were not in place to provide for immediate replacement, as many visitors to the Brocks Hill site went for the specific purpose of using this equipment. The Committee suggested that the cost of replacement would be small in relation to the overall £1.2 million of funding for the Brocks Hill project, and urged that a capital bid be submitted to add this to the programme of works.

The Committee expressed its delight at the Borough being awarded a Gold Medal for the East Midlands in Bloom competition for the 8th consecutive year, and extended its thanks in particular to the volunteers who made a crucial contribution to this.

A question was raised regarding what steps were being taken to ensure that volunteering activities continue once the funding for the Natural Discovery Volunteer Project ends in February 2018. The Interim Director of Services advised that newly recruited Lead Volunteers would be given training with the aim of sustaining activities at the end of the funded project.

UNANIMOUSLY RESOLVED THAT:

- (i) The removal of the multi-activity unit at Brocks Hill be approved;**
- (ii) The contents of the report be noted by Members, and the range of leisure opportunities available be endorsed and promoted to a wider audience;**
and
- (iii) The potential requirement for an extension to the current temporary**

planning permission for Tendring Drive footpath, Wigston, be noted.

36. CUSTOMER SERVICE AND TRANSFORMATION UPDATE

The Committee received a report as set out on pages 94-97 of the agenda, which asked it to note the information contained therein.

The Committee extended its thanks to the Customer Service and Transformation staff for making good progress on a variety of complex projects currently being undertaken.

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

THE MEETING CLOSED AT 8.25 PM



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Chair
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Tuesday, 23 January 2018
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Agenda Item 5

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 10 October 2017

Min. Ref.	Item of Business	*Details of Action <i>Action Due Date</i>	Responsible Officer(s)' Initials	Status / Update
9.	Review of Waste Recycling and Green Waste Services	Confirm date of Member seminar. <i>Due by Nov-17</i>	MHo	07 November 2017, 6:00 - 8:00 pm Complete
10.	Community Services Update	Monitor tenant arrears for the next three months (October-December) and report back to the January Service Delivery Committee on progress against the target to reduce gross arrears to 2% of the annual rent debit by the end of the financial year ending 31 March 2018. <i>Due by Jan-18</i>	SN SG	Report Update (Agenda Item 9)
10.	Community Services Update	A full report on homelessness in the Borough to the next Committee. <i>Due by Jan-18</i>	SN SG	Report Update (Agenda Item 10)
10.	Community Services Update	A Member seminar to be arranged regarding the rollout of Universal Credit and its likely impact on claimants in the Borough. <i>Due by Jan-18</i>	SN SG	30 January 2018, 7:00 - 8:30 pm Complete
10.	Community Services Update	Clarification to be provided regarding whether or not legal costs were recoverable in respect of 114 Uplands Road, Oadby. <i>Due by Jan-18</i>	SJB CR	Report Update (Agenda Item 9)
10.	Community Services Update	Clarification to be provided regarding whether or not agreement was previously reached to serve a compulsory purchase order (CPO) in respect of 37 Newton Lane.	MHo	Report Update (Agenda Item 9)

		<i>Due by Jan-18</i>		
10.	Community Services Update	Further budgetary information to be reported to Members, in particular with regard to income, as the Lightbulb Programme progresses. <i>Due by Jan-18</i>	MHo	Report Update (Agenda Item 9)
10.	Community Services Update	Confirm the appropriate communication channel for Members to report any concerns in relation to the new Borough-wide cleaning contract. <i>Due by Jan-18</i>	MHo	Report Update (Agenda Item 9)
11.	Section 106 Open Space, Sport and Recreation Contributions	All Members to be consulted on the list of projects produced by Officers to enable any missing/redundant projects to be identified. <i>Due by Jan-18</i>	AT	List circulated on 01 December 2017 Complete
15.	Facilities Services Update	An update to be provided to Members on the state of repair of potholes in the privately-owned section of East Street Car Park. <i>Due by Jan-18</i>	MS MHo	Report Update (Agenda Item 12)
15.	Facilities Services Update	Clarification to be provided regarding how the allocation of allotments at Cottage Farm will be determined. <i>Due by Jan-18</i>	MS MHo	Report Update (Agenda Item 12)
15.	Facilities Services Update	More detailed information to be provided regarding decisions/outcomes of liaison meetings held with South Wigston and Oadby Bowls Clubs. <i>Due by Ongoing</i>	MS MHo	Report Update (Agenda Item 12)
16.	Greening of the Borough and Operational Services Update	Submission of a capital bid to fund replacement of the multi-activity unit at Brocks Hill. <i>Due by Ongoing</i>	CR	Report Update (Agenda Item 13)

* | 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 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).

Agenda Item 7



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information
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Title: **Committee Budget Revenue and Capital Review (April - November 2017)**

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

1. Introduction

This report provides Members with details of the budgetary position for the Committee at 30 November 2017 for both capital and revenue budgets within both the General Fund and Housing Revenue Account (HRA).

2. Recommendation(s)

That Members note the current position.

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 £3,012,600 giving an increase in net expenditure of £37,000. The principal variances are shown in the table below.

Budget	Cause of Variance	£
Original Committee Budget		2,975,600
Increase reported at last review to Committee		5,000
Salaries relating to Bushloe Developments	Housing Company charged for work carried out by Officers	(12,000)
Cleaning contract	Increase in specification of contract	12,000
Pest Control	Full implementation of review deferred until 2018/19 and built into Budget	32,000
Estimated Revised Budget		3,012,600

- 3.2. The principal reason for the increase from the last review relates to the saving target for the pest control service being deferred to 2018/19 where the budget will be set to break-even.

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/Under spends from 2016/17	Increases/Decreases in Budgets	Estimated Outturn 2017/18
	£	£	£	£
Net Costs of Services on the HRA	(760,400)		(123,400)	(883,800)
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	80,600	80,600
Actual Balance b/f on Housing Revenue Account - 1 April 2017	(300,000)	(144,000)		(444,000)
Budgeted Deficit in Year	0		80,600	80,600
Balance c/f on Housing Revenue Account	(300,000)	(144,000)	80,600	(363,400)

3.4. Principal changes 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;
- Housing Management and Maintenance are now operating an SLA with the Local housing Company, Bushloe Developments, which will give a saving to the HRA of around £53,000; and
- The new cleaning contract has seen an increase in standard for the HRA and as a result an increase in cost of £6,000.

The above savings together with the extra revenue contributions to capital will produce a year-end balance to around £363,000 which is slightly above the minimum level of balance to be retained set in the Business Plan.

3.5. Capital Programme

The revised Capital Programme for this Committee included Housing schemes with a budgeted cost of £2.275m and General Fund schemes of £4.19m. The total budgeted programme is £6.47m. The provisional outturn for the HRA is £2.015m after underspends of £0.25m are carried forward.

The General Fund is expected to outturn at £2.51m after taking into account carry forwards for Horsewell Lane Pavilion, Blaby Road Park and New Refuse Vehicles.

A full breakdown of the Capital Programme can be found in **appendices A** and **B** to this report.

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 - November 2017)	
Finance	The financial implications are as set out in the report.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
Dave Gill (Head of Law & Governance / 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 & 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 & 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 & Benefits)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.

Chris Raymakers
(Head of Finance, Revenues
& Benefits)

Not Applicable

Housing Revenue Account - Capital Schemes 2017/18

Schemes	Budget 2017/18	Spend to 30 November	Comment
Central Heating	100,000	32,181	Ongoing programme
Front & Rear Doors	20,000	14,435	Works completed - 20 doors
Car Hardstandings	10,000	12,090	Now complete
Fire Safety Marriot House	50,100	1,755	Report received/under review
Fire Safety Junction Maromme Burgess	141,500	8,042	Procured, on site, expected to complete by Jan
External Works Junction Maromme Burgess	15,500	201	Now complete awaiting invoice
Decent Homes Work	200,000	63,593	Ongoing programme
Major Adaptations	150,000	60,750	Responsive works
Orchard Upgrade	6,500	5,494	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	49,902	Now complete awaiting invoice
Refurbish Bathrooms William Peardon Court	30,500	19,784	Now complete
Garage Block Churchill Close	4,600	4,620	Now complete
Queen Street - Whole Unit Refurbishment	8,000	7,736	In progress
Kings Drive/Gibson Close	15,000	13,178	In progress
Malham Way, Oadby - Refurbishment of Kitchens / Bathrooms / Heating systems & External Works	378,500	361,454	Work complete, invoices still outstanding
15/16 Retentions	4,700	0	
Elizabeth Court Insulation	604,400	588,552	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	2,265,000	1,475,644	

Service Delivery Committee - General Fund Capital Programme 2017/18

Schemes	Budget 2017/18	Spend to 30 November	Comment
Disabled Facilities Grant	439,400	164,579	Ongoing programme
Disabled Access/Facility Improvements	14,200	0	Will fund disabled parking spaces work
Belmont House Refurbishment	150,000	5,717	Carried out by Bushloe Developments and approved by
Environmental Health Vehicle	10,000	9,374	Part of the redesign of the Pest Control Service
Notice Boards	3,000	2,845	Notice boards installed
Play Area Refurbishments	26,400	0	To be used for updating Brocks Hill Equipment
Cemeteries - Memorial Safety	15,300	2,600	Ongoing scheme remedial action taken when required
Festive Decorations	6,500	6,452	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
Wigston Cemetery Wall	3,000	0	Job now complet invoice pending
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	73,348	4 Refuse Vehicles + 2 Sweepers. Refuse vehicles deferred pending service review. 1 Sweeper ordered. Balance to be carried into 2018/19
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	174,218	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. Budget to be carried into 2018/19
Total Capital 2017/18	4,190,100	509,594	

Agenda Item 8



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information and Decision
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Title: **Capital Programme 2018/19**

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

1. Introduction

This report outlines the proposed capital programme for Service Delivery Committee including both the General Fund services and the Housing Revenue Account for 2018/19.

2. Recommendation(s)

- 2.1. That Members consider the schemes put forward for 2018/19 as outlined in 3.4 below and recommend them to Policy, Finance and Development Committee for approval.
- 2.2. That Members consider the schemes to be carried forward from 2017/18 as outlined in paragraph 3.5 below and recommend them to Policy, Finance and Development Committee for approval.

3. Information

- 3.1. As part of the annual budgeting process each year the Council sets out a programme of major schemes to be funded as capital projects. These are submitted each year by services taking into account the agreed Corporate Priorities.
- 3.2. The programme consists of new schemes submitted for approval as well as projects from 2017/18 which are requested to be carried forward.
- 3.3. The total value of the proposed programme is £3.4 million. The following tables set out the 2018/19 capital submissions, schemes to be carried forward from 2017/18 together with the indicative funding to be used.

Members should also be aware that capital schemes will have an ongoing revenue implication either for ongoing maintenance or the costs associated with borrowing. All ongoing revenue costs are built into future revenue budgets by the appropriate service manager. Interest costs relating to the expected borrowing are likely to be in the region of £29,000 per annum.

(Continued overleaf)

3.4. **Service Delivery Committee**

	2018/19	
	£	
General Fund Schemes		
Refurbishment of Crow Mill Picnic Shelter	6,000	
Dog Walk Shelter at Blaby Road Park	3,300	
Ervins Lock – Pedestrian Footbridge	135,000	
Incorporating ex Scout Hut Land into Oadby Cemetery	25,000	
Extension to Garden of Remembrance, Oadby Cemetery	5,600	
Extension to Garden of Remembrance, Wigston Cemetery	14,000	
Refurbishment of bus shelters (continuation of project)	12,000	
New Refuse Truck 7.5 tonne	65,000	
Grounds maintenance Equipment Rolling Programme	10,000	
General Fund Total	275,900	
Housing Revenue Account		
Major Repair Works	1,273,000	
Total Service Delivery Committee 2018/19	1,548,900	

3.5. **Schemes Carried Forward from 2017/18**

	£
Disabled Access/Facility Improvements	14,200
Blaby Road Park Pavilion	250,400
Purchase of New Vehicles	750,000
Horsewell Lane Pavilion	660,000
Total	1,674,600

3.6. The indicative funding of these projects is as follows:

Type of Funding	£
Borrowing	1,239,200
Grants	611,300
Capital Receipts	100,000
Major Repairs Reserve	1,273,000
Total	3,223,500

Background Documents:

None

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Implications Capital Programme 2018/19	
Finance	The financial implications are as set out in the report.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
Dave Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) Capital programmes have to be built to be affordable within the current financial pressures the Council is under. <input checked="" type="checkbox"/> Reputation Damage (CR4) Failing to complete the programme can lead to reputational damage. <input checked="" type="checkbox"/> Effective Utilisation of Assets/Buildings (CR5) Continuous appropriate expenditure is required on Council assets to make the effective use of them. <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) Capital expenditure is required as part of the current programme of service redesign.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) Continuous capital investment is required to keep services efficient and effective. <input checked="" type="checkbox"/> Green & Safe Places (CP4) Will provide a greener safer Borough. <input checked="" type="checkbox"/> Wellbeing for All (CP5) This programme will increase the sporting and recreational offer to the public.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Vision & Values (V)	<input checked="" type="checkbox"/> Not Applicable
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Chris Raymakers (Head of Finance, Revenues & Benefits)	<input checked="" type="checkbox"/> Not Applicable (EA)



Service Delivery Committee	Tuesday, 23 January 2018	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. That authority is given to seek a Compulsory Purchase Order (CPO) in respect of 37 Newton Lane Wigston.
- 2.3. To approve the draft Capital Programme for 2018/19.

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.

August 2017	September 2017	October 2017	November 2017	December 2017
£168 906	£183 242	£160 376	£173, 902	£135,002
3.46%	3.76%	3.29%	3.57%	2.77 %

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 2 rent-free weeks at Christmas. The introduction of Universal Credit and the Benefit Cap is however starting to have an adverse impact on the arrears position.

We have been informed by DWP to expect the full rollout of Universal Credit by June 2018.

Members should be aware that due to the rent reduction of 1% over the last 2 years this has distorted the figures in percentage terms as the value of the annual rent debit has reduced. We remain confident that we will hit the year-end target by March 2018 but the situation is likely to be much more challenging in the future due to the increasing impact of Universal Credit.

3.2. Former Tenant Arrears

The year-end target for 2017/18 is to reduce former tenant arrears to 2.25% as a

percentage of the annual rent debit. The table below shows the performance to date.

August 2017	September 2017	October 2017	November 2017	December 2017
£116,563	£117,103	£122,461	£105,983	£110,068
2.39%	2.40%	2.51%	2.17%	2.26%

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 2.25% will be achieved by the end of March 2018.

3.3. **Voids (Empty Properties)**

Between April and the end of December 2017, 41 normal empty properties were re-let at an average turnaround time of 17½ working days against a target of 20 days.

There were another 13 void properties which required extensive refurbishment, modernisation and adaptations which took an average of 66 working days to return to lettings.

The performance for 'normal' voids is regarded as upper quartile performance and is a testament to the teamwork between Housing Options and the Maintenance team to turn around properties quickly and to reduce rent loss.

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

The new Choice Based Lettings system has been implemented and has been used to successfully advertise and let 5 properties by the end of December 2017. A further 5 properties including 2 from our Housing Association partners are in progress on the system.

All existing housing applicants had 6 weeks to register on the new system with 148 having completed the process by the middle of December 2017 with another 103 in progress. 22 further applicants were assessed as non-qualifying. These are typically applicants whom we had hosted on the old system but who did not have a local connection with Oadby & Wigston.

3.5. **Homelessness Temporary Accommodation**

The new temporary accommodation on Daneshill Road in Leicester has been operational since October 2017, accommodating between 3 and 4 households at any time.

Work on the Council's own new hostel adjacent to the main Council Offices commences on 22 January 2018 and is anticipated to take 16 weeks to complete.

At the time of writing this report the Council had 13 households in temporary accommodation.

A full report on homelessness in the Borough is included elsewhere on the Agenda. The Member seminar in respect of Homelessness has been rearranged for Tuesday 30 January and it is hoped that as many Members as possible can attend.

3.6. **Gas Safety**

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

3.7. **Empty Homes – Private Sector**

114 Uplands Road

This property has been sold and it is expected that the property will now be brought up to an acceptable standard and occupied in the near future. No legal costs have been incurred in this case.

37 Newton Lane

An on-site meeting has been held with the owner to attempt to find a solution to this property standing empty for such a long period. The property is a small 2 bedroom bungalow and is in very poor structural condition. Ideally the owner would like to renovate the property with grant assistance from the Council. However it is not an economic proposition in view of the level of works required.

The owner was advised that the best option would be to demolish the bungalow and to sell the land as a building plot but he was reluctant to go down this route. It is unlikely that the owner will be proactive in moving things forward and it is recommended that the Council proceeds with a Compulsory Purchase Order (CPO).

3.8. **Chartwell House, Oadby – Renewal of Lease for Rooftop Telecommunications Site**

Work is continuing with regard to renegotiation and renewal of this lease as reported previously, though has been more protracted than originally anticipated. We are seeking to conclude this as soon as possible and will provide a full update for the next meeting.

3.9. **Update on Capital Programme**

Good progress has been made with the completion of major contracts at Elizabeth Court and Malham Way just before Christmas. A full schedule of 2017/18 projects with updates is attached at **Appendix A**. A further schedule of the projects planned for 2018/19 is included for information at **Appendix B**.

3.10. **Borough Wide Cleaning Contract**

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

Regular monthly monitoring meetings are being held with the contractor. Members of the Committee previously requested a progress update after 6 months and this will be reported to the next meeting in March 2018. In the meantime, Members can report any concerns to the Customer Service Centre by telephoning 0116 288 8961 or by email to csc@oadby-wigston.gov.uk. All calls are recorded and passed on to the Contract Monitoring Officer / Premises Officer for action.

3.11. **Local Housing Company**

The first meeting of the Partnership Board which oversees the local housing company was held in December and for Members' information the notes of the meeting will be reported to the next Full Council meeting.

3.12. **Lightbulb Update**

The Lightbulb project went live on 2 October 2017. A small number of existing DFG applications, where works were nearing completion, were retained and seen through to conclusion by OWBC.

A joint meeting of the Lightbulb Programme Board and Steering Group is scheduled to take place on 26 January 2018 at which the first progress and quarterly performance report will be received.

We understand Members have some concerns over what would happen to the remaining allocated funds if underspend occurred at the end of the financial year. Lightbulb have committed to applying funds on the usual spent and committed basis, but also by making an estimated provision for all referrals received. This is intended to ensure there is no year-end carry over of new cases without funding if still available.

At this point it is unclear what would happen if there were still unallocated funds. We are therefore raising this question so this can be clarified at the Programme Board and Steering Group meeting referred to above.

3.13. **Pest Control**

The plan for commercialisation of the Pest Control Service is now in place, and as well as advertising the new service on the Council's website and in the Letterbox magazine, all food and 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.

Blaby District Council are utilising the Oadby and Wigston Pest Control Service to undertake the Severn Trent Sewer Baiting Contract 2017/18 which will generate some additional income.

The OWBC Pest Control Service is advertised on the Council's website as being available to Blaby residents and it is planned to advertise the service in the local press in both local authority areas.

3.15. **Corporate Enforcement Report**

Members are asked to note that in future the Corporate Enforcement report will be submitted to the Licensing and Regulatory Committee only, to avoid duplication from substantially the same report going to both Committees.

3.16 **Asbestos Update on Marstown Avenue**

The Council has undertaken the remedial works to the gardens which remained contaminated following the service of notice on the owners and perpetrators of the illegal deposition of controlled waste in the gardens of Marstown Avenue and Kenilworth Drive. The laboratory clearance reports are awaited to enable final notification to the residents of the conclusion of the issue.

The Council is preparing legal papers to recover costs from the owners of the site for breach of the enforcement notice served on 21 August 2017 and the costs of the investigation and subsequent clean-up operation.

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 & Benefits)	The proposed capital programme for 2018/19 is in accordance with the Business Plan.
Legal	The Council has the legal powers to seek a Compulsory Purchase order.
Dave Gill (Head of Law & Governance / Monitoring Officer)	The report is satisfactory.
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Other Corporate Risk(s)
Stephen Glazebrook (Interim Head of Communities)	There are no significant corporate risks.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1)
Stephen Glazebrook (Interim Head of Communities)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) The monitoring of service contracts is key to the efficient delivery of services.
	<input checked="" type="checkbox"/> Balanced Economic Development (CP3)
	<input checked="" type="checkbox"/> Green & Safe Places (CP4)
	<input checked="" type="checkbox"/> Wellbeing for All (CP5)
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision)
Stephen Glazebrook (Interim Head of Communities)	All Council priorities are underpinned by a commitment to providing efficient and effective services to our residents.
	<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)
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Stephen Glazebrook (Interim Head of Communities)	<input checked="" type="checkbox"/> Not Applicable (EA)

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 	<p><u>Procurement: Low Carbon Expert</u></p> <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 - Main works were - <u>Completed November 2017</u> <p>- Additional electrical works</p> <ul style="list-style-type: none"> - <u>Completed December 2017</u>
Kings Drive / Gibson Close	23	Replacement of bathrooms with low access shower rooms	<p><u>Procurement: Ridge Consultants</u></p> <ul style="list-style-type: none"> - Works on site April to July 17 - <u>Works Completed</u>
Malham Way	25	Replacement kitchens, bathrooms, boilers and electrical upgrades where not already undertaken, e.g. at re-let of property	<p><u>Procurement: Ridge Consultants</u></p> <ul style="list-style-type: none"> - Tendered and awarded to: - Mercer Building Solutions - Resident event held - Works started September - <u>Completed December 2017</u>

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 - Meeting with Ridge on 6 October - Agree to consider sprinkler system - Indicative quote received - Scheduling fire doors & closers - Aim to start on site Q1 18/19
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 EEM framework Meter box covers – Direct Labour Emergency Lighting / T sockets Painting – communal areas Balustrades (completed) Completion due end of March (issues vandalism overnight / theft)
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 winter 17/18 - Replacement now scheduled for summer 2018
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 Final details agreed on site Tenders being prepared Aim to start on site Q1 18/19

Decent Homes – past refusals	2	<ul style="list-style-type: none"> - Two houses have undergone major refurbishment following very long term tenancies (one in excess of 50 years duration) - 	<u>Procurement: in house.</u> <ul style="list-style-type: none"> - Two projects completed - One further project on site (Flat on Kenilworth Road)
Central heating and boiler replacement	Approx 45 boilers	<ul style="list-style-type: none"> - Responsive where parts are no longer available or repair uneconomical. - Planned – currently replacing at Regent Close 	<u>Procurement: in house.</u> <ul style="list-style-type: none"> - SOR or by quotation - Mostly responsive upon major breakdown or uneconomic to repair
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> <ul style="list-style-type: none"> - Referrals progressed upon receipt
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 Works 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> Works 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"> - Start on site end January 18 - 16 week programme - Completion due end of May 18

Bushloe House Meeting Rooms	3 rooms	Create new meeting rooms adjacent to reception	Procurement: in house - Start on site mid-February 18 - Completion due end of March 18
Bushloe House Boiler Replacement	2 boilers	Phase 2 – Replacement of remaining 2 boilers - Remove redundant equipment from bunker - (Two oil tanks and ventilation compressor) - Controlled asbestos removal within cellar and three story asbestos external flue - Install 2 no. replacement boilers - Provide capacity to link the two systems so either can act as backup	Procurement: CJR Midlands - Work Completed
Bushloe House (Room 111)	1 room	Clear store, repair and decorate to bring back into use as an office.	Procured in house. - Work Completed
Additional Project (Room 108)	1 room	2 nd Store cleared to make interview room for HR Team – January 2018	Work being completed by Property Team direct labour - Works in progress

2018-19 Draft Capital Programme (as at 10 January 2018)

Cost Centre	Scheme	2018/19	Comment
	Schemes included each year		
50016	'Decent Homes' past refusals / missed	£100,000	Based on 5 majors at £20k average
50003	Central Heating and Boiler Replacements	£100,000	Based on 50 boilers reactive / planned (4% stock)
50017	Major Adaptations	£150,000	Dependant on referrals (assumes no building extensions)
50006	Front and rear doors	£20,000	Based on 40 standard doors
50007	Car Hardstanding	£20,000	Based on providing around 10 new facilities
	Total	£390,000	
	Schemes deferred or to roll over from 2017/18		
50030	WPC : Communal Heating System - Replacement	£229,000	Deferred. Consultants, CJR Midlands estimated cost.
50009	Marriot House: Fire Safety Work + sprinkler system	£200,000	Defer to 18/18 – revised approach and increased cost
50045	Junction Road (convert maisonette to 2 homes)	£100,000	Long term void that required gutting to shell
	Total	£529,000	
	2018/19 New Schemes		
-	Kitchen replacements to meet decent homes standard where required – not all homes (as some homes in a different cycle) in the following streets:- Orson Drive, Owston Drive, Rolleston Road, West Avenue, Wiltshire Road, Dukes Close, Elizabeth Crescent, Margaret Crescent, Warwick Road.	£330,000	Estimated 60 kitchens subject to condition surveys currently being carried out. Works costs estimated at £5,500 each including any structural work.
-	External Wall Insulation	£45,000	4 further properties identified
-	Replace standard composite doors with fire doors in a similar style.	£35,000	On walkways and in open stairwells, following fire safety reviews (where walked past to exit in the event of a fire). Phase 1 x 34 doors (all at Chartwell / Churchill CI blocks)
	Total	£410,000	
	Total Schemes	£1,329,000	
	2018/19 business plan allocation	£1,273,000	
	Potential carry over from 2017/18	£250,000	(£194,000 to allocate, assuming carry forward available)

Agenda Item 10



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information
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Title: Homelessness within the Borough

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

1. Introduction

This Committee has requested a report to brief Members on homelessness in the Borough.

2. Recommendation(s)

That Members note the contents of the report.

3. Information

3.1. The Council has to provide a homelessness service.

3.2. Homelessness is rarely about people sleeping rough on the streets.

3.3. Homelessness is generally increasing.

3.4.



The chart above shows the number of homeless applications made each quarter for 2014-2017.

- 3.5. Homeless applications have increased from 78 in 2014/15 to 114 in 2016/17 and are projected to be the same or a little higher for 2017/18.
- 3.6. The majority of homeless applications are from people who are privately renting where the tenancy is ended and they are either unable or unwilling to find another private rental. This reason accounts for at least 35% of all homeless acceptances.

4. Temporary Accommodation

- 4.1. In 2017/18 we have had 27 family sized homes become available for letting through Choice Based Lettings this compares poorly with the 114 in 2016/17 and 49 in 2015/16. This means that the numbers of families in temporary accommodation has risen dramatically as there is nowhere for them to move onto.
- 4.2. The lack of affordable housing in the Borough means that eligible homeless households are spending longer in temporary accommodation.
- 4.3. Temporary accommodation is expensive to procure and operate and increased provision will inevitably see an increased cost to the Council.
- 4.4. At present we use a mix of Housing Department properties and property secured in the private sector. The majority of accommodation in the private sector comprises spot purchased nightly accommodation including B&B hotels, hostels and self contained annexes.
- 4.5. The Council are not allowed to place families in B&B accommodation, we do in an emergency and when we do this the period of occupation can be no longer than 6 weeks. Spend on B&B has increased from £7 438 in 2014/15 to £51 555 in 2016/17.
- 4.6. In 2014 when we closed the Graytone House Hostel we estimated the need for 4-5 units of temporary accommodation. Currently there are 14 households in temporary accommodation with another 3-4 expected to need such accommodation over the next few weeks.
- 4.7. We are developing our own new hostel at Belmont House which has been designed to accommodate between 4-5 small households and which is due to become operational by late summer 2018.

5. Homelessness Reduction Act

- 5.1. The Act received cross party support and it's intention is to make Councils do more to prevent and address homelessness. In particular everyone will have a detailed assessment which will be used to produce a plan to help prevent or deal with their homelessness. Further details will be discussed at the Member event on 30 January 2018.
- 5.2. Officers are concerned that the significantly increased administrative burden risks detracting from the job of helping people. To mitigate against this we have invested in a new IT system to help staff meet the new duties. This system is installed and operational albeit we have to wait until April to turn on the elements designed specifically to deal with the new Act. We have also increased the team from 2 to 3 Officers.
- 5.3. The new Act comes into force in April 2018 and is considered by the sector to be entirely inadequately funded. This Council will receive £8 569 in 2017/18, £7 850 in

2018/19 and £10 122 in 2019/20 as 'new burdens funding'.

- 5.4. It is likely that we will have to accommodate more people in temporary accommodation and for longer than under the current rules.

6. Rough Sleepers

- 6.1. No report on homelessness is complete without a mention of rough sleepers.
- 6.2. Each year we are required to estimate the number of rough sleepers on a date of our choosing. We estimated 3 rough sleepers on the night of 1 October 2017.
- 6.3. We receive referrals through the Streetlink website operated nationally by Homeless Link. We also receive referrals directly from the public, generally via the Customer Service Centre.
- 6.4. We always try to visit and if we have a reliable description and location we also refer to the Homeless Transitions Service which is a short term project funded through a DCLG grant and administered by Charnwood Borough Council with links to No Second Night Out (see below).
- 6.5. We have access to the No Second Night Out scheme which has emergency bedspaces in Loughborough and Leicester. The idea behind this scheme is to take first time rough sleepers off the street, work with them intensively and get them into other accommodation to reduce the risk of them becoming entrenched rough sleepers.
- 6.6. However the majority of the Rough Sleepers in the Borough refuse services and seem content, in their own way, to sit in such a position on a main shopping street that they might appear to be begging. The good people of the Borough amply supply these individuals with food, clothing, money and even food for their dogs.
- 6.7. The reasons for refusing service include current bans from the Dawn Centre in Leicester (the main Leicester City Council homeless hostel), not wanting accommodation unless their dog can stay (the Dawn Centre has space for 2 dogs but dogs are banned from all other hostels), not wanting to live in a hostel with easy access to drugs – to name a few.
- 6.8. Officers are satisfied that all rough sleepers that we can locate are offered services and are concerned that refusal rates are so high.

Background Documents:

Homeless Strategy 2016 available on https://www.oadby-wigston.gov.uk/pages/housing_advice

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Implications Homelessness within the Borough	
Finance	The extra funding related to the introduction of the Homeless Reduction Act is considered to be inadequate and any shortfall would have to come from the General Fund.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The Council has a legal duty to implement the Homeless Reduction Act. The report is satisfactory.
Dave Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) See financial implications. <input checked="" type="checkbox"/> Reputation Damage (CR4) Failure to address the homeless situation could damage the Council's reputation.
Steve Nash (Housing Services Manager)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) The Council has put the necessary arrangements in place to respond to the Homelessness Reduction Act and the Homelessness situation generally.
Steve Nash (Housing Services Manager)	
Vision & Values (V)	<input checked="" type="checkbox"/> Respect (V2) All customers will be dealt with respect regardless of their situation. <input checked="" type="checkbox"/> Customer Focus (V5) The Homelessness Service will be customer focussed to provide all the necessary advice and support needed in these difficult situations
Steve Nash (Housing Services Manager)	
Equalities & Equality Assessment(s) (EA)	There are no equalities implications arising from this report.
Steve Nash (Housing Services Manager)	<input checked="" type="checkbox"/> Not Applicable (EA)

Agenda Item 11



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information
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Title: Leisure Services Update

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 (HWBB):

The second of four Oadby and Wigston Health & Wellbeing Board meetings took place on 11 October 2017. This particular meeting focused on weight management and diabetes.

Diabetes: It was clear that more work needed to be carried out to identify the hard to reach groups. Suggestions included setting up a Road Show, to include diabetes testing and information about healthy eating. Lloyds Chemist is one of the few pharmacists that carry out diabetes testing, encouraging others to do likewise would be beneficial. Targeting advice to people's needs is key. Lifestyle issues are not about lack of knowledge; it is more about a lack of time. Discussion also took place about the referral process and whether this could be simplified.

Healthy Weight: Breakfast clubs are taking place in schools to address obesity levels in children (play sport and have breakfast), especially in the lead up to SATS/exams. More education is required for secondary school pupils, including using local campaigns, as well as the on-going messages about the importance of drinking water. In addition, utilising the Unified Prevention Board's, seasonal campaigns, which includes keeping active, staying warm, flu jabs and healthy eating.

NHS Summary Care Records (SCR). The SCR is an electronic summary of key clinical information, (including medicines, allergies and adverse reactions about a patient), sourced from the GP record. It is used by authorised healthcare professionals, with the patient's consent, to support their care and treatment. SCR 2.1 is a second version which is being distributed, following on from the original SCR posted out to individuals 3 to 4 years ago. It is a more detailed record, which requires individuals to opt-in. This version will provide access to more detailed records, vital in time of need. There will be no mail-out this time, due to costs. Forms are available at GP surgeries, or can be downloaded from the website.

The next HWBB will take place on 24 January 2018 and will focus on substance/ alcohol misuse and smoking.

3.2. **Leisure Contract Update (August - November 2017)**

Participation

The period August to November 2017 saw over 300,000 visits at Parklands Leisure Centre and Wigston Pool and Fitness Centre. This is compared to 243,000 for the same period last year; a massive 23% increase. Participation for the period has reflected seasonal trends, peaking in September and slightly decreasing in October and November.

Programmes & Events

The activity programme continues to grow in both participation and number of activities. Holiday activities and parties were very successful in August, as was the return of the sports courses when the children went back to school in September. GP referral and Older Adult activities continue to thrive contributing to a wide range of activities for all ages. Also, during this period a range of regular bookings took place, such as NHS blood bank and new activity classes as well as one-off functions such as birthday parties and weddings.

Customer Feedback

Customer feedback has been extremely pleasing at both centres with the swim teachers and gym staff particularly highlighted.

Customer Engagement

SLM has worked hard to make as many people in the community aware of both the facilities and services available. There are now 54,000 local people who have a free Everyone Active card. This has contributed significantly to the ability to deliver a positive message about activity to the community.

Community Contributions

SLM has given over £10,000 worth of free activity to the community in the form of activity passes, Memberships and free swimming to the less abled and to school children in the summer holiday, those on the 'Supporting Leicestershire Families' scheme and to talented athletes in the Go Gold scheme.

3.3. **2017/18 Sport & Physical Activity Commissioning Plan**

The following provides an update on the Sport and Physical Activity Commissioning plan, which is externally funded by Leicestershire County Council Public Health and Leicestershire & Rutland Sport.

'Just Women'

The Borough's first 'Just Women' programme took place in September and October 2017. It was deemed a great success with over 50 females taking part in a range of sport and physical activities across the Borough. The opportunity to gain rewards based on attendance was also well received. Following this successful pilot the aim is to build on this for 2018/19.

Oadby and Wigston Annual Awards Evening

The Borough's annual awards evening, which was formally opened by the Mayor Cllr Samia Haq, was held on Wednesday 22 November at Parklands Leisure Centre. Over 220 guests enjoyed a fantastic evening, which began with a Bollywood inspired performance from Moving Together; a group that was initially funded through a previous local physical activity grant.

The awards evening was held to acknowledge the positive contribution from local individuals, volunteers and groups, together with celebrating the achievements of our local talented athletes, including Haseeb Ahmad, the current World Record holder for the fastest blind Ironman.

Walking and Running

A new initiative, working with Brocks Hill Primary School, is currently being planned. This will develop school-gate walking groups for families, as well as beginner running groups for parents. These will take place in the morning, once parents have dropped their children off at school.

Steady Steps

After a very successful pilot with the local Oadby and Wigston fall prevention programme 'Strong and Steady', further external funding will be drawn down this time from the East Leicestershire Clinical Commissioning Group. This will enable the Borough to coordinate three programmes each lasting 24 weeks. This funding opportunity will also provide training for two new instructors, so more local residents over 65 can benefit from improving their core strength and being steadier on their feet.

'One You' Health Event

Planning is taking place to deliver a health event in one of our local town centres at the end of January. This will promote the national 'One You' Health Campaign. There will be free activities for residents to try and a range of health professionals available to give out advice and flyers outlining their services.

2018/19 Sport & Physical Activity Commissioning Plan

The leisure team is currently working on the 2018/19 Sport and Physical Activity funding bid. This will be for in excess of £60,500. Public Health has confirmed that this indicative figure will be confirmed following Leicestershire County Council's Cabinet meeting in February. In the meantime, the leisure team is developing the Oadby and Wigston Sport and Physical Activity locality profile to collect desktop data on the Borough, to better shape provision. Primary Research will begin in January.

In addition, funding has been confirmed to deliver a new Fall Prevention programme (£11,700) and the adult and child weight management programme - Leap and Flic (£3,000). Further funding will be drawn down from April 2018 to deliver the School-Club Satellite programme for 14 to 19 year olds; amount yet to be confirmed.

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:

Facility Developments

A number of exciting upgrades are currently taking place at both Parklands Leisure Centre and Brocks Hill Centre.

Brocks Hill

Work on the new activities space at Brocks Hill is now complete. Work is scheduled to finish by 15 January on the new café, which will significantly enhance the experience for all those visiting the Country Park. It will also increase the awareness and participation at the Centre, as we seek to introduce a new audience from the community to the Country Park.



Brocks Hill – New Activities Space

Parklands

Work on the superb new soft-play and climbing facility at Parklands is scheduled to begin in early January, completing in February. The soft play area will be a huge 4 level structure with something for children of all ages. It will feature slides, foam ball shooters, trampolines and more. The climbing walls will be a fantastic mix of fun and colourful walls for different abilities. Not only is it a great introduction to climbing, it is a great activity for children to practice balance, co-ordination, agility and courage!

Extension to Parklands Car Park

Conditional planning permission has been granted for the overflow car park at Parklands Leisure Centre, with works beginning early in the New Year.

Background Documents:

None.

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Implications Leisure Services Update	
Finance	There are no significant financial implications.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
Dave Gill (Head of Law & Governance / 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. <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.
Avril Lennox (Head of Health & Leisure Services)	
Corporate Priorities (CP)	<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 our green spaces, through project delivery. <input checked="" type="checkbox"/> Wellbeing for All (CP5) Increasing the range of opportunities through partnership working.
Avril Lennox (Head of Health & Leisure Services)	
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. <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) Health & Leisure Services are continually driving forwards new approaches including identifying new
Avril Lennox (Head of Health & Leisure Services)	

	<p>partners with similar agendas.</p> <p><input checked="" type="checkbox"/> Customer Focus (V5)</p> <p>Leisure services continually go above and beyond stakeholder and customer expectations, which can be judged by the number of positive comments received.</p>
<p>Equalities & Equality Assessment(s) (EA)</p>	<p>There are 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 12



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information and Decision
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Title: **Facilities Services Update**

Author(s): **Margaret Smith (Facilities & 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 10 October 2017 when progress was last reported.

2. Recommendation(s)

- 2.1. That Members note the information contained in the report.
- 2.2. On the basis of the work carried out to date it is recommended that the Council proceeds with building Ervins Lock Footbridge over the canal, subject to the approval of a capital bid of £83,300 which has been submitted for 2018-19 and which will require approval of February Full Council. It is also recommended that William Saunders is retained to carry the project forward as project managers.

3. Capital Projects 2017-18

Ervin's Lock Footbridge, South Wigston

- 3.1. William Saunders was appointed to carry out feasibility works for this project and to offer advice on likely overall costs. This work, which included carrying out topographical surveys, obtaining utility records for the area and carrying out CCTV surveys of the canal bywash pipe, has now been completed. Draft details of a bridge design have been submitted to Canal and River Trust and the Principal Historic Buildings Officer at Leicestershire County Council for their comments. Feedback has been received from both which has resulted in minor amendments being made to the design which is now ready to be submitted for planning approval.
- 3.2. Of the original budget of £51,700 (from S106 funds) a total of £4,306 has so far been spent on the feasibility works, generation of the draft design and meetings with Canal and River Trust leaving a balance of £47,394. William Saunders estimate that a further £83,300 will be required to complete the works. This includes costs associated with submitting the planning application, the foundations, manufacture and installation of the bridge, waterway stoppage/restriction licence, transport and crantage, air right fees to Canal and River Trust and project management.
- 3.3. Once funding is approved, the next stages to be progressed (which can be done in parallel) are to:
 - obtain the formal agreement and negotiate the maintenance obligation with Canal and River Trust,
 - prepare the design and access statement, heritage impact assessment and arboricultural survey required to be submitted with the formal planning application.

Play Area Refurbishment

- 3.4 A climbing unit is on order for Grittar Close play area using Section 106 funds. The balance beam and mushrooms which are rarely used will be removed to make way for this. Installation is expected to take place in early March.
- 3.5 Following meetings with ward Councillors for Oadby Grange Ward, a consultation exercise was carried out for the play area at Florence Wragg Way. The consultation was advertised via the Council's website, on social media, notices in the play area and on noticeboards, and letters were sent to local residents. The consultation closed on 19 January 2018. Once the results have been assessed a specification will be drawn up in order to obtain quotes. Installation of new equipment is anticipated to be in late Spring 2018 (avoiding school holidays).

3.6. Borough Entry Signs (Greening the Borough Project)

The signs at Crow Mill, Aylestone Lane (Blue Bridge) and Kilby Bridge have been refurbished and returned to site. A strap line has been placed under each sign acknowledging the Borough's successes in East Midlands in Bloom and Britain in Bloom.

3.7. Horsewell Lane Pavilion Development

Prior to Christmas, Officers undertook a consultation exercise with current and potential users of the new pavilion, including the Wigston Club for Young People. Following the consultation the views of customers and the internal facilities management team have been taken into consideration and a development brief is now being prepared to go out to tender for a design and build contractor.

4. Capital Projects 2018-19

Capital bids have been submitted for 2018-19 as follows:

Crow Mills Picnic Shelter	£6,000	Repairs to roof of fire damaged shelter not covered by insurance claim.
Dog walk shelter Blaby Road Park	£3,250	Public request
Ervins Lock Footbridge	£83,300 additional funding	Planning application, manufacture and installation of footbridge and foundations, waterway stoppage/restriction licence, transport and crange, air right fees to Canal and River Trust, project management
Incorporating Scout Hut land into Oadby Cemetery	£25,000	Preparation of land for burials and incorporation into cemetery thus increasing lifespan of Oadby Cemetery by around 7 to 10 years.
Oadby Cemetery Extension to Garden of Remembrance	£5,600	Preparation of a further 50 plots and two service paths to extend lifespan of the Garden of Remembrance to approximately 2022.
Wigston Cemetery extension to	£14,000	Preparation of a further 150 plots

Garden of Remembrance		and four service paths to extend lifespan of the Garden of Remembrance to approximately 2021.
Bus shelter re-furbishment	£12,000	Re-furbishment of 20 shelters to complete programme started in 2016.

5. Forum Projects

- 5.1. Two litter bins have been installed on the A6 in Oadby, one at the bus stop outside of Waitrose and one on the opposite side of the road (Oadby Forum). Litter bins have been installed on Meadow Way and the alleyway from Stanhope Road to Welford Road (Wigston Forum).
- 5.2. A new oven and hob are due to be delivered in January for fitting at Sheila Mitchell Pavilion, Wigston.

6. Other Facilities Work

Allotments

- 6.1. Due to a high turnover of plots there are now very few people on the allotment waiting list. An advert was placed advertising the allotments in the December issue of Letterbox and a similar advert should also appear in the upcoming Spring edition.
- 6.2. An area of land within the Cottage Farm development has been set aside for allotment provision within the next few years. The procedure for allocating plots on the new site will follow the Council's current procedure for allocating plots and will be in compliance with the Allotment Acts. Plots will be offered to the applicant at the top of the waiting list in strict order.
- 6.3. The Facilities Team Leader has been negotiating with a resident and a tree surgeon over a dead tree in a private garden which is dropping large branches onto Wigston Road allotments. The tree was removed at the resident's expense on 14 December 2017.

Cemeteries

- 6.4. The chart below shows the number of interments cemetery staff have dealt with during the three months 1 September 2017 to 31 December 2017:

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	11	25	2
Oadby Cemetery	5	3	4

- 6.5. A capital bid has been submitted for 2018-19 to extend the Gardens of Remembrance at both cemeteries. However, a further row of ash plots was created at Wigston Cemetery in November when demand for plots escalated and there was a danger that demand would exceed the number of plots available.

Car Parks

- 6.6. At the last Service Delivery Committee in October 2017 Members requested information on the status of pot holes in the privately owned section of East Street Car Park. The situation is that the Facilities and Administration Team Leader has twice emailed and twice written to the registered address of the landowner. The letters included a quotation from an Oadby Contractor to carry out repairs to be overseen by the Council and the cost reclaimed from the landowner if written agreement could not be reached. However, no reply has been received. The Legal Section has advised that, other than pointing out the legal liabilities to the landowner (which has been done) there is no further action that can be taken. For Members information there are two private landowners of the area not owned by the Council. In 2016 the Facilities and Administration Manager worked successfully with the other landowner to repair pot holes on their land by undertaking the works and reclaiming the money from them.
- 6.7. As agreed by the Committee, signs have now been installed at Blaby Road Park Car Park and Station Street Car Park to enable enforcement action to take place for drivers parking out of bays or for abuse of disabled parking bays.

South Wigston and Oadby Bowls Clubs

- 6.8. At the last meeting of the Service Delivery Committee on 10 October 2017 a request was made that more information be provided in relation to liaison meetings held with South Wigston and Oadby bowls clubs, as the report only gave notice that meetings had been held, rather than reporting on any outcomes.
- 6.9. Liaison meetings are held with each club three times a year and cover maintenance of the buildings (Ellis Park Pavilion and Blaby Road Park Pavilion). There is an issue with water ingress at times of heavy rain at Ellis Park Pavilion which is being investigated. Both clubs expressed their gratitude to Darren Griffiths (Grounds Maintenance) on his management of the greens which regularly receive praise from visiting clubs. This has been communicated to Brian Kew (Head of Operational Services) to pass on to Darren. Otherwise there are no other issues to be reported from either club and both are very happy with bowls provision within the Borough. Meetings are not held with Wigston bowls clubs as this club liaises with the Council through the meetings of the Friends of Peace Memorial Park.

Pavilions and Community Centres

- 6.10. Freer Community Centre: the wall at the front of the car park was demolished by a vehicle involved in a road traffic accident and is now the subject of an insurance claim.
- 6.11 Annual Portable Appliance Testing will begin in January in all pavilions and community centres.

Public Conveniences

- 6.12. The electrics at Willow Park disabled toilet have been vandalised again and at the time of writing the emergency alert system is in the process of being replaced.

Background Documents:

None.

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Implications Facilities Services Update	
Finance	There are no significant financial implications.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
David Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Effective Utilisation of Assets/Buildings (CR5) The Council has an obligation to maintain its assets and buildings and ensure compliance with Health and Safety.
Margaret Smith (Facilities & Administration Team Leader)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) <input checked="" type="checkbox"/> Green & Safe Places (CP4) Ervins Lock Footbridge will provide access to the canal towpath network and encourage exercise.
Margaret Smith (Facilities & Administration Team Leader)	
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5)
Margaret Smith (Facilities & Administration Team Leader)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Margaret Smith (Facilities & Administration Team Leader)	<input checked="" type="checkbox"/> Not Applicable (EA)



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information
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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 a progress update on the Natural Discovery Volunteer Project; Brocks Hill Country Park; Britain in Bloom; Tendring Drive footpath and an update from the Operational and Street Scene Services.

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. Natural Discovery Volunteer Project

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

The Conservation Volunteers (TCV) are continuing to deliver the off-site conservation volunteering sessions. Some new dates have been added to the existing schedule, which will conclude mid-February just before the end of the funded project. TCV have also been training-up and supporting one of our Lead Volunteers in the delivery of the South Leicestershire College gardening programme at Brocks Hill. TCV's support for this concluded when the college broke up for Christmas, but the fortnightly sessions will restart in February, led by one of our Lead Volunteers with some assistance from the Park Warden.

The Admin Officer continues to liaise with TCV, the Park Warden and volunteers to promote the range of volunteering opportunities. As well as the usual administrative tasks, the Admin Officer has sent out a questionnaire to all volunteers to gather valuable feedback from this two-year project. The data will be analysed and used in the final evaluation report for the external funders, Heritage Lottery.

Key to the success of the project to-date has been the commitment and input from the five Lead Volunteers. These are local individuals who have given their time and taken on extra responsibility in order to supervise and support new and current volunteers. They have been provided with additional training such as Health & Safety, First Aid, and specific tool training e.g. Brushcutter and Woodchipper, so they are appropriately skilled to lead tasks once the externally funded project comes to an end. This not only provides sustainability of the project, but continued engagement from the valued volunteers.

Support will continue to be provided by the Park Warden, who coordinates the Wednesday Brocks Hill volunteering sessions. However, due to the popularity of this

particular session, it is now running at capacity so new volunteers are being directed towards the offsite volunteering opportunities.

As well as acknowledging the current five Lead Volunteers, the Council has carried out a recruitment drive to encourage more 'would-be' Lead Volunteers to get involved. The aim is for these individuals to lead the off-site conservation tasks. Unfortunately to date this has not been successful. However, plans are in place to continue the off-site works, if no new Lead Volunteers are identified.

A Christmas lunch was held on 20 December to recognise all the volunteers that have given their time over the last year. Over 35 people were in attendance as well as staff from the Depot, Brocks Hill, the leisure team and TCV, all of whom have contributed to the improvements at the Country Park and the off-site locations.

All 5 Lead Volunteers were highlighted and acknowledged during the event for their additional commitment and contribution over the last 12 months, and all were individually presented with a certificate.



Brocks Hill Lead Volunteers

The following information provides details of volunteering hours achieved since 2015. It is encouraging to note the increase in volunteer hours given year-on-year:

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	265.75
October	170.05	223	307.50
November	243	323.4	299.75

December	153	121.5	142.50
TOTAL	3,282.75	3,569.15	3,6397

3.2. **Brocks Hill Country Park Update: 13/09/17 to 13/12/17**

Managing grassland habitats at Brocks Hill continued into September, with areas including the orchard, memorial mound and long grass by the ponds being cut and raked by the Park Warden and the volunteers. Annual pond clearance was carried out on both ponds at the front of the visitor centre, which will be continued into the future, ensuring these habitats are looked after in a sustainable manner. Pond clearance of reeds and rubbish was completed with the help of one regular volunteer and the Corporate Volunteers from Charnwood Foods, successfully utilising the new pond maintenance boat for the first time.

Other tasks completed this autumn in collaboration with the volunteers include: erecting bird and bat boxes, picking apples for the Food Fayre, bulb planting, scrub clearance and burning brush.

In November, the Park Warden and members of the grounds maintenance team recommenced the tree felling programme that began in February. They have now successfully thinned over 1 hectare of woodland during the first part of this winter's schedule and will continue tree felling until February 2018.

Work has also taken place surveying the flora and fauna at Brocks Hill in order to collate all relevant information for the revised management plan. The updated management plan is required for the Green Flag Award, submission deadline in January.

3.3. **Silver Gilt Award for Oadby and Wigston**

Following the success in the East Midlands in Bloom competition, where Oadby and Wigston received the Gold Medal for the 8th successive year, the Borough was asked to represent the region in the Small City category of the prestigious National Britain in Bloom Finals.

The judging, which took place in August, included a tour of the Borough visiting areas such as Peace Memorial Park, Brocks Hill Country Park and locations maintained by neighborhood groups, concluding at the University Botanic Gardens. The judges focused on three categories; horticultural achievement; environmental responsibility; and community participation.

The results were announced at the RHS Britain in Bloom awards ceremony held in Llandudno, North Wales on 27 October. Oadby and Wigston attendees were delighted to be awarded the Silver Gilt award. The judges highlighted the partnership working approach for particular merit. Sincere thanks go to the Pride of the Borough group, the many volunteers and community groups, plus Oadby and Wigston Council staff who contributed to the Borough achieving this prestigious award.

3.4. **Tendring Drive Path**

A plan showing the extent of the land to be transferred is currently being prepared, and discussions between the relevant legal teams are taking place in order to progress the access route into Brocks Hill Country Park from Tendring Drive. Timescales for the agreement/sign off from the Secretary of State is yet to be confirmed.

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

New outdoor play equipment will replace some of the wooden play equipment recently removed from the Brocks Hill children's play area. This includes the installation of appropriate equipment for children with additional needs, in line with the approved 2017/18 capital funding bid. The works will be timed to coincide with the resurfacing work required under all pieces of play equipment at Brocks Hill. This will provide safe, shock absorbent surfaces that are compliant with BS EN 1177.

A further capital funding bid will be worked up in time for the October deadline, to cover the other pieces of wooden equipment which are beginning to rot. This will be implemented in 2019.

3.6. **Operations and Street Scene Update**

Peace Memorial Park - Badge Bed:

Councillors are currently working with key Officers on the Peace Memorial Park 'badge bed' for 2018. The theme for this year is a Poppy, in recognition of 100 years since the First World War. The actual layout and design is yet to be confirmed.

Bulb Planting:

Numerous bulb planting sessions have taken place across the Borough, including at Launceston Corner and William Gunning Park. The Street Scene and Operations team has replaced the winter bedding with grasses at Willow Park, this not only produces a cost saving but also provides year round colour. Bulb planting has also taken place in the sensory gardens in Oadby.

Ellis Park – the Oadby Rotary Club has planted a number of bulbs around the surrounding area of the park. Bushloe House has also had some grasses planted, instead of the winter plants. All the above works is in addition to the general ground maintenance that takes place across the borough throughout the year.

3.7. **Route Optimisation**

Following on from the Council meeting on 5 December, a contractor to carry out the review of the refuse/recycling rounds (route optimisation) has been procured and an inception meeting with Officers on the technical aspects is scheduled in early January. This piece of work is key to providing Members with a detailed evidence base of costings to assist in their decision making at the next Council meeting on 22 February. Dates for meetings of the now nominated five Member cross-party working group will also be sent out early in the new year, at which Officers will report on the progress being made on this next piece of work.

3.8. **Fly Tipping and Recycling**

Fly Tipping: The latest figures released by DEFRA for 2016/17 reveal a national clean-up cost for fly tipping of £57 million for that financial year. It was the fourth year in a row that fly tipping incidents increased. Approximately 56,000 fixed penalty notices were handed out by Councils to people caught illegally dumping.

There were 1,002,000 cases of fly-tipping handled by Councils in England between April 2016 and March 2017, equivalent to 114 every hour. This was 66,000 (7%) more

than the year before.

Two thirds of the 1,002,000 fly tipping cases recorded in 2016-2017 involved household waste with 18 per cent of all incidents comprising black bin bags. Those with the lowest rate of fly-tipping include the Islands of Scilly, who recorded no fly-tipping issues, and Oadby and Wigston, who reported 17.

Recycling: For the purposes of comparison, these recycling figures are calculated using the 'Waste from Households' measure used to report household recycling to comply with the Waste Framework Directive (2008/98/EC). Under this Directive the UK and other EC Member States must meet a target to recycle 50 per cent of 'household waste' by 2020.

Recycling rates for 2016/17:

Harborough	53.6%
Hinckley	49.4%
Charnwood	48.4%
OWBC	48.3%
Blaby	47.9%
Melton	47.7%
North West	46.7%

3.9. Tree Planting Action Plan - Grass Verges

In support of the Council's tree strategy, it is proposed to carry out the following actions in terms of tree planting:

A further 16 trees to be planted in the current season (e.g. to the end of March 2018) and a further 25 trees to be planted over the course of 2018/19. Trees can only be planted during the months of November to March of each season.

The intention is to plant these trees on highways where they will be especially visible and contribute significantly to the overall aspect of major routes across the Borough.

Highways are maintained by Leicestershire County Council, and discussions with Officers at County have indicated a willingness for the County to take on the continuing maintenance of any trees planted by the Council, including any costs arising after the Council has purchased and planted the trees. There are sufficient funds in the Council's capital programme to meet the estimated costs of tree planting for the remainder of 2017/18 and 2018/19.

The delivery of these targets is predicated on concluding discussions with the County Council regarding ongoing maintenance, and specific site inspections on the highways to ensure that the sites provisionally identified do not have any issues that might lead to establishment problems for the new trees, e.g. soil conditions, drainage, etc.

Background Documents:

None

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Implications Greening of the Borough and Operational Services Update	
Finance Chris Raymakers (Head of Finance, Revenues & Benefits)	There are no significant financial implications.
Legal David Gill (Head of Law & Governance / Monitoring Officer)	The report is satisfactory.
Corporate Risk(s) (CR) Avril Lennox (Head of Health & Leisure Services) Brian Kew (Head of Operational Services & 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 & 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 and volunteer input 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 & 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, volunteers 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

	<p>key innovations Leisure Services is continually driving forwards</p> <p><input checked="" type="checkbox"/> Customer Focus (V5)</p> <p>Leisure Services and Operational and Street Scene 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>There are no significant equalities implications.</p>
<p>Avril Lennox (Head of Health & Leisure Services)</p> <p>Brian Kew (Head of Operational Services & Street Clean)</p>	<p><input checked="" type="checkbox"/> Not Applicable (EA)</p>

Agenda Item 14



Service Delivery Committee	Tuesday, 23 January 2018	Matter for Information
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Title: **Customer Service and Transformation Update**

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

1. Introduction

This report provides an update to the Service Delivery Committee on the delivery of Customer Service and Business Transformation.

2. Recommendation(s)

Members are asked to note the contents of the report.

3. Information

3.1. MyAccount

MyAccount was launched on the Council's website on 18 December 2017.

MyAccount allows the Borough's residents to view their Council Tax Account balance, the property band they fall into, details of any discounts or exemptions that have been applied, instalment arrangements and payments made.

Residents who are in receipt of Housing Benefit and/or Council Tax Support can view their entitlements and payments made.

3.2. Online Forms

Online forms were also launched on 18 December 2017.

Online forms will allow residents to request services and report issues online. This gives residents a wider choice about how and when they access our services. In the first tranche of this rollout, 35 forms have been published across a broad range of the Council's services.

A suite of over 200 FAQs (frequently asked questions) are also available on the website. These cover a wide range of topics relating not only to services provided by the Council but also signposting to other services available to residents in the Borough.

3.3. Electronic Documents and Records Management System

The Finance team is currently operating paper-based processes and will move to electronic document management. The IDOX document management system is already in place in Benefits, Council Tax and Planning and able to provide a paperless capability.

A project is commencing in January 2018 to configure a suitable filing structure for the

Finance Team with the objective to scan all documents and access them by electronic means from 1 April 2018.

The project will be extended beyond April 2018 to include other service areas that are still reliant on paper.

3.4. **Charging for Garden Waste**

A project team are implementing the scheme to charge for garden waste from April 2018. The full terms and conditions of the service include subscription options, collection conditions and guidance on how the scheme will operate. Also included are details of the Council's hardship scheme which allows for a reduction for residents who are in receipt of Discretionary Council Tax Support at the time of subscription.

The project plan includes communications, set up of the application process and a take-up campaign to encourage residents to sign up.

The new service will be in place for its launch in April 2018.

Full details of the terms and conditions and communications to residents will be shared with Members prior to the public launch.

Background Documents:

None.

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Implications Customer Service and Transformation Update	
Finance	There are no significant financial implications directly from this report however financial impact on the service departments will be included in the annual budget.
Chris Raymakers (Head of Finance, Revenues & Benefits)	
Legal	The report is satisfactory.
Dave Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Decreasing Financial Resources (CR1) More efficient ways of delivering services and income generation will help to mitigate against budgetary constraints. <input checked="" type="checkbox"/> Key Supplier/Partnership Failure (CR2) OWBC have been working in partnership with IDOX who supply the document management system for over 10 years and they have delivered on a number of projects with the Council. <input checked="" type="checkbox"/> Organisational/Transformational Change (CR8) Key staff are consulted and kept informed about changes that affect the way they work.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2) The publication of online forms and the move to electronic documentation will allow more efficient working to deliver effective services to residents.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Vision & Values (V)	<input checked="" type="checkbox"/> "A Strong Borough Together" (Vision) All Council Priorities are underpinned by a commitment to providing efficient and effective services to our residents. <input checked="" type="checkbox"/> Teamwork (V3) Working across teams to provide joined up services for residents. <input checked="" type="checkbox"/> Innovation (V4) Making better use of IT and remodelling the way we work. <input checked="" type="checkbox"/> Customer Focus (V5) Providing wider choice of how services can be accessed whilst still supporting those residents who will continue to need more support. Delivering new services to residents that are easy to access and understand.
Jacky Griffith (Head of Customer Service & Business Transformation)	
Equalities & Equality Assessment(s) (EA)	There are no significant equalities implications.
Jacky Griffith	<input checked="" type="checkbox"/> Not Applicable (EA)

(Head of Customer Service &
Business Transformation)