



TO COUNCILLOR:

E R Barr
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
Mrs S Z Haq
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, 20 MARCH 2018** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
12 March 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 23 January 2018	1 - 8
	To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.	
5.	Action List Arising from the Meeting held on 23 January 2018	9 - 10
6.	Petitions and Deputations	
	To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part 4 of the Constitution.	



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Report of the Head of Health & Leisure Services	
12. Facilities Services Update	82 - 86
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Joint-report of the Head of Health & Leisure Services and the Head of Operational & Street Scene Services	
14. Customer Service and Transformation Update	92 - 99
Report of the Head of Customer Services & Business Transformation	
15. Exclusion of Press and Public	
The press and public are likely to be excluded from the remainder of the meeting in accordance with Section 100(A)(4) of the Local Government Act 1972 (Exempt Information) during consideration of the item(s) below on the grounds that it involves the likely disclosure of exempt information, as defined in the respective paragraph(s) 1, 2 and 7 of Part 1 of Schedule 12A of the Act and, in all the circumstances, the public interest in maintaining the exempt item(s) outweighs the public interest in disclosing the information.	
16. Asbestos Contamination at Marstown Avenue, South Wigston (Verbal Update)	100
Verbal Update of the Head of Law & Governance / Monitoring Officer	

For more information, please contact:

Democratic Services
Oadby and Wigston Borough Council
Council Offices
Station Road, Wigston
Leicestershire
LE18 2DR

t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 23 JANUARY 2018 COMMENCING AT 7.00 PM

PRESENT

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

COUNCILLORS

L A Bentley
Miss A R Bond
J W Boyce
Mrs L M Broadley
D M Carter
Miss M V Chamberlain
R F Eaton
Mrs L Eaton JP
Mrs S Z Haq
Dr T K Khong
K J Loydall JP

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
D M Gill (Head of Law & Governance / Monitoring Officer)
S Glazebrook (Interim Head of Community Services)
M Hone (Interim Director of Services)
C Raymakers (Head of Finance, Revenues and Benefits)

37. APOLOGIES FOR ABSENCE

None.

38. APPOINTMENT OF SUBSTITUTES

None.

39. DECLARATIONS OF INTEREST

None.

40. MINUTES OF THE PREVIOUS MEETING HELD ON 10 OCTOBER 2017

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 10 October 2017 to be taken as read, confirmed and signed.

41. ACTION LIST ARISING FROM THE MEETING HELD ON 10 OCTOBER 2017

The Committee was advised that in respect of the action point marked 'Community Services Update' (min. ref. 10) regarding 114 Uplands Road in Oadby, although some

expense was incurred to the Council by boarding up the property at some point in the past, the likelihood of recovering these costs from the now deceased's estate was considered negligible and, therefore, not in the public interest to pursue.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List be noted by Members.

42. PETITIONS AND DEPUTATIONS

None.

43. COMMITTEE BUDGET REVENUE AND CAPITAL REVIEW (APRIL - NOVEMBER 2017)

The Committee gave consideration to the report and appendices (at pages 10 - 15) as delivered and summarised by the Head of Finance, Revenues and Benefits which should be read together with these minutes as a composite document.

It was raised by Members and accepted by Officers that the comment recorded against 'Horsewell Lane Pavilion' at Appendix B (at page 15) was inaccurate and, therefore, should be removed from the record insofar as the scheme had since received approval by Full Council at its extraordinary meeting on 31 October 2017.

The Committee noted its concern in respect of there being at present no clear mechanism by which the yet unspent allocation for Disabled Facility Grants (DFG's) for 2017/18 was to be carried forward. In this regard, the Committee was advised that that current reported spend was understated as the Lightbulb Project's quarterly financials were yet to be received. It was understood that this information would be presented at its Programme Board and Steering Group meeting on 26 January and, therefore, would subsequently be reported at the next Committee meeting.

The Committee also heard that approximately £900k of the £1.2m allocation had already been expended on a considerable amount of work underway to fully realise the refurbishment project at Brocks Hill in Oadby by mid-February. In respect of the replacement of the children's play equipment at Florence Wragg Way in Oadby, Officers undertook to provide Members with an update outside the meeting.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and the position be noted by Members.

44. CAPITAL PROGRAMME 2018/19

The Committee gave consideration to the report (at pages 16 - 18) as delivered and summarised by the Head of Finance, Revenues and Benefits which should be read together with these minutes as a composite document.

It was raised by Members and accepted by Officers that, with reference to Appendix B of the previous report at agenda item 7, the £135k recorded against 'Ervin's Lock Pedestrian Footbridge' at paragraph 3.4 of the report (at page 17) represented the entire project

allocation, including the carry forwards from previous financial years.

The Committee also heard that the scheme marked 'New Refuse Truck 7.5 Tonne' at paragraph 3.4 of the report represented an allocation identified in the Medium Term Financial Strategy (MTFS) for the purchase of one of four new vehicles in 2018/19 in order to successfully deliver the new, all-year-round Garden Waste Service offering.

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

UNANIMOUSLY RESOLVED THAT:

- (i) The Schemes put forward for 2018/19 (as outlined in paragraph 3.4 of the report) be considered and recommended to the Policy, Finance and Development Committee for approval; and**
- (ii) The Schemes to be carried forward from 2017/18 (as outlined in paragraph 3.5 of the report) be considered and recommended to the Policy, Finance and Development Committee for approval.**

45. COMMUNITY SERVICES UPDATE

The Committee gave consideration to the report and appendices (at pages 19 - 29) as delivered and summarised by the Interim Head of Community Services which should be read together with these minutes as a composite document.

The Committee was verbally updated regarding the latest financial statistics in respect of the ongoing commercialisation of the Pest Control Service. It was reported that currently the service was projected to lose £20k by the end of the financial year which represented a reduction of £4,000 on the original budget. However, it was said that, if the service was to be disbanded altogether, the savings would only amount to c. £15k as central overhead charges would have to be allocated elsewhere.

37 Newton Lane, Wigston

It was raised by the Committee and advised upon by Officers that should Members be minded to approve a Compulsory Purchase Order (CPO) in respect of the above property, the costs to be incurred to the Council amounted to Officers' time in preparing the CPO and the those arising from the sale of the property once the General Vesting Declaration had been made. The subsequent sale of the property by way of public auction was said to be the best method to establish the property's true market value, the proceeds from which would be ring-fenced for any resulting compensation claim. The possibility of a challenge thereto was also to be noted. In considering the number of stages involved, it was acknowledged that, if resolved, the threat of CPO action could encourage the owner in the fullness of time to re-consider a more realistic approach whilst, at the same time, providing the Council with an initial footing to move forward with compulsory acquisition if necessary.

Private-Sector Empty Properties

A further discussion took place regarding what work was being undertaken to identify other empty properties in the Borough and whereby further properties and dealings therewith were mentioned by Members. The Committee was advised that a working group of Officers continued to assess empty properties by information supplied by the Council Tax section with the aim of bringing these properties back into use. To this end, the Committee requested that bids should be submitted under the Homes and Communities Agency's Funding Programme to secure any available refurbishment allocations and that a

more detailed, stand-alone report be brought to a subsequent Committee meeting. Members also considered it necessary for an advice note to be prepared in respect of what was and was not legally permissible to discuss at meetings held in open session regarding the same, particularly in instances when prosecutions may be brought and thus subject to the sub-judice rule.

Pest Control Services

In consideration of the report and the latest financials (as verbally reported) it was agreed that an up-to-date financial appraisal in respect of service should be brought back to the Committee after six-months so that a view could then be taken as to its commercial viability in terms of any significant capacity to generate additional income or to breakeven in the future. In taking such a view, some Members noted the importance of retaining in-house service provision wherever possible and, alternatively, suggested a 12-month review period in lieu in order to provide a more flexible and reasonable timeframe to explore the service's continued viability.

Other Community Services

In respect of the Lightbulb Project and the administration of Disabled Facility Grants (DFG), the Committee again reiterated its concerns as mentioned in the foregoing minutes (at min. ref. 43) and, as such, requested that a report to be brought to the next Committee meeting confirming the legal position in respect of the statutory duties inherited and ring-fencing of allocations regarding the delivery of DFG's.

It was raised by Members and accepted by Officers that there had been a short delay in the commencement of work to the Council's own temporary homelessness accommodation facility at 134 Station Road in Wigston. This was said to be the result of undergoing certain processes in terms of planning and public consultation, the drawing-up of detailed specifications and the tendering-out of the works contract itself. It was reported that works were now underway and were progressing well.

It was moved the Chair, seconded by Councillor Mrs L M Broadley and

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report and appendices be noted by Members;**
- (ii) Authority is given to seek a Compulsory Purchase Order (CPO) in respect of 37 Newton Lane, Wigston; and**
- (iii) The draft Capital Programme for 2018/19 (as set out at Appendix B to the report) be approved.**

46. HOMELESSNESS WITHIN THE BOROUGH

The Committee gave consideration to the report (at pages 30 - 33) as delivered and summarised by the Interim Head of Community Services which should be read together with these minutes as a composite document.

The Committee was verbally updated regarding the latest statistics in respect of the number of households in temporary accommodation since the publication of the report. This was reported to have increased from 14 to 21 households, of which included use of nine of the Council's own social-rented properties which, as a result, were now not available to let to applicants currently waiting on the Housing Register.

General Homelessness in the Borough

The Committee acknowledged with notable concern the worsening situation and exposure to the risk of homelessness that an increasing number of individuals and households were finding themselves in through, more often than not, no fault of their own. Members equally expressed discomfort regarding the knock-on effects homelessness was having, and may continue to have, on the already stretched availability of suitable housing stock, the number of people waiting to be rehoused and the potential manipulation of the waiting list for Council-owned properties.

Officers advised that such concerns were to be managed and mitigated by carefully assessing applicants' needs and awarding the most suitable type of accommodation available. It was said that, although there was scope for some manipulation, the Housing Options section were able to competently evaluate whether or not individuals had made themselves intentionally homeless and, therefore, nullifying any entitlement to longer-term housing save for those deemed to be in priority need.

The Homelessness Reduction Act (HRA)

The Committee shared Officers concerns regarding the additional workload at the point of contact, in assessments and administration etc. to be delivered within the finite resources made available once the HRA came into effect. Whilst Members found the proactive objective of the HRA to be laudable, it was considered that, in reality, the evitable response was to be more reactive in the short-to-medium term, resulting in the temporary accommodation of more people for longer periods of time.

Members were advised that more temporary accommodation units were being acquired, including the forthcoming provision of the Council's own facility on Station Road in Wigston and that, in the long term, all available options to address the root causes of homelessness were being scoped out. This was said to involve partnership work with registered social housing providers in securing full nomination rights and re-letting opportunities and the bringing-forward of development of social and affordable market-rent housing by the Council's Wholly Owned Housing Company.

In summary, Members and Officers were confident in being able to realise the Council's action plan to fulfil its new statutory duties under the HRA, part of which was to include a review of its Housing Strategy Statement for the period 2018-2023 due to be first considered at the Place Shaping Working Group meeting on 24 January. It was announced that a further information seminar for Members regarding the requirements and the impact of the HRA had been arranged for 30 January.

Other Homelessness Matters

In respect of rough sleepers, it was confirmed that, in liaison with the local neighbourhood police team and Community Safety Partnership Board, the situation in the Borough was being monitored and all known affected individuals had been approached and signposted to the relevant help schemes accordingly.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

47. LEISURE SERVICES UPDATE

The Committee gave consideration to the report (at pages 34 - 39) as delivered and

summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

The Committee heard that an oft-cited complaint received by Members from their constituents concerned longer than anticipated waiting times in being unable to see a doctor due to a general lack of available GP appointments in the Borough.

Whilst it was acknowledged that the provision of local healthcare services was beyond this Council's direct control, the Committee was advised that a proactive and open dialogue between the East Leicestershire and Rutland Clinical Commissioning Group (CCG) and the Council's Health and Wellbeing Board, its Members and Lead Officers was ongoing to explore ways and means to improve the situation.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

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

48. FACILITIES SERVICES UPDATE

The Committee gave consideration to the report (at pages 40 - 44) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

The Committee reiterated that Ervins Lock Footbridge in South Wigston and the development at Horsewell Lane in Wigston both continued to be urgent priorities in view of the delays known to have beset both projects in recent months, even years.

In particular, the installation of the footbridge at Ervins Lock was said to be essential to enable public access, sooner rather than later, to one of the most significant leisure corridors in the Borough and to mitigate the inconvenience, danger and possible illegality posed by the current use of unauthorised means to crossing the waterway. In this respect, Members were advised that once the capital bid of £83k was approved by Full Council at its meeting on 22 February, the next steps would be undertaken imminently and in parallel thereafter and, as such, there was no foreseeable reason as to why the project could not progress through to completion.

The Committee was also advised that the refurbishment of the Borough's remaining entry signs was a rolling programme with the necessary budgetary provision in place.

It was moved by Councillor L A Bentley, seconded by Councillor D M Carter and

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members;**
- (ii) Subject to the approval of the capital bid of £83,300 submitted for 2018/19 by Full Council at its meeting on 22 February, that the building of the Ervins Lock Footbridge over the canal proceed; and**
- (iii) William Saunders be retained to carry the project forward at Ervins Lock Footbridge as project managers.**

49. GREENING OF THE BOROUGH AND OPERATIONAL SERVICES UPDATE

The Committee gave consideration to the report (at pages 45 - 51) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

The Committee commended the various project and initiatives outlined in the report and, in particular, warmly-recognised the vital contribution of volunteers and the role of the wider community in achieving their successful and respective outcomes.

Garden Waste Service Update

The Committee was verbally updated regarding the initial uptake to the new Garden Waste Service to be effective from the 1 April. It was reported that between 22 January to date, 229 households had subscribed to the service totalling an income of £7,950.00 thus far of which included £880.00 from additional bin requests. It was also noted that a proportionally low amount of five complaints from disgruntled residents had been received relating to charging as opposed to the offering itself.

Although being welcomed as a promising start, concerted and continued efforts were said to be going in order to meet, and even exceed, the anticipated 40% participation rate in line with projections set out in the Council's Medium Term Financial Strategy and that, going forward, a monthly update would be circulated to all Members regarding the rolling uptake of subscriptions as the project progressed.

It was raised by the Committee and advised upon by Officers that tamper-proof, self-adhesive permits to be affixed to bins - displaying the customer's address, unique permit number and expiry date - would provide an added visual identification as to a valid service subscription and, in addition to quarterly audit checks, would act as a deterrent against theft and fraudulent activity: any proven abuse of the service was said to warrant an immediate and indefinite ban from future use by all guilty parties.

Other Borough Greening and Operational Matters

The Committee was advised that, as part of the Council's strategy to meet the target set by the Waste Framework Directive (2008/98/EC) to recycle 50% of household waste by 2020, it was hoped the closure of the Council's own Materials Recycling Facility and, by direction of the County Council, the subsequent transfer of all recycling operations to Casepak from 1 April would improve recycling rates further.

In respect of the tree planting action plan for grass verges, Members were keen to insist that due consideration be given to protect highway and pedestrian safety when assessing suitable areas for tree planting along major routes across the Borough. Officers also undertook to monitor the situation regarding any increased risk of fly-tipping in the Borough that may result from charging for the Garden Waste Service.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

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

50. CUSTOMER SERVICE AND TRANSFORMATION UPDATE

The Committee gave consideration to the report (at pages 45 - 51) as delivered and summarised by the Interim Director of Services which should be read together with these

minutes as a composite document.

The Committee commended the work already undertaken and underway by the project team in respect of the implementation of the new Garden Waste Service and the improved quality of service and savings anticipated by its bringing forward.

Members furthermore requested that all future reports to Committee in terms of transformation specifically identify the improvements made by each project in terms of its savings and service-delivery in addition to noting the change(s) effected.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

THE MEETING CLOSED AT 8.38 PM



Chair

Tuesday, 20 March 2018

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SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 23 January 2018

Min. Ref.	Item of Business	*Details of Action <i>Action Due Date</i>	Responsible Officer(s)' Initials	Status / Update
43.	Committee Budget Revenue and Capital Review (April - November 2017)	An update be provided at the next meeting to Members in respect of the replacement of the children's play equipment at Florence Wragg Way, Oadby. <i>Due by Mar-18</i>	MS	Report Update (Agenda Item 7)
45.	Community Services Update	An update to be brought to the next Committee meeting to confirm the legal position in respect of the statutory duties inherited and ring-fencing of allocations regarding Disabled Facility Grants (DFG's). <i>Due by Mar-18</i>	MHo	Report Update (Agenda Item 7)
45.	Community Services Update	A detailed, stand-alone report be brought to a subsequent Committee meeting in respect of empty properties in the private-sector within the Borough. <i>Due by Sep-18</i>	MHo TA	On Target to Complete
45.	Community Services Update	A bid(s) be submitted under the Homes and Communities Agency's Funding Programme to secure an allocation(s) for bringing empty properties in the private-sector back into use. <i>Due by Sep-18</i>	MHo TA	On Target to Complete
45.	Community Services Update	An advice note be prepared for Members in respect of what is and is not legally permissible to discuss at meetings held in open session regarding empty properties in the private-sector. <i>Due by Mar-18</i>	DG SJB	Complete (Circulated 12 March 2018)
45.	Community Services Update	An up-to-date financial appraisal in respect of Pest Control Services be brought back to the	MHo PS	On Target to Complete

		Committee after six-months so that a view can be taken as to its continued commercial viability. <i>Due by Sep-18</i>		
49.	Greening of the Borough and Operational Services Update	A monthly update to be circulated to Members regarding the rolling uptake of subscriptions to the new Garden Waste Service. <i>Due by Ongoing</i>	MHo JG	Complete and Ongoing
50.	Customer Service and Transformation Update	All future reports to identify the improvements made by each transformation project in terms of its savings and service delivery. <i>Due by Ongoing</i>	JG	Complete and Ongoing
N/A	Miscellaneous	An update to be provided at the next meeting regarding asbestos contamination at Marstown Avenue, South Wigston. <i>Due by Mar-18</i>	DM	Verbal Update - Exempt Item (Agenda Item 16)

* | 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).



Service Delivery Committee	Tuesday, 20 March 2018	Matter for Information and Decision
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Title: **Community Services Update**

Author(s): **Martin Hone (Interim Director of Services)**

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. Members are asked to approve the clarification to the Housing Allocations Policy (at paragraph 3.1 of the report) which will provide Officers with a clearer working definition when dealing with housing applicants not relying on residence criteria.
- 2.3. Members are asked to approve the process for updating and the amendment of the Council's Tenancy Agreement (as set out at paragraph 3.4. of the report).

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 middle of February.

October 2017	November 2017	December 2017	January 2018	February 2018
£160,376	£173,902	£135,002	£139,442	£155,822
3.29%	3.57%	2.77 %	2.86%	3.20%

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.

October 2017	November 2017	December 2017	January 2018	February 2018
£122,461	£105,983	£110,068	£105,911.40	£105,743.37
2.51%	2.17%	2.26%	2.17%	2.17%

The tie up with Medina Credit Management has resulted in an additional £1,054 of former tenancy debt recovered (after charges) which we might not have otherwise have received.

3.3. **Voids (Empty Properties)**

Between April and the end of January 2018, 43 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. **Tenancy Agreement**

Officers intend to start the process required to amend the Council's Tenancy Agreement during 2018.

The main additions proposed include:

1. Introductory Tenancy; consequences if you breach the tenancy and discussion regarding extending tenancy/ending the tenancy;
2. Rent; to pay rent monthly in advance if paying by standing order or Direct Debit;
3. Use of occupation of property; the permission required and details needed for any potential lodger/s;
4. Fire safety concerns; to support work being carried to keep tenants safe in the flat and communal areas including issues around blocking and not restricting access and not removing doors i.e. kitchen doors;
5. Environment; not to dump rubbish in communal areas. This supports our efforts to keep areas clear of rubbish;
6. Environment; more details on ensuring gardens are maintained and dealing with any health and safety concerns;
7. Pets; permission for pets required in flats and bungalows and the limit on how many pets allowed generally; and
8. Clarifying obligations in relation to repairs; permission to alter or improve the property; the principle of recharging for tenant damage, gaining access etc.; becoming responsible for non-standard items such as previous tenants improvements.

The process should also see the re-wording of sections dealing with anti-social behaviour to assist with enforcement.

A draft Tenancy Agreement for use in the consultation is attached at **Appendix 1**. After the consultation is complete a further report with recommendations will be brought before this Committee.

3.5. **Homelessness Temporary Accommodation**

Work on the Council's own new hostel adjacent to the main Council Offices has commenced and is progressing well. This will provide 5 bedrooms in a shared environment aimed at smaller homeless families, such as households expecting a child, households with one child or perhaps a single parent with as many as 2 younger children. Once the building phase is completed a short period of fitting out will be required before Belmont House welcomes its first residents.

At the time of writing the Council has 18 households in temporary accommodation.

Of those in the Borough, 8 households are in Council flats on non-secure tenancies, 1 household is in a privately leased property and another is in a property leased from PA Housing. Unfortunately 8 households are being accommodated in Leicester City including 3 single people in Bed & Breakfast hotels, 4 families in shared housing (similar to hostels but termed 'houses in multiple occupation') and 1 in a self-contained flat paid for on a nightly spot purchase arrangement.

A Member seminar on the subject of homelessness was held in January 2018 with 12 Members in attendance. This was an opportunity for Members to better understand the key overarching themes relating to homelessness in the Borough.

3.6. **Gas Safety**

100% compliance to the end of February 2018 was achieved on 9th February 2018. Work is progressing well on Service / Safety checks due in March 2018.

The current four year contract with Liberty expires on 30 September 2018. The replacement contract has to be procured under EU regulations. It is proposed to procure the next contract through a pre-procured framework. The same approach was used four years ago when NHC (Northern Housing Consortium) were used.

Initial interviews were held with NHC and EEM (Efficiency East Midlands) on 14th and 15th February 2018 to commence the process of deciding which framework to use. At the time of writing, documentation setting out the services offered by NHC and EEM and details of the contracts / contractors already procured are being analysed.

In practice (whichever framework we decide to go with) a mini-competition usually takes place to tailor the service priorities, schedule of rates for additional works and contract to our specific needs, although technically a direct award is possible. The six month lead-in provides us adequate time to complete this work.

It is understood new regulations are about to be introduced amending existing gas safety legislation. Under these regulations the anniversary date for the annual gas safety check and service will be preserved when the service is carried out in months 10 and 11 following the previous service.

Under current regulations, services regularly carried out early result in an additional safety check and service being carried out somewhere after year six as the due date is brought forward each year. The new rules will therefore bring some reduction in the cost of this work in the long term.

3.7. **Empty Homes - Private Sector**

37 Newton Lane

Following the Committee's decision to seek a Compulsory Purchase Order in respect of this property the necessary steps have now been started in the process and a further report will be brought back to this Committee in due course

A full report regarding private sector homes will also be brought back to a future meeting of this Committee.

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

There is unfortunately nothing further to report on this matter. This is due to an unexpected reduction in resources in the Property Services Team from the beginning of January following sickness and subsequent resignation of an Officer engaged on a temporary contract that was not expected to expire until mid-May. This has impacted on the work programmes of other Officers in the team. The continued negotiations relate to a request to locate a back-up generator on site and delays are not impacting on rental income or other conditions of lease.

3.9. **Update on Capital Programme**

Details of the 2017/18 Capital Programme's progress is attached at **Appendix 2**.

At the last meeting of the Committee, Members asked for financial information related to these projects and a table showing outturn against budgets which is attached at **Appendix 3**.

Good progress is being made with the Programme and estimates upon which budgets have been set have generally proved accurate. The Draft Capital Programme for 2018/19 is attached at **Appendix 4**.

3.10. **Lightbulb and Disabled Facility Grants Update**

At the January meeting of the Committee, Members requested that a report be brought to the next Committee meeting to confirm the legal position in respect of the statutory duties inherited and ring-fencing of allocations regarding Disabled Facility Grants (DFG's).

DFG's are provided under the Housing Grants, Construction and Regeneration Act 1996. An easy-to-read summary of the provisions of the Act - prepared by 'Foundations', a government funded body overseeing 200 Home Improvement Agencies and Handy Person providers - is attached at **Appendix 5**. This document helpfully summarises the statutory responsibility and service that Members will be familiar with the Council delivering for over 20 years.

These responsibilities remain unchanged but following an announcement in June 2013, the 2014 Care Act and the Better Care Fund (BCF) was set up and first operated during the 2015-16 and 2016-17 financial years. This brought together funding for health, social care, housing and other public services with a view to working together to deliver better quality care and more efficient use of available resources.

Appendix 6 is a Department of Health and Department for Communities and Local Government Policy Framework document '2017-19 Integration and Better Care Fund' which sets out the aims and expectations over this period. A copy of the full document is available on the Council's website at goo.gl/EW6aBb or in the Members' Room.

Whilst Members are invited to read the document in full, the key points for a District Council are that its statutory responsibility continues to be the delivery of adaptations to homes through DFG's. Funding, however, has been increased to enable this service to be joined up more effectively with other services. Page 5 of the document has a table showing DFG's as a specific funding stream and page 17, under the heading 'Disabled Facilities Grants', refers specifically to two-tier areas where DFG funding should be passed down (in full unless jointly agreed to do otherwise) to the District to enable it

to continue to deliver its statutory responsibilities.

There is reference in the same paragraph to the 'DFG Grant Determination Letter due to be issued by DCLG in April 2017' which is attached at **Appendix 7**.

In Leicestershire, DFG's are now being provided via Lightbulb and this has already met objectives of the BCF by providing a single point of access for a range of services and assessing these at the same time with the service user, through the housing MOT. With regard to the scope to fund other activities, it has been rather complicated as Lightbulb only went live on 01 October 2017 but at the end of January 2018 (just after the previous Committee meeting) a balancing up of likely expenditure was carried out and recommendations made as to how any available funds County-wide should be used. At that time, confirmation was also received of additional DFG funding that had to be spent by March 2018.

Appendix 8 is a report from Lightbulb showing forecast spending and additional funding by Authority together with recommendations as to what projects could be supported over and above DFG commitments. There is no option to retain underspend as this would have to be paid back. This report was considered by the Lightbulb Programme Board resulting in a documented final position that is attached at **Appendix 9**. Any commitment made is in terms of DFG's being funded first and the services only being able to continue while funding is available i.e. no top-up.

It is anticipated that over the 2018/19 cycle, there will be more scope to report on these initiatives in advance of decisions being taken as Lightbulb completes its first full year and the BCF goes into the second year of its two year policy framework.

3.11. **Housing Allocations Policy**

The Council's Housing Allocations Policy considers part-time work less than 16 hours a week as marginal and not sufficiently meaningful to create a local connection for the purposes of appearing on the Housing Register (known as the 'waiting list').

Officers are seeking consent to change the qualification around local connection to make particular reference to the 16 hour limit.

The revised wording would be as shown below at point 3. underlined:

The same policy also admits people to the Housing Register where they have a close relative who lives in the Borough and has done so for at least the past 5 years, where a meaningful relationship exists.

Officers are seeking consent to clarify 'meaningful relationship' to mean that significant support is given or received.

The proposed revised wording is shown below at point 4. underlined:

5.4.2. OWBC has decided to treat only those people with a local connection to the Borough as 'qualifying persons', a local connection is defined as:

1. Having lived in the Borough for the past 2 years;
2. Having lived in the Borough for a total of 3 or more years out of the past 5 years;
3. Currently working in the Borough either on a permanent or temporary contract running for a minimum of 12 months. Usually those working less than 16

- hours a week will be treated as non-qualifying;
4. Having parents, brothers, sisters or adult children (those aged 18 years or older) who are living in the Borough now and have done so for at least the past 5 years and where a meaningful relationship exists. Those applicants not providing significant support to the qualifying relative or receiving significant support from the qualifying relative will be treated as non-qualifying; or
 5. Other special circumstances (these will be exceptional).

Home-seekers without a local connection will be treated as non-qualifying.

Background Documents:

Appendix 1 - Draft Tenancy Agreement (March 2018)

Appendix 2 - Capital Programme Update 2017-18

Appendix 3 - Capital Programme - Outturn Against Budget (28-02-2018)

Appendix 4 - Draft Capital Programme 2018-19 (05-03-2018)

Appendix 5 - Foundations DFG Legislation Summary

Appendix 6 - Integration and BCF Policy Framework (2017-19) (accessible at goo.gl/EW6aBb)

Appendix 7 - DCLG Disabled Facilities Grant Determination Letter

Appendix 8 - Lightbulb Programme Board DFG Funding (February 2018)

Appendix 9 - Additional DFG Funding Options Paper (February 2018)

E-mail: martin.hone@oadby-wigston.gov.uk

Tel: (0116) 257 2621

Implications Community Services Update	
Finance	Efficient housing and void management is essential in maintaining income streams. The proposed HRA Capital Programme 2018/19 is in accordance with the Business Plan.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	The Council has the legal powers to seek a Compulsory Purchase order. There are no other significant legal implications. The report is satisfactory.
David Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Other Corporate Risk(s)
Martin Hone (Interim Director of Services)	There are no significant corporate risks.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1)
Martin Hone (Interim Director of Services)	<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)
Martin Hone (Interim Director of Services)	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 implications directly from this report.
Martin Hone (Interim Director of Services)	<input checked="" type="checkbox"/> Not Applicable (EA)

Tenancy Agreement

Oadby & Wigston Borough Council
(Landlord)

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Definitions

In this Agreement, the following words have the meanings given below:

Animal/Pet: Includes bird, insect, reptile, spider, fish, livestock, cat, dog.

ASB: Anti-Social Behaviour.

Assign/Assignment: Giving up the rights of a tenancy in favour of a qualifying family member or by way of mutual exchange.

Assignee: Person who is assigned a tenancy following Assignment

Communal Areas: Areas which tenants share with other tenants such as stairs, entrance halls including door entry systems, lifts, landings, balconies, access ways, paths, grassed open spaces, shared gardens or yards, parking areas, parking bays or hard standings.

Communal Aerial System: An aerial system provided and maintained by us for blocks containing more than four flats and sheltered schemes.

Demotion: A tool to combat Anti Social Behaviour which results in reduced rights and less security from eviction.

Employees: Includes any contractor, agent or anyone employed by us.

Fixtures: Includes, but is not limited to, kitchen units, bathrooms and sanitary ware.

Fittings: Includes, but is not limited to, plumbing systems, electrical circuits, sockets, switches, lamp holders, doors, locks and glazing.

Garden(s): Includes any plantings, hedges and/or trees or other land let to you as part of the Property.

Independent: Someone not affiliated with the Council or Tenant who can provide the necessary advice, such as the Citizens' Advice Bureau and Shelter Housing Advice Centres.

Improvement: Any alteration or addition to the Property.

Introductory Tenant: A Tenant who has an Introductory Tenancy under The Housing Act 1985.

Introductory Tenancy: A Tenancy which lasts for a trial period of up to 18 months. The Tenancy may then become a Secure Tenancy unless the Tenant has breached the Tenancy conditions.

Injunction: A Court Order requiring a Tenant or person to do, or refrain from, doing specific acts.

Joint Tenant/Joint Tenancy/Joint Tenancies: Joint Tenants are responsible, jointly and individually, for the rent, service charges and obligations of the Tenancy

Lodger(s): A person who a Tenant allows to live in the Property, with or without payment.

Neighbours: Everyone living or working in the locality of a Tenant's Property.

Notice Seeking Possession: A legal document that is served prior to taking possession action (for Secure Tenants).

Notice of Possession Proceedings for Introductory Tenants (NOPPIT): A legal document that is served prior to taking possession action (for Introductory Tenants).

Notice Period: The period of notice required by either party to bring the Tenancy to an end. This is normally four weeks' notice unless stated otherwise within the Agreement.

Notice to Terminate: A legal document that the Tenant must complete in order to bring the Tenancy to an end.

Order for Possession: A court order allowing the Landlord to legally evict the Tenant and regain possession of the Property.

Partners: Members of a couple in a relationship (including same gender relationships), who are living together.

The Property: The housing accommodation at the address specified on page 25 let to the Tenant under the Tenancy Agreement, including any garden, yard, outbuilding, garage, fence or wall also let with the housing accommodation owned by Oadby & Wigston Borough Council.

Relatives: Parents, children, grandparents, grandchildren, brothers, sisters, uncles, aunts, nephews, nieces, step relatives and adopted children.

Rent: The weekly or monthly charge payable by a Tenant to live in the Property.

Secure Tenant(s): A Tenant who has a Secure Tenancy under The Housing Act 1985.

Secure Tenancy: A Tenancy providing the Tenant some security of tenure which means that the Tenancy cannot be terminated without a court order.

Service Charge(s): Means charges for services provided to the Tenant by or on behalf of us as Your Landlord.

Sheltered Properties: Situated in a group setting and usually within the same accommodation building with communal facilities.

Successor: Person who receives the tenancy following a succession.

Supported Properties: Properties designated as requiring an individual to have a support need, whether by age, physical or mental impairment.

Sublet: Giving another person(s) the exclusive right to live in part of the Property.

Tenant(s): The person(s) who signs the Tenancy Agreement and named at page 25.

Tenancy Agreement: This document contains the terms, conditions and obligations of the Tenancy.

Tenancy: Possession of land or property as a tenant of Oadby & Wigston Borough Council

Vacant Possession: The Property is unoccupied and empty of possessions.

Visitors: People not living with the Tenant but who come to the Tenant's Property.

Vehicle(s): A car, bus, lorry, motorbike, boat, caravan, motor home, trailer, scooter, motorised transport or similar.

Void: An empty Property.

We, Us or Our: Means the Landlord Oadby & Wigston Borough Council, who can be contacted at the Council Offices, Station Road, Wigston, LE18 2DR

Written Permission/Consent: A letter from us giving the Tenant permission in response to a request they have made. Any consent that is required will not be unreasonably withheld. If you are required to obtain consent under this Agreement, you may also need to obtain statutory consent from other organisations. Any consent given by us under this Agreement does not replace, constitute or take effect as that consent.

You: means the Tenant(s) and includes any successor or assignee,

Terms of Tenancy

1. Introduction to the Tenancy Agreement

1.1 This Agreement contains the terms, conditions and obligations of the Tenancy for you as the Tenant and us as your Landlord. You should read this Agreement carefully to ensure that you understand and accept its contents. If you do not understand any part of this Agreement we strongly recommend you ask for it to be explained to you before you sign it. You might consider consulting a solicitor, Citizens Advice or Housing Advice Centre before you proceed. By signing the Tenancy Agreement you are agreeing to become a Tenant of Oadby & Wigston Borough Council.

1.2 There are two kinds of tenancy contained in this Agreement:

- Introductory Tenancy
- Secure Tenancy

By signing this Agreement, you are entering into a legal contract with us and will become either an Introductory or Secure tenant. On your Tenancy Agreement we tell you whether your Tenancy is an Introductory or a Secure Tenancy. If you have an Introductory Tenancy, we also tell you within the Tenancy Agreement, the date it will become a Secure Tenancy.

Table A in Section 1.6 shows in brief the rights of Introductory and Secure Tenancies.

1.3 If you had a Secure Tenancy immediately before entering into this Tenancy Agreement you will remain a Secure Tenant. As a Secure Tenant you have the right to live in the Property (right to possession) so long as you comply with this Tenancy Agreement. We will not normally interfere with your right to possession unless the court grants us permission. A Notice of Seeking Possession/Demotion must be served on you before any legal action to end your Secure Tenancy can begin.

1.4 If you did not have a Secure Tenancy immediately before entering into this Tenancy Agreement you will be an Introductory Tenant. An Introductory Tenancy is a trial period of one year from the date of the Tenancy Agreement and you have fewer legal rights than a Secure Tenant. You must demonstrate to us that you are able to comply with your Tenancy Agreement. This includes, but is not limited to:

- Not behaving, or allowing any persons living in or visiting the Property to behave in an anti-social manner, including causing a nuisance or harassing others
- Paying your Rent on time

- Looking after the Property

Unless we take action to end or extend your Introductory Tenancy, you will automatically become a Secure Tenant upon the expiry of your Introductory Tenancy shown on your Tenancy Agreement.

- 1.5 If you breach your Tenancy Agreement we may either extend your Introductory Tenancy by up to six months or take legal action to evict you. Legal action to evict you may mean you incur legal costs which you will be liable for. You can ask us to review our decision to end or extend your Introductory Tenancy. If we apply to the court to end your Introductory Tenancy, the court will grant the Order for Possession providing we have followed the proper procedure.
- 1.6 If you have signed this Tenancy Agreement with someone else you are a Joint Tenant. In Joint Tenancies each Tenant is jointly and individually responsible for the Tenancy. If one Tenant leaves the Property both Tenants are still responsible for abiding by this Tenancy. Your rights and responsibilities cannot be split or shared between you. If one of you ends this Tenancy it has the effect of ending the Tenancy for each of the Joint Tenants.

Table A

Legal rights of Tenants	Secure Tenants	Introductory Tenants
Right to succession of spouse/civil partner	Yes	Yes
Right to succession of family members	No	No
Right to Repair (Regulations)	Yes	Yes
Right to be consulted on housing management issues	Yes	Yes
Right to Assign to those with succession rights	Yes	Yes
Right to Buy	Yes in most cases	No
Right to take in lodgers	Yes	No
Right to sub-let	Yes with written permission	No
Right to improve	Yes with written permission	No
Right to Mutual Exchange	Yes	No

- 1.7 Your Tenancy starts on the date set out in this Agreement. It continues until you or we end it.
- 1.8 As long as you pay your rent and you comply with the Tenancy Agreement, we will not normally ask the court for an Order for Possession. However, there may be occasions where possession of the Property is required by us, for example, when we need to move you to a new home if the Property is to be demolished. In these situations you will be given assistance by us to help you relocate and we will be subject to relevant notice periods regarding obtaining possession.
- 1.9 If you have difficulty keeping to your Tenancy Agreement, you must contact us as soon as possible. We can then provide you with support, advice or help to sort out any problems you may be experiencing. This may avoid us having to take legal action against you.
- 1.10 You must occupy the Property as your only or principal home. If you acquire another property you must continue to live in the Property subject to this Tenancy Agreement otherwise we may ask the court for an Order for Possession.
- 1.11 We are committed to the prevention and detection of fraud and participate in data monitoring exercises for this purpose. We advise you that the data held by us in respect of your Tenancy will be used for cross-system and cross-authority comparison purposes for the prevention and detection of fraud. We may also share your data with others as permitted in law, including utility providers.

2. False Statement

- 2.1 If you or someone acting on your behalf has made a statement in an application for housing accommodation which you:
- Knew was false; or
 - Thought could be false; or
 - Contained information which deceived us in allocating you this Tenancy

We may take legal action to regain possession of the Property.

3. Payment of Rent and Charges

- 3.1 You must pay your rent, together with any service charges due, in advance on Monday of each week. If you pay your rent by Direct Debit or Standing Order these payments must also be paid in advance.

- 3.2 You must pay the Rent, including service charges for any period of less than a week at the start or end of this Agreement, at a daily rate equivalent to the Rent payable for one week, divided by 7.
- 3.3 You must not withhold rent or any service charges for any reason.
- 3.4 You must pay any debt outstanding from any tenancy in full e.g. unpaid rent, tenancy charges, and charges for damage to the Property.
- 3.5 If you are Joint Tenants, you are each responsible for the rent and service charges, both jointly and separately. This means that we can recover arrears from you jointly, or each of you individually until the full amount outstanding is cleared.
- 3.6 If you have any difficulty paying your rent or service charges, you, or someone acting on your behalf, must contact us immediately.
- 3.7 If you do not pay your rent, rent arrears or service charges we may take court proceedings to evict you from the Property. These proceedings may incur additional charges such as legal fees and court costs which will then be added to your rent account.
- 3.8 We may vary the amount of rent or service charges you have to pay. You will be notified in writing of any such variation four weeks before any change takes effect.
- 3.9 If you wish to pay your rent fortnightly or monthly, you should agree this with us and permission will only be granted if you pay in advance to avoid recovery action being taken against you.
- 3.10 We may incur costs associated with pursuing you for any debt accrued by you. Unless the court orders otherwise, you must pay our reasonable legal costs and expenses properly incurred in enforcing this debt.
- 3.11 You remain liable for rent and service charges during your notice period. Your liability for rent remains until your Tenancy legally ends.
- 3.12 Your rent is subject to an annual review which may result in a change to the amount that we charge you for living at the Property.

4. Use and Occupation of the Property

- 4.1 You must use and occupy the Property as your only or main home. Where the Tenancy is a Joint Tenancy, at least one of you must occupy the Property as your only or principal home.

- 4.2 You must tell us if you are going to be away from the Property for more than a month and ensure that we are advised of a contact address and a nominated key holder/caretaker in case of an emergency.
- 4.3 You may take in lodgers as long as you are a secure tenant and the Property does not become overcrowded as a result. However, you must get our prior written permission before you take in lodgers. You must also provide details of their name, date of birth, gender, National Insurance Number, former address and details of the rooms that they will occupy.
- 4.4 You must not, without our prior written permission, sublet part of your Property. You cannot sublet the whole of the Property as you will no longer be a secure tenant.
- 4.5 You may have the right to assign the tenancy to a qualifying successor. However, there are statutory criteria which apply to any assignment and our consent is required. Permission may be refused if, but not limited to:
- You have rent arrears
 - We are considering or have started possession proceedings based on rent arrears, unacceptable behaviour or condition of the Property
 - The person you wish to assign the tenancy to is not financially secure as determined by us
 - The Property has been adapted and the person being assigned the tenancy does not require the adaptations
- 4.6 You must not run a business from the Property which may affect nearby residents or your neighbours without obtaining our prior written permission. Prior to granting any such permission we will consider various factors including but not limited to, planning issues, the amount of noise generated, nuisance likely to be caused to your neighbours and whether damage to the Property may occur. An inspection of the Property may also take place before full permission is granted.
- 4.7 You must not place or exhibit any notice board or notice visible from outside the Property advertising any profession, trade or business or any goods or services without our prior written permission.
- 4.8 You or anyone living with you must not keep or use bottled gas, paraffin, petrol or any other dangerous material in any part of the Property which includes, but is not limited to, any of the Communal Areas, outbuildings and Gardens. It also includes any other area owned by us, except where necessary for normal domestic purposes, for medical purposes or where the equipment has been prescribed by a registered medical practitioner. You must not keep large amounts of these substances on the Property and the substances must be stored appropriately and safely at all times.

- 4.9 You must not use paraffin or petrol heaters, or liquid or bottled gas heaters, in the Property without our prior written consent.
- 4.10 You or anyone living with you must not use as bedroom accommodation, any room where an open flued gas appliance is installed.
- 4.11 You must notify us of any permanent changes in occupation to the tenancy including, but not limited to:
- A new baby arriving
 - A new partner arriving
 - Persons previously occupying the Property and leaving the Property for whatever reason including the death of an individual
- 4.12 You must not intentionally overcrowd the Property.

5. Access to the Property

- 5.1 You or anyone living with you must allow us, our employees and any other authorised person's safe access to the Property. We will provide you with at least 24 hours' notice in writing, (except in an emergency - see condition 5.4) setting out the reason we require access and the date and time of our visit.
- 5.2 We may require access to the Property for various reasons, including but not limited to:
- Inspecting the condition of the Property including pre-termination tenancy inspection
 - Carrying out repairs
 - Undertaking improvements
 - Servicing checking and/or maintaining equipment within the Property in line with regulations and legislation
 - Facilitating any of the above to any adjoining premises e.g. party walls, flats, roofs etc.
- 5.3 We will give you at least 24 hours written notice if we intend to enter the Property, unless we believe that there is an immediate risk to the health or wellbeing of any person, or a substantial risk of serious damage to any property.
- 5.4 In an emergency we may require immediate access to the Property without prior notice. In the event that such access is necessary and the property is unoccupied or access is denied, we may use reasonable force to gain entry to the Property. We will take reasonable steps to contact your nominated key holder in your absence, will leave the Property secure and advise where the keys are held.

- 5.5 Examples of emergencies include, but are not limited to:

- Fire
- Flood
- Gas leaks
- Threat or risk of personal injury
- Threat or risk to the structure of our property
- Unsafe heating appliances or electrics
- Suspicion of any of the above

- 5.6 Where access is denied to the Property and we deem it necessary to gain access, we may apply for a court order to allow us legal rights to access. We may then recover the costs of securing access from you. Further to this we will not be responsible for reinstating any alterations or additions removed, altered or damaged as a result of our access to the Property.

6. Repairs and Maintenance

- 6.1 On the day that you move into your Property you must check the entire Property and note any repairs that require our attention. If there are any repairs that are our responsibility to put right, please notify Oadby & Wigston Borough Council, Council Offices, Station Road, Wigston, LE18 2DR within seven days of moving in.
- 6.2 During your Tenancy you must inform us promptly if any repairs (or other matters that we are responsible for carrying out) come to your notice. This will enable us to arrange an inspection and/or for the repair to be carried out.
- 6.3 You must keep the inside of the Property in a clean and tidy condition, free from excessive accumulation of belongings or rubbish that could cause a health and safety or fire risk to you or anyone else and must not allow the condition of the Property to deteriorate.
- 6.4 The Property must be kept in at least as good a condition as it was at the start of this Agreement, or after any improvements, but subject to reasonable wear and tear.
- 6.5 All rooms must have clear access and exit routes at all times.
- 6.6 You or anyone living at or visiting the Property must ensure that you are able to evacuate the Property in the event of a fire or other emergency situation.
- 6.7 You must ensure that any fire or smoke detection equipment installed in the Property is working correctly. This means that you must test the fire or smoke alarms regularly and replace the batteries where necessary. If a fire or smoke alarm fitted by us is not working correctly, you must notify us promptly.

- 6.8 You must not do anything that might reduce the fire safety at the Property or in any Communal Areas or common parts. This includes (but is not limited to):
- Removing or damaging any fire detection devices
 - Removing, altering or damaging any structures that provide fire separation (such as doors and walls)
 - Interfering with or damaging any installations for the supply of electricity, gas or any other service
 - Removing or damaging any instructions relating to fire safety procedures
 - Blocking, restricting or otherwise reducing any escape routes.
- 6.9 You must inform us immediately of any damage, however it has occurred, to the Property, fixtures and/or fittings for which we are responsible.
- 6.10 Damage includes any damage whether caused intentionally or accidentally or as a result of negligence, recklessness or neglect.
- 6.11 You and anyone living in or visiting the Property (including animals) must not damage or destroy the following (including but not exhaustive):
- The internal and external structure of the Property - including any glazing, internal walls, floors or ceilings
 - The fittings for the supply of gas, water and electricity
 - Bathroom and toilet fittings
 - Room heating systems
 - Water heating systems
 - Kitchen units and fittings
 - Internal fixtures and fittings for example doors, internal glazing and smoke alarms
 - Sheds, garages, fencing, patios, paths, any part of the garden area, open plan space or communal walkways
 - Any other installed element which the Property benefits from
- 6.12 You are responsible for carrying out certain small repairs and replacing certain items of fixtures and fittings. These are listed in your Tenants Handbook.
- 6.13 You are responsible for the repair, maintenance and replacement of any TV aerial serving the Property, except where it is provided via a Communal Aerial System.
- 6.14 You are responsible for repairing any damage to any part of the Property caused by the deliberate or careless actions or omissions of yourself, or of anyone living with you or visiting you (including animals).
- 6.15 If damage has occurred to the Property we may serve a notice on you requiring you to put it right. If you do not comply with the notice we may enter the Property and undertake any necessary work to make good the

damage. You will be recharged for these works in accordance with our Rechargeable Works Policy.

- 6.16 You are responsible for repairing and maintaining any alterations or improvements which you have carried out to the Property.
- 6.17 Where such alterations and improvements have come to the end of economical useful life we may put these back to our standard specification.
- 6.18 If you make any improvements, alterations or additions to the Property without our prior written consent we may tell you to return the Property back to the condition preceding the works being undertaken. If you fail to do so we may carry out the work and charge the costs we have incurred in doing so (including any administrative costs) to you.

7. Insurance

- 7.1 You should consider obtaining insurance for accidental damage, contents and your belongings. We will only insure the structure and fabric of the Property.
- Please refer to the Tenants Handbook in reference to what we are insured for
- 7.2 In situations where we carry out repairs which are not our responsibility we may recharge you the cost of doing so. For example, if you accidentally nail through a pipe, we can carry out the necessary repairs and recharge the cost to you which. This may include but is not limited to costs related to consequential damage and administrative charges.
- 7.3 It is your responsibility to ensure that repairs which you are responsible for are carried out. If you have your own private buildings insurance that covers accidental damage you may be able to reclaim the cost of this work.
- 7.4 A separate recharges section is included in this Tenancy Agreement. See section 16.

8. Anti-Social Behaviour

- 8.1 You are responsible for your own behaviour and for that of anyone living with you, whether permanently or temporarily, or visiting you, including but not limited to relatives, animals and visitors.
- 8.2 You, relatives or anyone living with you, your animals and your visitors must not cause, or act in a way which is likely to cause, nuisance, annoyance or disturbance to people living, visiting or working in the locality of the Property. Examples of nuisance, annoyance or disturbance include but are not limited to:

- Foul and abusive language
- Loud music
- Shouting, arguing, door slamming
- Dog barking and fouling
- Offensive drunkenness
- Urinating in public
- Playing ball games close to somebody else's home
- Causing damage or neglecting the Property
- Lighting excessive fires or burning of toxic materials at the Property
- Fly tipping

"People working in the locality of the Property" includes:

- Our employees, contractors and other people engaged in lawful activity in the area e.g. postal workers.

8.3 You, relatives or anybody living with you, your animals and your visitors must not cause or act in a way which is likely to cause people living, visiting or working in the locality of the Property to feel harassed, abused or threatened.

"Harassment" includes but is not limited to:

- Violence or threats of violence towards any person including our employees, agents or contractors
- abuse or threats towards our employees, agents or contractors including but not limited to:

Abusive or insulting words or behaviour including that sent via email, social networking sites and mobile phones

Damaging or threatening to damage another person's property or home

Writing threatening remarks or insulting graffiti

- Interference with the peace or comfort of any other person because of a person's sexuality, gender, gender reassignment, colour, race, age, nationality, ethnic or racial origins, disability, religion, marital status or because they have HIV/AIDS
- Must not inflict domestic violence or threaten violence against any other person including the use of mental, emotional or sexual abuse to anyone

8.4 You, relatives or anyone living with you, and your visitors must not make false or malicious complaints about the behaviour of another person.

8.5 You, your relatives or anyone living with you, animals, and your visitors, must not cause or act in a way which is likely to cause damage to the

Property, dump rubbish on or misuse Communal Areas, corridors, stairwells, shared entrances, play areas or anywhere else including any other property, or land owned by Us.

- 8.6 Any items found may be removed without further notice, particularly if deemed to be a health and safety risk such as flammable items, trip hazards or if they are blocking exits.
- 8.7 You, your relatives or anyone living with you, and your visitors must comply with the law on smoke free premises. By smoking in smoke free premises you are deemed to be breaking the law.
- 8.8 You must make sure that you do not allow, incite or encourage other people living with you, relatives or visitors to the Property to engage in behaviour as described in the conditions 8.2 - 8.7 above.
- 8.9 The housing department's Anti-Social Behaviour Policy includes details of what the Housing Department considers Anti-Social Behaviour. We will rely on the conditions above and/or the Anti-Social Behaviour Policy when looking to enforce the conditions of this Tenancy Agreement should we believe you have engaged in Anti-Social Behaviour.

9. Unlawful behaviour

- 9.1 You, your relatives and visitors must not do, threaten to do, incite or encourage others to do anything illegal or unlawful in the Property or in the locality. Examples of such unlawful behaviour include (but are not limited to):
- Selling or conspiring to sell, possessing, storing, manufacturing or cultivating illegal drugs or other illegal substances
 - Storing, handling or selling stolen goods
 - Selling or supplying alcohol without the appropriate licence or permission or in breach of that licence or permission
 - Selling or supplying illicit tobacco or cigarettes
 - Keeping illegal or unlicensed firearms or weapons
- 9.2 You must not steal anything from the Property, Gardens, Communal Areas, common parts or from any land or property owned or previously owned by us or from any land or building in the locality.

10. Gardens

- 10.1 You must keep your Garden area (if any) well maintained at all times. You are responsible for the upkeep of all parts of your Garden. This includes, but is not restricted to grass, trees, plants, bushes and hedges.
- The grass must be cut regularly and must not become overgrown
 - The Garden must be weeded regularly
 - No waste or rubbish should be stored in the Garden or outbuildings
 - Hedges/bushes/trees/plants must be cut and maintained to a reasonable height in keeping with local planning regulations
 - Occasional bonfires to dispose of Garden waste are permitted but complaints will be investigated. The bonfire must be situated at a safe distance from buildings, fences, hedges and anything flammable and supervised by a responsible adult.
- 10.2 If you do not carry out the necessary Garden maintenance, and the Garden causes an eyesore or causes a health and safety risk, we may serve a notice on you requiring you to put your Garden in the condition required by condition 10.1 or require you to do anything reasonably required to remedy the breach. The notice shall specify the time or times within which the work required to be done in the notice must be completed. If the work is not completed within the specified time or times, we may enter the Property and undertake the necessary work and recharge reasonable costs (including any administration costs) to you.
- A health and safety risk may for example include, overhanging branches, hedges encroaching onto the highway, waste and rubbish that could provide food or harbourage for vermin or pests.
- 10.3 You must not have any plant in your Garden that causes a nuisance or annoyance to your Neighbours, other people in the locality or us. This includes (but is not limited to) plants that may spread uncontrollably, plants that may spread onto the path or road or plants with root systems that could cause damage to the Property or neighbouring properties.
- 10.4 You must not plant any tree or plant on the Property which may grow to a height of more than two metres without prior written consent from us. Consent would not be unreasonably withheld.
- 10.5 You, relatives or anyone living with you, and your visitors must keep any communal garden area outside of the Property, clean, tidy and free from rubbish or furniture at all times.
- 10.6 You must share the use of any driveway which gives access to the Property and any adjoining property with the occupiers of the adjoining property.
- 10.7 You must not fence off or enclose any part of the driveway without our prior written consent.

11. Boundaries, Paths and Driveways

- 11.1 You will be required to obtain permission from us to install or remove fencing, walls, paths, hedges or driveways and the work will be pre and post inspected at our discretion.
- 11.2 The maintenance of any fencing, walls, paths, hedges or driveways installed by You will be Your responsibility.
- 11.3 We will maintain any fencing, walls, paths or driveways installed by the council or present at the time your tenancy commenced. Usually this will be through a planned programme of works over a number of years unless there are specific health and safety concerns. The type and timing of the work will be at our discretion and removal of fencing, walls, hedges or driveways will also be considered, where repair is not economical.
- 11.4 The maintenance of any hedgerow or tree(s) which define or mark the boundary will be your responsibility.

12. Vehicles and Parking

- 12.1 You, anyone living with you or visiting you must not do any of the following:
- Park a vehicle anywhere on the Property unless the Property has a garage, parking space or a driveway which is a hardstanding with a dropped kerb.
 - Allow anyone, other than your relatives, visitors and/or friends to park at the property.
 - Park any vehicle which is untaxed, illegal, is not roadworthy or is in disrepair on any land belonging to us. If you do, the vehicle must have a valid SORN and you must have our permission to park on our land.
 - Store a Caravan or Motorhome on the Property without our written consent
 - Allow a Caravan or Motorhome to be used as living quarters whilst it is on the Property
 - Build a parking space, garage or driveway (hardstanding) without our written permission.
 - Drive across a kerb to access the Property unless the kerb has been dropped in accordance with the regulations of the Highway Authority. You must have written permission from us and the Highway Authority to adapt a pavement so a vehicle can cross it.

- Drive or park any vehicle over any grassed or landscaped area
- Park any vehicle on a designated area set aside for emergency vehicles or park in any area which causes an obstruction or would block access for emergency vehicles or refuse collection vehicle.
- Double park vehicles or park in a way which causes obstructions to pedestrians or other road users.
- Carry out any vehicle repairs or maintenance, except minor maintenance on your own vehicle or to any vehicle on the Property, Communal Areas, Gardens, driveways or roads in the neighbourhood without prior written consent being given by us.
- Use any Garden or driveway to the Property to store, load or unload vehicles, store scrap metal or break up vehicles for spare parts.
- Cause nuisance to Neighbours or damage to pathways, driveways and parking spaces through leakages or spillages from vehicles.
- Have a motor-related business from the Property or receive payment for repairing any vehicle at the Property.
- Store any moped, motorbike or machinery having a petrochemical engine inside the Property or in Communal Areas.

12.2 Your vehicle must be less than 2 metres high (6 foot 6"), less than 1.83 metres wide (6') and less than 4.8 metres long (16 feet). If you wish to park a bigger vehicle you must have prior written permission from us to do so.

13. Use of Communal Areas

- 13.1 You, anyone living with you or visiting you must abide by the following:
- Share the use of Communal Areas with other tenants. You must not cultivate, fence off or restrict access to any parts of the Communal Areas without prior written consent from us.
 - Not build, construct or place any building or other structure in the Communal Areas without our prior written consent.
 - Not leave waste or other items in the Communal Areas (except in designated bins or other appropriate receptacles).

Not to cause nuisance, annoyance or disturbance in the Communal Areas. This includes (but is not limited to):

- Allowing your pet, or that of a relative or visitor, to foul the Communal Areas without clearing it up immediately.
- Allowing your pet, or that of a relative or visitor, to cause a nuisance, annoyance or disturbance.
- Play ball games.
- Noisy, abusive or intimidating behaviour.
- The consumption of alcohol when this behaviour becomes a nuisance to others.
- Inappropriate sexual behaviour.
- Causing damage to the Communal Areas.

13.2 If you are in breach of any of the conditions listed at 13.1 we may charge you the cost of repairing, reinstating or cleaning the Communal Areas or otherwise remedying your breach and recover these costs from you.

14. Keeping of Animals

14.1 If you live in a house or bungalow, you have our consent to keep the following animals without our written permission:

- One domestic dog; and/or
- One domestic cat; and/or
- One domestic caged bird; and/or
- Fish kept in an aquarium indoors; and /or
- Small caged pets for example, gerbil, hamster or rabbit.

The size of the aquarium or cage must not exceed 1.83 metres in width (6'), 0.61 metres in depth (2') in depth and 1.22 metres (4') in height without our written permission.

No other type of pet or animal, including livestock may be kept without our prior written permission which will not be unreasonably withheld or delayed.

- 14.2 If you live in a house or bungalow and wish to keep any pet, animal or livestock, other than or in addition to those detailed in condition 14.1, you must obtain our prior written permission.
- 14.3 If you live in a flat or in Sheltered Properties, which has a communal entrance, you or anyone living with you may not keep a pet without our prior written permission.
- 14.4 You are responsible for the control of any pets/animal(s) which belong to you or anyone living with you.
- 14.5 You must not keep a pet/ animal in a communal area.

- 14.6 You must not breed pets/animals for commercial purposes at the Property.
- 14.7 You must not build any animal enclosures without prior written consent from us, in any part of the Property.
- 14.8 You must not board animals on a commercial basis without prior written consent from us.
- 14.9 If feeding wild animals or birds from your property, communal areas, outbuildings, gardens or from any part of the land belonging to us, you must do so responsibly, in a manner which does not attract vermin or cause a nuisance to your neighbours.
- 14.10 You must make sure that no animal you keep at the Property (or that you are responsible for) causes nuisance or annoyance to anyone:

Examples of nuisance include but are not limited to:

- Allowing your pet/animal to persistently foul in an inappropriate place
- Failing to clean up fouling in a timely manner
- Barking
- Creating a foul smell
- Not being kept under control
- Creating any type of danger or health hazard
- Encroaching onto other people's gardens

- 14.11 You, your relatives or your visitors or anyone living with you must not leave any pet/animal unattended for more than 24 hours either inside or outside of the Property.
- 14.12 Any permission obtained from us for you to keep a pet/animal may be withdrawn if your pet/animal creates a nuisance.
- 14.13 You must make sure that no pet/animal kept at the Property causes any damage:
- To the Property;
 - To a Communal Area
 - In the locality
 - To any land owned by Us
- You will be held liable should any damage be caused,
- 14.14 You are responsible for putting right any damage attributable to your pets, or those pets/animals you are responsible for.

- 14.15 You, your relatives or anyone else living with you, and your visitors must ensure that no pets/animals kept at the Property prevents our employees, or any other authorised person's from gaining access to the Property.
- 14.16 You must not keep any animals prohibited by law within the Property. All legislation relating to Pet ownership must be adhered to.

15. Alterations to the Property

- 15.1 You must obtain our prior written permission before making any alteration or addition to the Property
- 15.2 Permission may not be unreasonably withheld by us.
- 15.3 The list of structure erections, alterations and improvements include, but is not limited to:
- Building an extension
 - Removing internal walls
 - Changing the use of a room e.g. a living room to a bedroom
 - Adding, changing or replacing fixtures and fittings: eg: kitchen, bathrooms
 - Installing a water meter
 - Decorating the exterior of the Property
 - Altering or tampering with gas, electricity or water supplies
 - Erecting an aerial or satellite dish
 - Building a structure e.g. car port, garage, hard standing driveway or shed
 - Creating ponds and/or carrying out major landscaping
 - Removing any tree, hedge or boundary fence or wall
- 15.4 When deciding whether it is reasonable to grant written permission we will consider a range of factors including but not limited to the impact of the alteration or improvement on the surrounding properties.
- 15.5 Any consent given by us may be subject to any reasonable conditions including (but not limited to):
- That work must be undertaken by a properly qualified person registered with the appropriate regulatory body
 - That you have obtained all necessary consents and approvals for the works
 - That you are responsible for maintaining the alteration or addition including complying with any statutory or other requirements related to the alteration or addition
 - That you may be required to remove the alteration or addition and reinstate the Property at the end of this Tenancy or when required to do so by us
 - That we will not be liable to you or any other person for any loss, damage or other harm arising from the alteration or addition

- 15.6 We may serve a notice on you requiring you to remove any unauthorised alterations or additions. An alteration or addition is unauthorised if it is undertaken without prior written consent or if it is not completed in accordance with the terms of the consent.
- 15.7 You must repair any damage resulting from the construction or removal of the alteration or addition. If you do not comply with the notice, then we may undertake necessary work to remove the alteration or addition and you will be liable to pay our reasonable cost of the work.

16. Recharges

- 16.1 We reserve the right to charge you for the following (not exhaustive):
- Repairing any damage to the Property or Garden or Communal Area
 - Repair and/or replacement of damaged Fixtures and Fittings
 - Costs incurred by us as a result of breach by you of conditions in relation to this agreement
 - Costs incurred as a result of maintaining your Garden
- 16.2 We are entitled, and you agree to, the deduction of any reasonable costs associated with the above at condition 16.1 from any monies held by us lawfully due to you.

17. Ending Your Tenancy

- 17.1 You must provide us with four weeks' notice, in writing, before you leave the Property and end your Tenancy.
- 17.2 You will be liable for payment of Rent during the four weeks' notice period.
- 17.3 When you move out of the Property you must:
- Provide us with vacant possession of the Property when your Tenancy ends.
 - Pay all Rent and Service Charges up to the date of the end of your Tenancy. If you owe Us money for Rent or Service Charges when you leave the Property, you must make arrangements to pay the debt
 - Reinstate any unauthorised alterations to the Property or any authorised alterations that are subject to the condition that they are reinstated at the end of this Agreement
 - Ensure that you record a final meter reading for your utilities and notify all of your suppliers of that reading and of your departure
 - Remove all of your furniture, personal belongings and rubbish from the Property

- Return all the keys to the Property to our offices, or as directed at the time of submitting your written notice to end your Tenancy. This must be done by 12 noon on the date agreed by us. If you do not return the keys by the agreed date, you will be responsible for additional rent.
 - Advise us of your new address
 - Make sure that all household members, Lodgers, Subtenant and Animals leave the Property at the same time as you.
- 17.4 If you return the keys to the Property to us or you vacate the Property without giving written notice to end your Tenancy, we will treat this as a lawful surrender of your Tenancy and an end to this Agreement, once four weeks have elapsed. You will be charged rent during this four week period and we will hold the keys on your behalf. During this four week period we reserve the right to enter the property to carry out repair and maintenance works and/or undertake security works we deem appropriate. You may access the Property during this period with our prior permission which we will not unreasonably withhold.
- 17.5 The Property (including the Garden, outbuildings and loft space) must be left in a clean and tidy condition. You must clear and dispose of all your personal belongings, furniture and personal effects including rubbish from the Property.
- 17.6 You must make good any damage to the Property before ending your Tenancy. Any alterations or additions that have been carried out to the Property by you, anyone living with you or visiting you, without our written permission, must also be returned to their original state prior to ending your Tenancy.
- 17.7 We will remove, store and if not collected within one calendar month, sell or otherwise dispose of, any furniture, goods or personal items which you fail to remove from the Property at the end of your Tenancy either on surrender of the Property by abandonment, court order or termination by you. At any time, once the Property has been vacated, we will immediately remove and dispose of any perishable goods or waste products that we consider would be unreasonable to store as stated above. This includes such items as food, rubbish, domestic waste and goods damaged beyond economical repair. You will be responsible for all reasonable costs which we may incur in collection, storage and/or disposal of the above.
- 17.8 Unless required by law we will not be responsible for any damage or loss of goods/belongings stored by us under 17.7 above.

18. Consultation and Information

- 18.1 Right to Consultation

You have the right in law to be consulted in respect of certain matters which relate to your Tenancy including significant changes to this Agreement. This is explained in more detail in the Tenants Handbook.

18.2 Right to Information

We must provide you with a copy of your Tenancy Agreement. We publish our policies and procedures which you may see, together with a range of other information booklets on our website www.oadby-wigston.gov.uk. These are available in hard copy upon request. The Data Protection Act 1998 provides you with the right to request information regarding your housing records. The Freedom of Information Act 2000, makes additional information available to you.

19. Notices

19.1 We may serve any notice on you at the Property by putting the notice through the letterbox, by fixing the notice to the Property, by leaving the notice with somebody for you at the Property or by sending the notice by post to the Property. This is in addition to serving the notice on you in person.

19.2 If you wish to serve any notice in connection with legal proceedings it should be served on your Landlord at:

Oadby & Wigston Borough Council, Council Offices, Station Road,
Wigston, LE18 2DR

19.3 For all other notices e.g. Notice to Terminate your Tenancy or requests for permission, please contact the Housing Management team in writing at the above address or email customerservices@oadby-wigston.gov.uk or by using the appropriate e-form online.

Tenancy Agreement

This is a legal contract which sets out the terms and obligations of the Tenancy. You should read it carefully to ensure that you understand each of the terms and obligations.

If you do not understand this Agreement you are advised to ask for it to be explained to you before signing. You may consider consulting a solicitor, Citizens Advice Bureau or Housing Advice Centre to assist or advise you.

This Tenancy Agreement made between Oadby & Wigston Borough Council and

Tenant one _____ (Print name)

Tenant two _____ (Print name)

Type of tenancy:

The address of the Property is:

House number: _____

Street _____

Town _____

County _____

Postcode _____

Start date of tenancy: []

Rent £

Service Charge £

Insurance £

Heating £

Total £

Introductory Tenancies only

Possible start date of Secure Tenancy:

(Based on key received date and subject to any order for extension)

Fixed Term Tenancies only

Date that Fixed Term Tenancy will come to an end:

Please note that these amounts are correct at the start of your Tenancy and the amounts may change.

You will be given prior written notice of the new rent charges.

Date keys received:

Type of Property: House Flat Bungalow Studio Maisonette
Detached Semi Terraced

Number of bedrooms:

Garden: None Front Rear Side

If You sign this Agreement, it means You accept the Agreement as binding.

I/We agree to accept the Tenancy of the above Property on the terms and conditions set out in this Agreement a copy of which I/We have received, read and understood.

Tenant one _____ Signature

Tenant two _____ Signature

Signed on behalf of The Landlord

Full Name _____ Print Name

_____ Signature

Position _____

Tenant Photographs



Succession

[For office use only]

Name of Successor:

Date of Succession:

I am aware there is only one succession, to one individual allowed in law and that no further successions may take place in relation to this Tenancy.

I agree to accept the Tenancy of the above Property on the terms and conditions set out in this Agreement a copy of which I have received, read and understood.

Successor:

Print full Name:

Signed:

Dated:

Signed on behalf of the Landlord:

Full Name:

Signed:

Position:

2017/18 Capital Programme Projects Update – 5 March 2018			
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>Procurement: <u>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>Procurement: <u>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>Procurement: <u>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	<p>Procurement: <u>Ridge Consultants</u></p> <ul style="list-style-type: none"> - Tenders now received and

		safety standards.	currently being checked for work to common area and flat fire doors and closers, kitchen windows to passage and control systems. - Start on site Q1 18/19 - Considering second phase to fit either a sprinkler or mist system to extinguish any fire at source. - Attending exhibition on 22 March to further explore products available
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 Painting - Tendered - 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. <u>Phase 1</u> to include new boiler plant and circulation system with new heating interfaces / controls for common areas; lounge, toilets, corridors, shower rooms, guest room etc. to be completed summer 2018. <u>Phase 2</u> will include new heating interfaces and easy to use controls for each flat to be completed summer 2019.	<u>Procurement: CJR Midlands</u> - Boilers have been serviced and had all burners replaced to ensure serviceable for winter 17/18 - Project meeting held on 5 th March 2018 to progress replacement works - Phase 1 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

			<p>Tenders have been received and are currently being checked</p> <p>Start on site Q1 18/19</p>
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) 	<p><u>Procurement: in house.</u></p> <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 	<p><u>Procurement: in house.</u></p> <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 	<p><u>Procurement: Dave Barry</u></p> <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 	<p><u>Procurement: in house</u></p> <p>Awarded via LHC framework</p> <p>Works Completed</p>
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 	<p><u>Procurement: in house</u></p> <p>Works Completed</p>
GF Capital Projects			
Belmont House Hostel	Up 10 beds	Convert existing house to homeless accommodation	<p><u>Procurement: in house</u></p> <ul style="list-style-type: none"> - Start on site end January 18 - 16 week programme

			- Due to complete end of May progressing to programme
Bushloe House Meeting Rooms	3 rooms	Create new meeting rooms adjacent to reception	Procurement: <u>tendered in house</u> - Work now on site - Due to complete end of March progressing to programme
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

Capital Programme 2017/18 - Outcome Against Budget (as at 28/02/2018)

APPENDIX 3

Project	Budget	Committed*	Final Cost	Comments
Housing Revenue Account Projects				
EWI to houses balance of 16/17 project	£202,300	-	£190,664	Came in within budget
Elizabeth Court Insulation & Windows	£604,400	-	£591,094	Came in within budget
Kings Dr / Gibson Cl – Bathroom & LAS	£88,000	-	£49,902	Estimate proved high once surveys had been carried out (less work than anticipated)
Malham Way – Decent Homes upgrades	£378,500	-	£383,334	Included additional external works to steps walls and paving
Fire Safety Work	£191,600	£194,386	£	Marriot House; Junction/Maromme/Burgess Includes £114,875 tenders returned Feb 18
14 Junction Road, conversion to 2 homes	£100,000	£96,542.00(T)	£	Now a 2018/19 project. Budget increased from an estimate of £75,000 to £100,000 once all works had been scheduled.
Decent Homes Past Refusals	£200,000	£105,214	£	Demand led from existing tenants or arising at relet
Central Heating and Boiler Replacement	£100,000	£42,716	£	Intending some carry forward to link to 2018/19 decent homes project
Major adaptations	£150,000	£74,126	£	Demand led – fewer recommendations this year (spent £261,648 in 2016/17)

Front and Rear Composite Doors	£20,000	£15,065	£	Replacing old cracked doors
Car Hard Standings	£12,000	-	£12,090	Projects from time based waiting list
Elizabeth Court Bin Stores & Lighting	£9,100	-	£9,068	Remodelling, refurbishment and lighting
Garage Block Churchill Close	£4,600	-	£4620	Urgent roof works arising in year
General Fund Projects				
Belmont House Hostel	£100,000	£123,627	£	Works to roof omitted to be reinstated
Bushloe House Meeting Rooms	£15,000	£17,256	£	Approved in year
Bushloe House Capital Programme	£183,900	£101,290	£	Includes Phase 2 boiler replacement
Disabled access /facilities improvement	£14,200	£14,200	£	Allocated to front & rear access Belmont Hs

(T)= tendered works not yet let* (Does not include previous years retentions or small balances of 16/17 contracts that ran over into 17/18)

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 – Phase 1	£229,000	Consultants CJR Midlands (boiler plant & communal interfaces)
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	£330,000	Estimated 60 kitchens subject to condition surveys currently

	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.		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)

Legislation

For reference here's a short guide to just what it says in the **Housing Grants, Construction and Regeneration Act 1996** and associated regulations as they apply to DFG.

S1. Grants are available from the local housing authority to provide facilities in the homes of disabled people.

S2. An application for a grant must be made in writing and include:

- A description of the proposed adaptations
- 2 estimates of the costs
- Details of any other fees and charges

The need to use a standard government application form was **removed in 2010**

Under **The Housing Renewal Grants (Services and Charges) Order 1996** DFG can be used to pay for:

- Confirming ownership of the property
- Building surveys
- Preparing drawings
- Preparing specifications
- Help to complete forms
- Advice on other funding
- Planning and Building Regulation applications
- Obtaining estimates
- Advice on contracts
- Supervising the works
- Connecting services; and
- Paying contractors

S3. The applicant must be 18 or over

S19. The applicant must already be the owner or tenant of the property, or intend to become the owner or tenant.

S20. There must be a disabled person living in the property

S21. If the application is from an owner, they must complete a certificate to say so and that they intend to remain living there for 5 years

S22. If the application is from a tenant, they must complete a certificate to say so and that they intend to remain living there for 5 years. A certificate should also be signed by the landlord.

S23. There are a number of purposes for which a grant 'must be approved':

- Getting in and out of the property
- Making the property safe(r) for everyone living there
- Access to the living room
- Access to a bedroom

- Access to a toilet
- Access to a bath or shower
- Access to a wash basin
- Preparing and cooking food
- Improving or providing heating if needed by the disabled person
- Controlling power, lights and heating
- Access around the property to care for someone else

S24. If the applicant isn't yet the owner, the local authority can't approve the grant until the sale has completed.

The local authority must assess whether the works are 'necessary and appropriate' to meet the needs of the disabled person, and then if those works are 'reasonable and practicable' given the age and condition of the property, e.g. if the property is in a fit state.

For district councils, they must ask for the county council's opinion on whether the works are 'necessary and appropriate'. *(In practice this is a fully assed recommendation)*

S29. The grant can't be approved if the works have already started – unless there is a good reason why. A grant cannot be approved if the works have already been completed.

S30. The grant is means tested as set out **in regulations**

S33. There is a maximum amount that can be awarded – **this is currently set at £30,000.**

S34. The council shall approve or refuse an application as soon as they can, but no longer than 6 months after the application was made.

For approvals, the council has to say what adaptations it is funding and how much they cost including and fees or charges. These can be revised if circumstances change

For refusals, the council has to say why.

S35. The grant can either be paid in instalments as the works progress or in full on completion.

S36. The council can defer payment by up to 12 months.

S37. The works must be carried out within 12 months of the approval date (or the deferred date under S.36) – but this can be extended with the council's agreement

The council can specify how the works should be carried out.

The council will only make a payment if they're satisfied with the works and receive an acceptable invoice – that isn't from a member of applicant's family.

S38. The works should be done by a contractor who provided one of the estimates for the application – unless the council agrees otherwise.

S39. If the grant applicant agrees, the council can pay the contractor directly. If the applicant isn't satisfied with the works, and the council agrees, the council can pay the applicant instead.

S40. If, after approval but before the works are finished, the applicant stops being eligible for the grant (e.g. they sell, or intend to sell the property) then the council won't make any further payments and can demand repayments.

S41. If, after approval but before the works are finished, the disabled person dies, moves, or the works become unsuitable to meet their needs, then the council will need to consider whether any more payments should be made and can demand repayments.

S42. If after approval the council finds out that:

- the application was wrong; or
- works were started before the approval; or
- works were not completed within 12 months; or
- the works cost less than expected; or
- the works were done by a different contractor

It can refuse to pay, reduce the grant or even demand repayments

S51. The council can ask the applicant to pursue any relevant insurance or legal claims which may fund the proposed adaptations – and repay the grant if they're successful.

S52. The Secretary of State can give the power to impose other conditions. For example, there is a general consent which allows councils to set a condition that allows them to reclaim specialised equipment like stairlifts if they are no longer needed.

Another **consent from 2008** says that if the applicant is an owner, the council can place a local land charge against the grant – for the portion of the grant that is over £5,000. The charge can be for up to £10,000 and applies if the owner wants to sell the property within 10 years. In that case the council has to consider if the owner is moving because of their work, wellbeing or caring responsibilities and whether it would cause financial hardship.

S56. If the disabled person dies after approval, but before the works are completed, the Council can still pay for some or all of the works including any fees or charges.

S100. Disabilities include substantial impairments in sight, hearing or speech, any 'mental disorder or impairment' and any substantial physical disability whether from birth or through illness or injury.



**Department for
Communities and
Local Government**

**INTEGRATION AND BETTER CARE FUND: THE DISABLED FACILITIES CAPITAL
GRANT DETERMINATION 2017-18 [31/3059]**

The Parliamentary Under Secretary of State (Minister for Local Government) ("the Minister") in exercise of the powers conferred by section 31 of the Local Government Act 2003 hereby makes the following determination:

Citation

1. This Determination may be cited as the Disabled Facilities Capital Grant Determination (2017-18) [31/3059].

Purpose of the grant

2. The purpose of this grant is to provide support to Tier 1 and Tier 2 authorities in England towards capital expenditure lawfully incurred or to be incurred by them.

Determination

3. The Minister determines as the Tier 1 and Tier 2 authorities to which grant is to be paid and the amount of grant to be paid, the authorities and the amounts set out in Annex B.

Grant conditions

4. Pursuant to section 31 (4) of the Local Government Act 2003, the Minister of State determines that the grant will be paid subject to the conditions set out in Annex A to this determination.

Treasury consent

5. Before making this determination in relation to local authorities in England, the Minister obtained the consent of the Treasury.

Signed by authority of the Parliamentary Under Secretary of State (Minister for Local Government).

A handwritten signature in black ink that reads "J. A. Hall". The signature is written in a cursive style with a large initial 'J' and a long, sweeping underline.

John Hall
Deputy Director, Housing Support Division
Department for Communities and Local Government

20 April 2017

Annex A

GRANT CONDITIONS

1. Grant paid to a local authority under this determination may be used only for the purposes that a capital receipt may be used for in accordance with regulations made under section 11 of the Local Government Act 2003 and as provided for in paragraphs 2 and 3 below.
2. Grant paid under this determination is required to be spent in accordance with a BCF spending plan jointly agreed between the local authority and the relevant Clinical Commissioning Groups. This plan must be developed in keeping with the BCF Policy Framework and Planning Guidance, National Condition 1 of which provides specific guidance on the DFG.
3. In accordance with National Condition 1, the amounts named housing authorities must be paid in full, unless otherwise agreed in two-tier areas, are contained in Annex B. In two-tier authority areas, where amounts are paid to Upper-Tier authorities, the amounts specified in Annex B must be passed in full to the named Lower-Tier authorities no later than 30th June 2017, except where with the express agreement of Lower-Tier authorities that any money is to be used for other social care capital projects. Any money paid under this grant determination must only be used for the specific purpose of providing adaptations for disabled people who qualify under the scheme¹ (or any other social care capital projects where otherwise agreed as above).
4. The Chief Executive or Chief Internal Auditor of each of the recipient payment authorities (London Boroughs, Unitary Authorities and Upper Tier Authorities) are required to sign and return to Disabled.facilitiesgrants@communities.gov.uk at the Housing Support Division of the Department for Communities and Local Government a declaration, **to be received no later than 31st October 2017**, in the following terms: "To the best of our knowledge and belief, and having carried out appropriate investigations and checks, in our opinion, in all significant respects, the conditions attached to the **Disabled Facilities Capital Grant Determination (2017-18) No [31/3059]** have been complied with".
5. If an authority fails to comply with any of the conditions and requirements of paragraphs 1, 2, 3 and 4 the Minister of State may-
 - a) reduce, suspend or withhold grant; or

¹ Disabled facilities grants made under the Housing Grants, Construction and Regeneration Act 1996.

- b) by notification in writing to the authority, require the repayment of the whole or any part of the grant.
6. Any sum notified by the Minister of State under paragraph 5(b) shall immediately become repayable to the Minister.

Annex B (edited to show only Leicestershire)

DISABLEDFACILITIES GRANT ALLOCATIONS 2017-18

Leicestershire	£3,349,869
Blaby	£499,481
Charnwood	£846,293
Harborough	£385,744
Hinckley and Bosworth	£439,674
Melton	£259,427
North West Leicestershire	£572,989
Oadby and Wigston	£346,261



Lightbulb Programme Board & Steering Group Meeting – 26th January 2018

THE DISABLED FACILITIES CAPITAL GRANT DETERMINATION – ADDITIONAL FUNDING 2017/18 [31/3175]

Background

On 24th January 2018 Chief Executives received notification from the **Parliamentary Under Secretary of State (Minister for Local Government)** (“the Minister”) in exercise of the powers conferred by section 31 of the Local Government Act 2003 in respect of the Disabled Facilities Capital Grant Determination – Additional funding 2017/18 **[31/3175]**.

The purpose of this grant is to provide support to Tier 2 authorities, unitary authorities and London Boroughs in England towards capital expenditure lawfully incurred or to be incurred by them.

Before making this determination in relation to local authorities in England, the Minister obtained the consent of the Treasury.

Current Position

The table below details what this additional money means in respect of each of Leicestershire’s local authority areas.

	2017/18 Final Allocation (£)	Additional Funding Accepted	Division of unclaimed funding	2017/18 Revised Allocation (£)	2017/18 Quarter 2 Forecast Outturn *(£)	Variance from revised Allocation (£)
Blaby DC	499,481	48,452	4,353	552, 286	566,349	18,416
Charnwood BC	846,293	83,849	*	930,142	920,000	- 10,142
Harborough BC	385,744	37,155	4,353	427,252	450,000	27,101
Hinckley & Bosworth BC	439,674	37,657	4,353	481,684	627,000	149,669
Melton BC	259,427	25,105	4,353	288,885	192,000	- 92,532
North West Leics DC	572,989	54,728	4,353	632, 070	391,000	- 236,717
Oadby & Wigston BC	346,261	33,640	4,353	384, 254	340,000	- 39,901
TOTAL	3,349,869	320,586*	26,118*	3, 696,573	3,486,349	- 184,106

*On the documentation received yesterday Charnwood were not included in the list regarding a division of the unclaimed funding.

The total amount of additional DFG Funding for Leicestershire is **£346,704*** (This figure is made up of the claimed and unclaimed funding), The claimed funding was discussed at the Chief Executives Meeting on 11th January 2018 and it was agreed that an options paper should be developed and this should go through Lightbulb’s governance. We did not know about the unclaimed funding until the correspondence on this came out this week, we have included the total amount available as part of the options detailed below.

Options

The Lightbulb Team contacted Foundations to seek advice on the funding and find out how other localities were planning to spend the additional money. The feedback we received was that in other areas across the country most local authorities were using the funds to cover the costs of DFG’s that were already in the system or to cover costs that had already been incurred. The money needs to be spent by March 2018.

For the districts where Lightbulb is responsible for their DFG spend the amount spent each quarter would indicate that the additional funding in the main could be used to cover the cost of DFG’s for Quarter four. This then leaves a potential underspend in the funding already allocated to each area and the options detailed below are in respect of that funding.

Option	Cost	Fors	Against
1. To cover the costs associated with Lightbulb Roll out	IT costs to roll out the project – £60,225 Accommodation- £3,003 Warm & Healthy Homes - £33,457 Total £96,685	Transformation fund is flexible and can be used for revenue or capital spends. We could equate this spend to the Lightbulb demand data. (Appendix A)	
2. HET Team funding re capital spend 2018/19	£35,500.	This covers IT, furniture, rent, clean & clear costs	Staffing costs agreed in principle but not confirmed.
3. Extension of the HET to the Community Hospitals	£189,619 in total of which £24,570 is capital.	Provide the same service across all the hospitals, save money across health & social care. Includes capital expenditure.	This would require capital budgets to be converted to revenue to fund the whole project. The bid to extend the service is going to the February Integration Group, this may

APPENDIX 8

			not be supported.
4. Extend the Home Support Grant that is offered in Blaby across all localities as part of the Lightbulb offer.	£210,000 (£30,000 per district) Could reduce the amount per district	Helps vulnerable people remain independent in their own home by improving their property. Means Tested, support not provided by the DFG.	
5. Cover the additional warranty for stair lifts and through floor lifts out of the DFG grant (Charnwood are already doing this). The additional warranty for a stair lift costs £350 for the three years	Over the last year Blaby has completed 36 stair lifts this would equate to an additional DFG spend of £ 12,600. Approx. total £75,600	Stair lifts and through floor lifts are repaired, rather than the person applying for another DFG where the equipment is broken.	We have already informed Service users that they need to cover the cost of this themselves. Only certain parts are covered by the extended warranty.
6. Overspend in the Major adaptations budget.	Approx. £100,000	Supports a whole countywide approach.	This is County funding rather than district spend.
7. Clean & Clear budget for the Housing Support Coordinators to access.	£105,000. (£15,000 per district) Could reduce the amount per district	Assist vulnerable individuals and mean that we would not have to go down the enforcement route. Prevention of falls.	
8. Dementia Friendly Homes	£50,000 starting budget to trial this out. (£6,000 per district).	More flexible use of the DFG funding. RRO already drafted. Supports people with poor mental wellbeing.	Is not a quick win, will take time to put in place.
9. Additional temporary Lightbulb staff to progress DFG cases.	Technical officer £38,007 , Housing Support Coordinator £32,076 inc. on-costs.	Improve DFG Performance and mean we could focus on long running cases.	This would require capital budgets to be converted to revenue. Time to recruit to these posts.

Recommendations

The Programme Board is requested to:

- a) Note the contents of this report
- b) Discuss and agree which options we should fund.
- c) Support Lightbulb in progressing the options that are agreed.

APPENDIX A

Local Authority	Percentage of Lightbulb Demand	Percentage of capital spend that can be attributed to LA Area
Blaby DC	13%	£12, 569.05
Charnwood BC	26%	£25,138.10
Harborough BC	10%	£9,668.50
Hinckley & Bosworth BC	18%	£17,403.30
Melton BC	9%	£8,701.65
North West Leicester DC	15%	£14,502.75
Oadby & Wigston BC	9%	£8,701.65
TOTAL		£96,685

26/01/2018

THE DISABLED FACILITIES CAPITAL GRANT DETERMINATION – ADDITIONAL FUNDING 2017/18 [31/3175]

Background

A paper was sent out to Chief Executives and Programme Board members on the 26th January regarding the amount of additional funding available across Leicestershire and options on how we may spend this money. A number of the districts have already responded to us on this and this paper contains further detail on what we can fund.

Current position

In terms of the Disabled Facilities Grant Monitoring for 2017/18 the estimated forecast outturn by the 31st March 2018 will be **£3, 486,399**.

The total existing allocation with out the additional funds is **£3,349,869**.

This leaves a shortfall of **£136,530.00**.

We have **£346,704** additional funding to spend before 31st March 2018, however we also have to spend the existing monies allocated in the original allocation or return any unspent funding.

Once the shortfall is covered from the additional funds this leaves a balance of **£210,174.00**

Table 1: Additional DFG Funding Options

Option	Annual cost	Estimated spend pre 31.3.18
1. To cover the costs associated with Lightbulb Roll out.	IT costs to roll out the project – £60,225	£60,225
2. Housing Enablement (HET) Team capital funding 2018/19	£35,500.	£35,500
3. Additional temporary Lightbulb staff to progress DFG cases.	Technical Officer £38,007 Housing Support Coordinator £32,076 (including on-costs)	£3167.55 (one month's salary) plus extra hours for existing TO's + £2,850.00 =£6,017.55 £2,673 (one month's salary) x 6= £16,040.00

4. Extend the Home Support Grant that is offered in Blaby across all localities as part of the Lightbulb offer.	£210,000 (£30,000 per district) Could reduce the amount per district Each grant can be up to a maximum of £2,500	£30,000 (1 months Home Support Grant)
5. Cover the costs of the additional OT resource which has been working on the delivery of DFG's since 2 nd October 2017.	This was originally paid out of the LB Transformation budget to help cover the delivery of DFG's during the first 6 months due to the number of existing cases which transferred over.	£31,000
6. Pay for a member of the Benefits Team to do the financial assessment on the stair lift and level access showers until the HSC's have undertaken their IDOX Training.	£5,000	£5,000
7. Additional admin x 6 till the end of March to chase quotes, start dates, ensure invoices are paid and all cases are up to date on the Uniform system.	Approx £18,000.	£18,000
8. IT Costs and costs associated with licences for systems the staff will be using	Approx £5,000	£5,000

If we fund all off the options above this amounts to a total spend of **£206,782.55** this leaves **£3,391.45** not allocated.

We currently have **£40,539** funding in the Lightbulb transformation pot. If we cover items 1 to 8 detailed above from the additional DFG allocation (IT and other costs are directly associated with the delivery of Disabled Facilities Grants) then this would mean the Transformation Contingency budget would now sit at **£167,267.00**. We could then use this

funding to roll out the Housing Enabler Service to the Community Hospitals across Leicestershire; the revenue cost of this is **£165,049**. (The Lightbulb Transformation budget can be used for capital or revenue costs.)

Recommendations

The Programme/Management Board is requested to agree:

- a) The contents of this report, including the options for the additional capital spend.
- b) That the transformation budget be used to extend the Hospital Housing Enabler Service to the Community Hospitals.
- c) Roll out dementia Friendly Homes from April 2018.
- d) Provide the Home Support Grant on an ongoing basis from the DFG allocation for 2018-19.



Service Delivery Committee	Tuesday, 20 March 2018	Matter for Information and Decision
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Title: **Section 106 Open Space, Sport and Recreation Contributions**

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

1. Introduction

- 1.1. This report is to inform Members of the latest position regarding projects that could be funded through financial off site Section 106 Open Space, Sport and Recreation Contributions.
- 1.2. The report also clarifies the mechanism that is in place in relation to the identification of open space, sport and recreation infrastructure requirements and the identification of S106 funding.

2. Recommendation(s)

- 2.1. That Members approve the list of potential open space, sport and recreation infrastructure requirements (as set out at Appendix A).
- 2.2. That Members note that projects will be progressed in line with Council’s Capital Programme process.

3. Information

- 3.1. This report builds on the Section 106 Open Space, Sport and Recreation Contributions report that was noted by members at Service Delivery Committee on 10th October 2017. It provides an up to date list of potential open space, sport and recreation infrastructure requirements which could be funded through Section 106 Contributions. All projects notified to Officers since the previous Service Delivery Committee have been assessed by the Council’s Section 106 Officer Working Group and those which comply with the three CIL tests, have been added to the list.

4. Section 106 Projects

- 4.1. The Council has in place a Developer Contributions Supplementary Planning Document and Officers intend to update this document later in the year, once the Local Plan has been adopted. This Supplementary Planning Document enables the Council to negotiate a range of financial contributions, including those towards off site infrastructure relating to open space, sport and recreation when granting planning permission for new housing developments of 11 or more dwellings, in accordance with the threshold as set out in the National Planning Practice Guidance, where provision is not made on site. The specific details of the financial contribution are set out in the Section 106 Agreement that accompanies the planning permission, as well as the project(s) that the money will be allocated towards. The financial contribution normally includes both a capital and revenue element.
- 4.2. There are several key ‘rules’ that the Council must abide by when accruing and spending the financial contributions based on the Legislation relating to Section 106 Agreements:

- The contribution(s) must be spent on infrastructure that is necessary to mitigate the impact of the new development; directly related to the development; and, reasonable in scale and kind;
 - The Council should clearly identify what the financial contribution will be spent on at the time of negotiating the Section 106 Agreement with the developer when determining the application;
 - The Council can only 'pool' financial contributions arising from a maximum of 5 separate S106 Agreements towards a single item of open space, sport and recreation infrastructure; and
 - The Council must spend the financial contribution within the timeframe set out in the S106 Agreement (usually 5 years, unless otherwise stated),
- 4.3. In order to ensure that the Council meets these rules, a Section 106 Officer Working Group has been established and is tasked with regularly reviewing the Council's position to ensure that all matters relating to the pooling and spending of financial contributions is done so in accordance with the appropriate Legislation.
- 4.4. It is particularly important that the Council has in place a 'live' list of potential open space, sport and recreation infrastructure requirements that is required to mitigate the impact of the new development. This list will then be taken into account by Development Control Officers when negotiating financial contributions with developers. In their negotiations, they will work with the developer to identify the most relevant infrastructure project(s) on the list that a financial contribution could relate to in order to mitigate the impact of the development. Where possible and appropriate, an infrastructure project with some funding already allocated to it will be given a higher priority.
- 4.5. This list is attached at Appendix A and is reported to this Committee every 6 months. It is in no priority order. It sets out the project; the estimated total cost; the amount of S106 funding currently allocated to it and the current stage of implementation.
- 4.6. Members are invited to suggest additional open space, sport and recreation infrastructure requirements to add to the list at any time by email to planningpolicy@oadby-wigston.gov.uk. Requests may arise, for example, through the Residents Forums. The request will then be considered by the Section 106 Officer Working Group to ensure that it meets the necessary rules associated with S106 funding. If it meets the rules it will be added to the list.
- 4.7. It is important to clarify that once a project is added to the list, it cannot be delivered until the necessary funding has been identified in line with the process explained in paragraph 4.4. Due to this, it may take several years to fully accrue all of the funding required to deliver the project. As explained in paragraph 4.2, the Council is able to pool financial contributions arising from a maximum of 5 separate developer contributions (sometimes referred to as 'planning obligations') towards a single item of open space, sport and recreation infrastructure. Should an infrastructure project become more urgent during this period, then it will need to be removed from the list and considered through the Council's capital programme process.
- 4.8. Once the capital element of a S106 Agreement has been spent, the revenue element is transferred into the Council revenue budget, to account for the additional cost to the Council of maintaining additional infrastructure.
- 4.9. It should also be noted that in addition to the 'Live' Local Infrastructure Project List, the Council also has an 'Infrastructure Delivery Plan (IDP)' that also has a live list of strategic and larger local infrastructure projects. Also the Council's Playing Pitch

Strategy (PPS) has a number of projects included. Whilst not all of these projects in the IDP and PPS will come forwards via S106 and not all relate to open space, sport and recreation, where they do they tend to form larger, more strategic projects that may require larger sums of money from various sources of funding.

Background Documents:

Developer Contributions Supplementary Planning Document (2011) (accessible at <https://goo.gl/2C9JqH>)

E-mail: jamie.carr@oadby-wigston.gov.uk

Tel: (0116) 257 2652

Implications Section 106 Open Space, Sport and Recreation Contributions	
Finance	The report is satisfactory.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	The report is satisfactory.
David Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> Economy/Regeneration (CR9)
Adrian Thorpe (Head of Planning, Development and Regeneration)	There is potential regeneration benefit to the parks and open spaces within the Borough via Section 106 funding.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Green & Safe Places (CP4)
Adrian Thorpe (Head of Planning, Development and Regeneration)	There is potential regeneration benefit to the parks and open spaces within the Borough via Section 106 funding.
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5)
Adrian Thorpe (Head of Planning, Development and Regeneration)	The key objective of Section 106 funding is to mitigate impact as well as improve the Borough's open space.
Equalities & Equality Assessment(s) (EA)	There are no implications directly from this report.
Adrian Thorpe Head of Planning, Development and Regeneration	<input checked="" type="checkbox"/> Not Applicable (EA)

APPENDIX A

Site Name	Settlement	Description of Project	Estimated Cost	Funding Available/Allocated	Stage of Implementation
<p>Park Projects – Enhancements and new provision within the schemes include but are not limited to, new play equipment, new adult fitness equipment, new trees and new benches. The current list of park projects identified is:</p>					
Ellis Park	Oadby	Provision of new play equipment	£45,000	£0.00	Waiting for funding to be identified.
Ellis Park	Oadby	Provision of new park trees.	£1,500	£0.00	Waiting for funding to be identified.
Florence Wragg Way Play Area	Oadby	Provision of new play equipment.	£45,000	£46,375.76	Funding Allocated. Out to tender. Quotations due 10 th March 2018.
Florence Wragg Way Play Area	Oadby	Provision of park and street trees	£1,500	£1,746.00	Funding Allocated. Waiting for quotations for trees and planting.
Florence Wragg Way Play Area	Oadby	Provision of new adult fitness equipment.	£20,000	£0.00	Waiting for funding to be identified.
Iliffe Park	Oadby	Provision of new park benches.	£1,350	£0.00	Waiting for funding to be identified.
Uplands Park	Oadby	Provision of new adult fitness equipment.	£20,000	£0.00	Waiting for funding to be identified.
Uplands Park	Oadby	Provision of new park benches.	£3,900	£0.00	Waiting for funding to be identified.
Uplands Park	Oadby	Provision of new park trees.	£750	£873.00	Funding Allocated. Waiting for quotations for trees and planting.
Brocks Hill Country Park	Oadby	Provision of new play equipment.	£45,000	£0.00	Waiting for funding to be identified.

Carlton Drive Park	Wigston	Provision of new football/basketball equipment for use at Carlton Drive Park.	£5,000	£0.00	Waiting for funding to be identified.
Freer Park	Wigston	Provision of new play equipment.	£45,000	£0.00	Waiting for funding to be identified.
Horsewell Lane Park	Wigston	Provision of new park benches.	£3,900	£0.00	Waiting for funding to be identified.
Meadows Open Space	Wigston	Provision of new park trees.	£1,000	£0.00	Waiting for funding to be identified.
Willow Park	Wigston	Provision of new adult fitness equipment.	£20,000.	£0.00	Waiting for funding to be identified.
Willow Park	Wigston	Provision of new park trees.	£750	£0.00	Waiting for funding to be identified.
Willow Park	Wigston	Provision of new notice boards.	£5,550	£0.00	Waiting for funding to be identified.
Willow Park	Wigston	Provision of new litter bins.	£4,500	£0.00	Waiting for funding to be identified.
Willow Park	Wigston	Provision of new park benches.	£6,500.	£0.00	Waiting for funding to be identified.
Blaby Road Park	South Wigston	Provision of new adult fitness equipment.	£20,000	£0.00	Waiting for funding to be identified.
Blaby Road Park	South Wigston	Provision of a Dog Walking Shelter.	£15,000	£14,746.86	Funding allocated. Waiting for work to be started.
Blaby Road Park	South Wigston	Provision of new park trees.	£2,500	£2,651.00	Funding Allocated. Waiting for quotations for trees and planting.
Blaby Road Park	South	Provision of new notice	£5,550	£0.00	Waiting for funding to be identified.

	Wigston	boards.			
Blaby Road Park	South Wigston	Provision of new litter bins.	£4,500	£0.00	Waiting for funding to be identified.
Pochins Bridge Open Space	South Wigston	Provision of new adult fitness equipment.	£20,000	£0.00	Waiting for funding to be identified.
William Gunning Park	South Wigston	Provision of new adult fitness equipment.	£20,000	£0.00	Waiting for funding to be identified.
William Gunning Park	South Wigston	Provision of new litter bins.	£2,250	£2,561.00	Funding Allocated. Waiting for work to be started.
William Gunning Park	South Wigston	Provision of new park benches.	£2,600	£0.00	Waiting for funding to be identified.
William Gunning Park	South Wigston	Installation of new land drainage.	Estimated cost not currently available.	£0.00	Waiting for funding to be identified.
<u>Street Trees</u> – To provide additional street trees in areas of the Borough with poor tree coverage. Locations and suitable tree specimens will be confirmed by the Council's Arboricultural Officer, however current suggestions are:					
Brabazon Road and New Street.	Oadby	Planting of new street trees.	£6,000	£6,000	Funding Allocated. Waiting for quotations for trees and planting.
Launceston Road.	Wigston	Planting of new street trees.	£850	£873.00	Funding Allocated. Waiting for quotations for trees and planting.
Welford Road.	Wigston	Planting of new street trees.	£1,600	£1,627.66	Funding Allocated. Waiting for quotations for trees and planting.
Ervins Lock.	South Wigston	Planting of new street trees.	£1,600	£1,746.00	Funding Allocated. Waiting for quotations for trees and planting.
Gloucester Crescent	South Wigston	Planting of new street trees.	£3,000	£3,000	Funding Allocated. Waiting for quotations for trees and planting.
Dorset Avenue.	South	Planting of new street trees.	£3,000	£3,000	Funding Allocated. Waiting for quotations for

	Wigston				trees and planting.
Fludes Lane – improvement to, or the creation of a footpath through Fludes Lane.					
Fludes Lane Pavement	Oadby	Creation/improvement of Fludes Lane footpath.	Estimated cost not currently available.	£0.00	Waiting for funding to be identified.

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Agenda Item 9



**Service Delivery
Committee**

**Tuesday, 20 March
2018**

**Matter for
Information and
Decision**

Title: **Adult Fitness Equipment at Uplands Park, Oadby**
Author(s): **Margaret Smith (Facilities & Administration Team Leader)**

1. Introduction

This report requests funding from reserves to replace the adult fitness equipment at Uplands Park, Oadby.

2. Recommendation(s)

That Members approve a capital budget of up to £20,000 to install new adult fitness equipment at Uplands Park, Oadby.

3. Information

- 3.1. Five items of adult fitness equipment were installed at Uplands Park in Oadby in 2010 following a consultation exercise with local residents and interested parties.
- 3.2. The current condition of the equipment and a request for it to be replaced was brought to the attention of Oadby Forum by local residents. Subsequently Grounds Maintenance staff have inspected the equipment and confirmed that it is reaching the end of its useful life and that new equipment needs to be installed.
- 3.3. As the equipment is popular, it is suggested that the current 5 items of equipment are replaced by 8 for which quotes will be sought in line with the contract procedure rules.
- 3.4. The likely cost of the purchase and installation of 8 items of equipment will be in the region of £16,000 - £20,000 therefore a capital allocation of up to £20,000 is requested from reserves to be spent during the 2018/19 financial year.
- 3.5. It is proposed that consultation on the type of equipment to be installed will take place with local residents over the summer months when the park will be at its busiest. Installation will follow with the whole project due to be complete within 6 months of the beginning of the consultation period.
- 3.6. The provision of adult fitness equipment at Uplands Park has been on the Council's list of potential open space, sport and recreation infrastructure requirements to be funded via Section 106 Developer Contributions, however, at this current time no developments have come forward from which contributions could be sought towards this project. It is therefore proposed that this project is funded from the Council's reserves. If approved, this project will be removed from the list of potential open space, sport and recreation infrastructure requirements to be funded via Section 106 Developer Contributions.

Background Documents:

None.

E-mail: margaret.smith@oadby-wigston.gov.uk

Tel: (0116) 257 2832

Implications Adult Fitness Equipment at Uplands Park, Oadby	
Finance	As set out in the report.
Chris Raymakers (Head of Finance, Revenues and 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)
Margaret Smith (Facilities & Administration Team Leader)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Green & Safe Places (CP4)
Margaret Smith (Facilities & Administration Team Leader)	
Vision & Values (V)	<input checked="" type="checkbox"/> Customer Focus (V5) Consultation will take into consideration views of users which will inform purchase decision.
Margaret Smith (Facilities & Administration Team Leader)	
Equalities & Equality Assessment(s) (EA)	There are no implications directly from this report.
Margaret Smith (Facilities & Administration Team Leader)	<input checked="" type="checkbox"/> Not Applicable (EA)

Agenda Item 10



Service Delivery Committee	Tuesday, 20 March 2018	Matter for Information and Decision
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Title: Leicestershire County Council: 'Early Help' Services Review

Author(s): Martin Hone (Interim Director of Services)

1. Introduction

Leicestershire County Council (LCC) is proposing to merge a range of 'early help' and prevention support services into one, new-style service. Full details are set out in the Appendix to this report. Consultation on these proposals ends on 22 April, and this report seeks guidance from the Committee to allow the Interim Director of Services to draft the Council's response, in consultation with the Chair of the Committee.

2. Recommendation(s)

That Members consider the proposals contained in the consultation document attached at the Appendix and provide guidance to allow the Interim Director of Services to draft a response to Leicestershire County Council in consultation with the Chair of the Committee.

3. Information

- 3.1. LCC is proposing to bring together four services: Children's Centres, Supporting Leicestershire Families (SLF), Youth Offending Service (YOS) and Information, Support and Assessment teams into a 'Family Wellbeing Service'.
- 3.2. The services tackle problems at an early stage and by preventing problems growing, help to reduce the need for the police or social care to get involved.
- 3.3. In summary, the new service would:
 - support vulnerable children aged 0-19 and their families;
 - run from 15 buildings across the County - a reduction of 25, including 24 children's centres and include support delivered in people's homes and other community venue;
 - reduce costs by £3.8m - this is made up £1.5m of council budget reductions and £2.3m from the council, partners and the Government, which might not be able to continue if Government funding for the Troubled Families Programme is ended.

Background Documents:

Appendix - The 'Early Help Services: Have your say on proposals for a new 0-19 Family Support Service' Consultation Document (also accessible at goo.gl/s1ng4A)

E-mail: martin.hone@oadby-wigston.gov.uk

Tel: (0116) 257 2621

Implications Leicestershire County Council: 'Early Help' Services Review	
Finance	There are no implications directly arising from this report.
Chris Raymakers (Head of Finance, Revenues and Benefits)	
Legal	The report is satisfactory.
David Gill (Head of Law & Governance / Monitoring Officer)	
Corporate Risk(s) (CR)	<input checked="" type="checkbox"/> No Corporate Risk(s) Identified
Martin Hone (Interim Director of Services)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Not Applicable
Martin Hone (Interim Director of Services)	
Vision & Values (V)	<input checked="" type="checkbox"/> Not Applicable
Martin Hone (Interim Director of Services)	
Equalities & Equality Assessment(s) (EA)	There are no implications directly arising from this report.
Martin Hone (Interim Director of Services)	
	<input checked="" type="checkbox"/> Not Applicable (EA)

Early Help Services: Have your say on proposals for a new 0-19 Family Support Service

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Tell us how this might affect you.

Online: www.leicestershire.gov.uk/earlyhelp

For general enquiries or comments about this consultation phone
0116 305 3416 or email earlyhelppreview@leics.gov.uk

Public consultation: Please submit your views by midnight on
Sunday 22 April 2018.

Why change?

Our 'early help' services aim to tackle problems at an early stage - helping to support children and young people and their families to enable them to reach their potential, to live in a safe environment and have the skills to deal with life's challenges. By preventing problems growing, these services help to reduce the need for the police or social care to get involved.

At the moment, there are four separate services with separate staff, buildings and management. We've achieved real success through each and have learned that we achieve better outcomes for children and young people when we focus support on the whole family - rather than treat particular issues in isolation. We think this approach can be applied more effectively if we join up our early help services into a Family Wellbeing Service for 0-19 year olds.

The council's budgets are under increasing pressure, meaning that early help costs needs to be reduced by £1.5m. Contributions from Government and partners for some early help services have ended (in the case of the NHS) or are due to come to an end which would reduce the funding available by a further £2.3m - meaning budgets need to reduce by £3.8m in total.

This means we have to deliver our early help services differently. We think joining up support in this way would enable us to provide a range of specialist, tailored support to families, children and young people who need it the most. It will also help us to be more efficient by reducing overheads such as management costs and the number of buildings from which we deliver the service.

Although bringing together these services would help us to tackle problems at an early stage more effectively, it does mean that fewer people would receive support, but we have to prioritise.

What's the current service?

Early help currently includes:

- Supporting Leicestershire Families (SLF)
- Children's Centres
- Youth Offending Service (YOS) and Community Safety
- Early Help Information, Support and Assessment (EHISA)

Supporting Leicestershire Families (SLF)

SLF is a service which works with both families and young people. The intensive family work is part of a nationally acclaimed service which helps families tackle a number of issues that they are facing at once. These include at least two of the following:- drug misuse, children not accessing appropriate education, unemployment, domestic abuse, health problems and crime or anti-social behaviour. The support can last up to a year.

It brings together services from county and district councils, the police, the NHS and other organisations, reducing the need for families to deal with several different agencies.

The service is on course to support 2,770 families as part of a national programme from 2015-2020.

In addition to the above, SLF works with young people who need support around specific areas in their lives such as homelessness, going missing from home and low level mental health issues amongst others. To support both the work with families and young people SLF run a range of group work programmes, some of which offer support for young people with special needs and disabilities and young carers.

Budget (rounded)



£4.1m

Number of staff (full time equivalent)



96.7

Number of buildings



4

As a whole service, SLF worked with approximately 4,300* people during 2016/17 (2,000 families).

During this period the service provided intensive support to approximately 3,200 people, youth work support to 770 young people and short-term support to 550 people.

* People can receive more than one service

SLF developed a 'whole family' approach to supporting children. Here's an example of how it works.

An SLF case study

Seven-year old Carly was referred to SLF because she wasn't attending school and after police reports of domestic abuse between parents whilst Carly and her three siblings were in the house.

The Intensive Family Support Worker met with the family to devise a plan to address their needs, focusing on education, domestic abuse, parents' unemployment and accrued rent arrears.

After a period of intervention, Carly and her siblings' school attendance improved significantly. Her parents were able to deal with conflict differently and ensure that Carly was not witnessing it, and both of her parents gained employment. Her older sibling progressed from not being in education to completing a college course and her parents were also able successfully to set up a payment plan to address their rent arrears.

Children's Centres

Leicestershire's Children's Centres started as part of the Government's Sure Start initiative in 2003. They deliver targeted support to young children aged 0-5 and their families – including support with mental health difficulties, domestic abuse and ante and post-natal parenting support. Support is focused on closing the achievement gap for children from disadvantaged backgrounds, reducing inequalities and improving outcomes for children whose families are facing greater challenges and difficulties. The service aims to reach out to the families that need the most support - when life is very stressful or families have a lot to deal with.

Services are delivered through a mix of group work, outreach support in communities and one-to-one support in family homes. Partner organisations deliver services targeted at 0-5 year olds within centres too, for example Health Visitors and midwifery services.

Broader support is also delivered by volunteers, partners, and parents – this enables our staff to work exclusively with families who need targeted support.

Budget (rounded)



£3.9m

Number of staff (full time equivalent)



88.9

Number of buildings



36

Overall, 19,500* people (children and parents) used Children's Centres during 2016/17.

Of these, just over 16,500 people had one-off contact, attended volunteer-led groups or attended services provided by other organisations (eg. Health Visitors/midwives) which are currently offered from many Children's Centres.

Approximately 4,000 people (children and parents) were supported with targeted group work.

Nearly 2,500 people (children and parents) attended the Children's Centre Service 0-2 pathway – a two year programme relating to some of the most vulnerable young children in Leicestershire.

Nearly 2,000 children and parents received 1:1 support from Family Outreach Workers.

* People can receive more than one service

Youth Offending Service and Community Safety (YOS)

The YOS is focused on preventing young people from offending and entering the criminal justice system. It also focuses on preventing re-offending by managing young people needing pre- and post-court supervision.

The preventative work is delivered by our IMPACT service and through voluntary engagement with young people and families to divert young people from offending. IMPACT carries out street-based work with young people who are at risk of committing anti-social behaviour. The team signposts young people to more positive activities and refers some for intensive one-to-one work to stop them entering the criminal justice system.

To reduce re-offending, YOS works with young people requiring pre-court and post-court supervision. It includes short and long periods of intervention for young people on court orders, to managing young people in custody.

The Community Safety Team works with district councils to help keep communities safe. In particular, the team focuses on reducing domestic violence and hate crime and supporting the Government's counter terrorism strategy.

The changes are intended to assist the YOS to deliver its services closer to the homes of the young people it works with.

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■ The Youth Offending Service worked with 452 young people during 2016/17

The YOS is based at County Hall and delivers its service on the streets, in homes and community venues across the county.

Early Help Information, Support and Assessment (EHISA)

All requests for early help support are coordinated by EHISA. The service assesses and processes on average 400 referrals each month, matching needs to services which may include referring people to services outside of the council.

The service also:

- Provides short-term parenting and behaviour support
- Supports children and young people with low-level mental health difficulties.
- Signposts people to special educational needs and disability support - including a helpline and online resource offering information, assessments for short breaks and education advice services, and supports the Parent Carer Forum.
- Co-ordinates engagement work to make sure young people's views help to shape services



■ The service processes on average 400 early help referrals per month.

What are we consulting on?

We are proposing to merge four early help services into one, new-style 0-19 Family Wellbeing Service.

We are proposing to deliver this from 15 Family Wellbeing Centres with space for group work, clinic sessions and a base for staff. The majority of the support will continue to be delivered through outreach in people's homes and community venues. We are proposing that 15 of our current early help buildings, including 12 Children's Centres become Family Wellbeing Centres.

We would like your feedback. We want to hear how effective you think this service would be in meeting needs and delivering services to the children, young people and families who are facing the most complex and significant challenges and would most benefit from support.

We would also like to understand how you think our proposals would impact on your ability to access early help services.

We would ask you in responding to consider the financial context of the council's reducing budgets.

The proposals in detail

Principles

The new 0-19 service would focus on providing support to the most vulnerable families. It would aim to help families to function effectively, ensure that children are safe and prevent issues needing to involve the police or social care. We've also considered other options to reduce budgets and we remain open to other ways in which savings can be made and services improved. Options considered include reducing each of the four services' individual budgets, or partially merging the services. Our preferred option is fully integrating the services. This is the option we have developed further and on which we would now like your views.

Bringing together the four services in this way offers the best opportunities to reduce duplication. It also enables us to build on what we know works well.

In developing this option, we've focused on the following values underpinning our current services:

- An integrated service for:
 - Early years
 - Children with special educational needs and disabilities
 - Young people involved or potentially involved in anti-social behaviour and crime
 - School-aged children
 - Teenage children
- Child centred – children and young people are at the heart of the support offered.
- 'Whole family' approach - the service considers and supports the individual needs within a family, as well as the family as a whole. Families receive a co-ordinated approach that works for each member.
- The service will be targeted at families who are facing the most complex and significant challenges, and would most benefit from support. A process would be used to determine who would benefit most, and to draw up a tailored package of support for them - or signpost them to other local services.

Delivery

Experience tells us that effective and efficient delivery involves being able to offer tailored support, depending on need.

A one-size-fits-all approach does not work – so we'd deliver the service in a range of ways.

Information, advice and guidance for all parents and carers would be made available through an improved website – providing access to self-help information and links to relevant other sites and services.

We would provide targeted support to families through a mix of drop-in sessions, group work and individual support.

Drop in sessions

Drop in sessions would provide advice and guidance on a range of topics, such as good parenting, introducing routines and managing behaviour. Where possible, these will be jointly delivered with partners.

Example

Dave and Ian are new dads and struggling as new parents. They attended a drop-in session where they received practical advice and guidance with tools and strategies to use at home. This session gave them the tools and confidence to manage the situation well without further input from the service.

Group work

Group work will provide more in-depth and longer-term practical advice and support to learn how to deal with more challenging issues, ie managing anxiety, managing anger, managing challenging behaviour and offering post-natal support.

Example

Rebecca (15) struggled with controlling her anger and was at risk of school exclusion, as well as causing a lot of upset in the family home. She joined an anger management group for teenagers and week by week, learnt how to recognise triggers for her anger and better ways to respond. Rebecca's mother also accessed support through a parental support group. Things at home have improved and school notice a marked difference in Rebecca's behaviour.

Family Support Worker

A Family Support Worker will provide more intensive support in the family home to help families deal with complex issues.

Example

The Smith family were struggling with debt, housing issues, and neither parent was in work. There were concerns about the children's presentation at school and poor diet. A Family Support Worker supported the family over a three month period and helped them to address their issues so that the family is no longer overwhelmed by their situation but able to deal with daily challenges. The family has learned how to cook healthily on a low budget, they have attended meetings with housing services, Mr Smith is being supported into work and the children's health and wellbeing has visibly improved.

Bolstering the services above will be specialist support workers - providing support on issues including emotional, health and wellbeing, care for a disabled child, and domestic abuse.

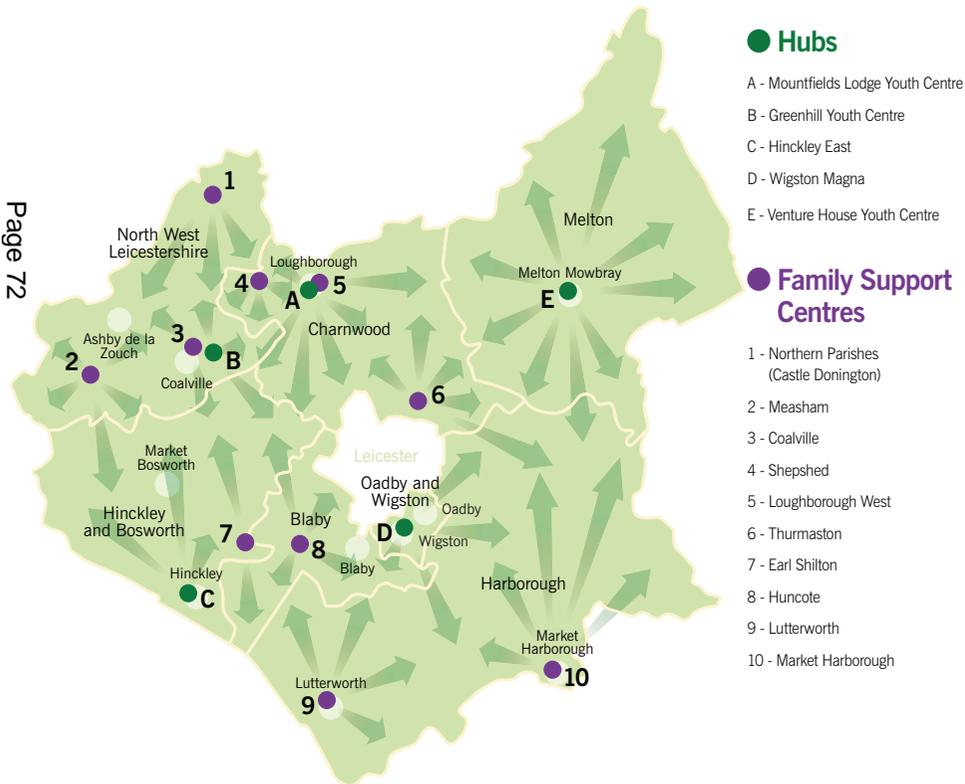
We will also continue to have specialist workers supporting young offenders as part of our current Youth Offending Service – this is a statutory function

Consultation feedback will help to develop the new Family Wellbeing Service and where it will be delivered from.

Locations

- We propose using early help buildings to deliver the new service. This will include a mix of Children’s Centres and SLF Centres.
- We are proposing to deliver our integrated family wellbeing service from 15 hubs and centres and through outreach work. There would be five hubs offering space for group work and clinic sessions and a base for staff and 10 centres with space to provide a range of family services. Support in the family home would be provided through our Family Support Workers, and local community venues would also be used for drop-in sessions or group work.
- Tailored support packages would make use of services available from our partners, plus other support available locally. Having local hubs and centres would put us in a good position to tailor the support to what is available locally.
- The map and list below show the proposed localities and preferred locations. These centres would be best suited to support the delivery of the service across the county.

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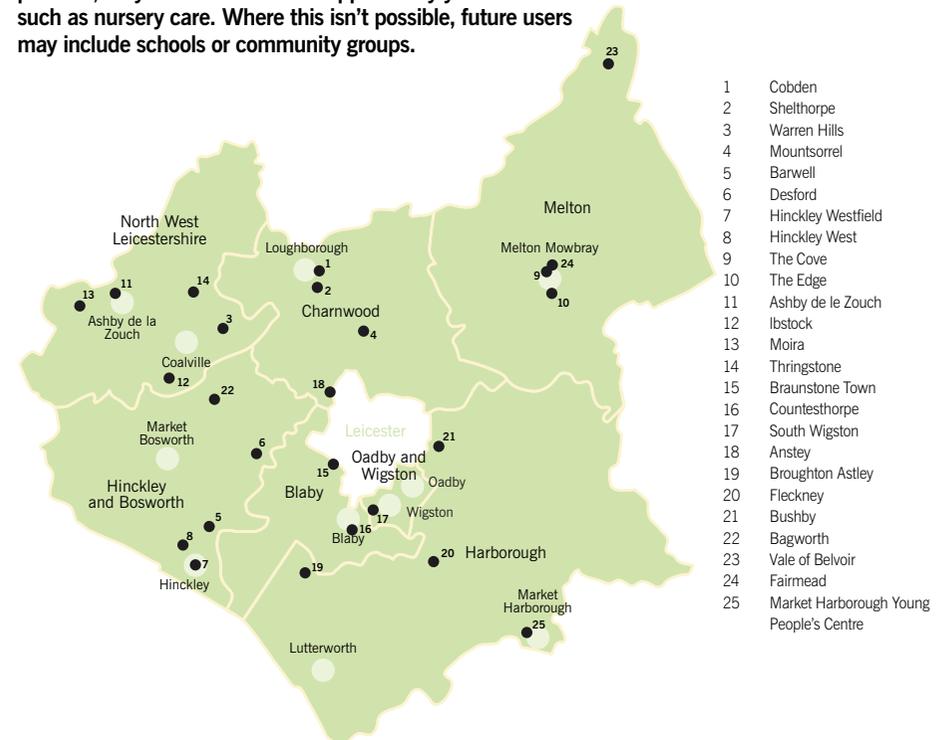


How have we considered the location of the centres?

We have looked at a number of different factors to reach these proposals, including:

- Where the buildings are located across the county and within towns and local areas.
- How suitable the building is – flexible space to deliver both group and one-to-one work and office space to accommodate staff.
- How accessible the location and building are from nearby towns and villages – on foot, by car and public transport.
- How people currently use services at the location/building.
- Practicalities including running costs and whether we own or lease a building - this often has an impact on how it can be used.

For buildings we would no longer require as part of the proposed new service (24 Children’s Centres and one SLF Centre), we’d look at potential alternative uses – where possible, they would be used to support early years functions such as nursery care. Where this isn’t possible, future users may include schools or community groups.



Who would this impact on?

People receiving support would receive a service that is more tailored to their needs. Targeting of the service may make it harder for some people to get access to support. Running the service from fewer buildings could mean that some children, young people and families may need to travel further. We want to hear your views on how our proposals would affect you accessing the support you need. We will then use your views to help us shape the new model.

We're talking to partners – such as the NHS, the police and schools – and other council staff about how we could join up our proposed new service with support they offer – and make use of buildings we would no longer use.

For communities, there would be changes to the services available in their local area. The reduction in the number of buildings would mean that we are unable to offer the current range of broader, targeted services. We will be exploring opportunities to ensure that buildings we no longer require in future will continue to be used to support children, young people and families.

How will the consultation work

The consultation will run from 22 Jan – 22 April.

We want to hear from a wide range of people including those who use early help services, partners, stakeholders and residents.

During the consultation, there will be opportunities for people who use services to discuss these proposals with a service manager at a consultation event or drop-in session. A list of dates, times and venues will be available on our website and will be regularly updated. Contact your local centre for information about sessions in your centre.

To provide your feedback, please complete the consultation questionnaire, [available online](#) and as hard copy on request. Copies are available at each service centre.

If you have any queries about this consultation and to request hard copies etc. please contact 0116 305 3416 or e-mail earlyhelpreview@leics.gov.uk

The consultation results will be reported to the Council's Cabinet in June 2018. If Cabinet makes a decision to go ahead with the proposed service, further engagement would take place with service users as part of the transition to the new service.

You can view the latest information in a number of ways

Visit us online www.leicestershire.gov.uk/haveyoursay

Our web pages will be kept up-to-date with the latest information and developments.

You'll also be able to access the survey here.

Follow us @leicscountyhall for general updates from the council, including the developments on the budget.

Alternatively, you can telephone 0116 305 3416 to ask for information in printed or alternative formats.

जे आप आ माहिती आपनी भाषामां समजवामां थोडी मदद
छंयतां हो तो 0116 305 3416 नंभर पर फ़ोन करशो अने
अमे आपने मदद करवा अवस्था करीयुं.

नेकर तुहांतुं एस जातकारी तुं समझत विच ब्रुझ मदद चाहीदी
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असीं तुहांतुं मदद लही विसे दा पूंय कर दलांगे।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন
সাহায্যের প্রয়োজন হয়, তবে 0116 305 3416 এই নম্বরে
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 3416 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 305 3416，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 305 3416,
a my Ci pomożemy.



Agenda Item 11



Service Delivery Committee	Tuesday, 20 March 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 including the developments at Parklands Leisure Centre and Brocks Hill; and the Sport & Physical Activity Commissioning Plan.

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 final meeting of this financial year for the Oadby and Wigston Health & Wellbeing Board took place on 24 January 2017. This particular meeting focused on substance/alcohol misuse and the stop smoking service.

Unfortunately the Senior Recovery Worker from Turning Point was unable to attend the meeting at the last minute and there was no representative available to attend on their behalf. It was recommended that a meeting take place with representatives from the HWBB group with Debra Cunningham who is the Public Health Lead for this commissioned service, to identify how Turning Point integrates into other work streams and how it fits locally.

Message in a Bottle:

During the meeting Mike Cawley and Kevin Loydall gave a presentation about a new campaign, sponsored by the Oadby and Wigston Community Safety Partnership and the Lions Club, called "Message in a Bottle". The campaign aims to ensure every elderly or vulnerable person has a "Message in a Bottle" in their home.

The scheme, which is a development of the nationwide Herbert Protocol, encourages family, friends and carers to compile useful health and contact information, which can be used in the case of an emergency. A sticker is placed on the back of the resident's front door, to indicate that a Green Bottle is stored in the fridge containing medical and contact details. Free bottles and forms can be collected from the local Police Station and Libraries.

Stop Smoking Service:

Zaheera Chatra (LCC Stop Smoking Service Manager) provided a detailed overview of the first year anniversary of this new service. She discussed the District priorities and

provided a copy of the Smoking/Tobacco control Action Plan which detailed four strategic areas of work:

1. Promoting and implementation of smoke-free homes, cars and open public places;
2. Reducing smoking prevalence in routine and manual workgroups;
3. Reducing smoking prevalence in pregnant women; and
4. Reducing smoking prevalence in people with mental ill health.

One current area of work, implemented by another local authority, is smoke-free parks. Discussions took place with regards to the possibility of implementing a similar scheme using Peace Memorial Park as a pilot. It is recommended work takes place in schools to educate individuals. The scheme would be on a voluntary basis as it is not possible to police.

Zaheera is also working with local Leisure Centres on a reward scheme to encourage people to quit smoking; however it is pleasing to note that Oadby and Wigston's numbers are not as high as other Districts. A 12 week programme has been designed. Working in partnership with Everyone Active, after 4 weeks of not smoking the local individual will be rewarded with a seven day free leisure centre pass to Parklands Leisure Centre.

The HWBB was also informed about the Zest Theatre group who have been commissioned to deliver productions in schools to inform the students about homelessness and the negative side of alcohol and drug misuse. The feedback from attendees in Oadby and Wigston has been positive. This topic is supported by and links to the Community Safety Partnership strategic plan.

Finally, the updated Terms of Reference for the Oadby and Wigston Health and Wellbeing Board were discussed. All agreed that the new document should replace the current version.

The next meeting will be the Board's Health Summit, to which all health partners will be invited, in order to shape the 2018/19 priorities for the Borough. Details below:

Wednesday 11 April 2018, 1:30 pm - Council Offices, Station Road, Wigston

3.2. **Leisure Contract Update (December 2017 to mid-February 2018)**

Participation

The two month period of December 2017 and January 2018 saw over 133,000 visits at Parklands Leisure Centre and Wigston Pool and Fitness Centre. This is compared to 127,000 for the same period last year, a 4.7% increase. Participation for the period has reflected seasonal trends, with December being the quietest month of the year and January the busiest. What is interesting to note however is the individual month increases. December only increased 1% year on year but January increased by 8%.

Programmes & Events

December is a quiet month for activity programmes due to the Christmas holidays where all of the clubs and courses stop for a couple of weeks. However, it all changes in January as 'New Year' fitness regimes kick in and the schools, clubs and courses re-commence.

Customer Engagement

Everyone Active works hard to make as many people in the community aware of both the facilities and services that are available. There are now 55,500 people who have a free Everyone Active card. This has contributed significantly to Everyone Active's ability to deliver a positive message about activity to the community.

Facility Developments

Oadby and Wigston Borough Council together with Everyone Active are very excited to have upgraded the facilities at both Parklands Leisure Centre and Brocks Hill Visitor Centre.

The refurbishment of Brocks Hill finished on 13 January and opened to the public on 15 January. The activity area has already been well used, with particularly good feedback received about the wooden sprung floor. Many groups have commented on how pleased they are with the café upgrade to a coffee shop, making it a unique experience away from the hustle and bustle of Parklands Leisure Centre.

The Coffee Shop itself will build up trade once the cold winter weather has passed, but Everyone Active is happy to report that first time visits have been very positive. The final finishing touches still to come will be in the foyer area, making it a more welcoming experience.

Work on the exciting new soft-play and fun climbing facility finished on time and opened to the public on 12 February. Although these new facilities have only been open one week, the throughput of people has been staggering. Over 2,200 children have participated in the softplay and nearly 400 on the climbing walls. It has been a challenge for Everyone Active at times to manage such a large influx of people into an already busy Centre, but it just goes to show the demand for quality, large scale, innovative and fun activities has been well met.

The prevalent feedback has been "Wow, photographs do not do this justice – we didn't appreciate just how big this was and how varied the activities are in the softplay". The climbing walls have also attracted much comment, especially the scale of them as well as the varied and innovative themes such as the volcano, the speed walls and the blobs of doom!



Parklands Leisure Centre Climbing Walls



Parklands Soft Play



Another View of Parklands Soft Play

Extension to Parklands Leisure Centre Car Park

Conditional planning permission has been granted for the overflow carpark at Parklands with works beginning in late February.

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.

Oadby and Wigston 'One You' Event

On Friday 26 January the Health and Leisure Team held the first Oadby and Wigston 'One You' health event in Bell Street. The event was well attended and there was a great deal of positive feedback from the public about the range of information on offer. It was also a positive to work with new partners such as the warm homes team from Leicestershire County Council.

Supporting Leicestershire Families

The Health and Leisure Team held a very successful event at Parklands Leisure Centre on Friday 16 February for Supporting Leicestershire Families (SLF), who have been referred to the service for extra support with a range of issues. The families took part in a range of multisport activities and took advantage of the brand new soft play area. In addition, the Health and Leisure Team, in partnership with SLF staff, undertook some vital consultation with the participants to gain important insight into physical activity.

Home-Start

A consultation process is currently taking place with the local branch of the Home-Start charity, which supports families with children under 5. Working with the charity's staff and volunteers, the aim is to better understand how the Health and Leisure Team can get families more active together.

Steady Steps

The first of three Steady Steps Falls Preventions programmes has started at Parklands Leisure Centre and is fully booked. The additional courses will start in April and are also full with a waiting list, which shows clear evidence of the need for this particular programme.

Staff Health Event

The Health and Leisure Team in partnership with the HR department are holding the second annual Staff Health Event on Wednesday 14 March. There will be a range of health professionals on hand to provide advice, as well as a table tennis table set up, a rowing challenge and a chance to make your own smoothie by cycling on a static bike.

Sport Relief 2018 – Wigston to Norderstedt (17 - 23 March 2018)

For this year's Sport Relief Oadby and Wigston Borough Council staff and Councillors will be encouraged to work together to walk from the Council Offices to our twinned town in Norderstedt, Germany which is a total of 1 million steps. To achieve this we are asking each participant to walk 35,000 steps across the 7 days. This is around half your weekly steps recommended by the NHS.

To sign up to the challenge, please email Kane Radford: kane.radford@oadby-wigston.gov.uk

2018/19 Sport & Physical Activity Commissioning Plan

The Health and Leisure team has submitted a funding bid to the County Sport and Physical Activity Commissioning group for £60,420. A presentation will be made to this group on Friday 2 March, which will include video evidence showing the difference the current funding has made to groups and individuals as well as learning from previous years and plans for the future. Confirmation of approved funding is expected mid-March.

Girls Active Lifestyles (GALs) Programme

With support from Learning South Leicestershire School Sport Partnership (LSLSSP), the OWBC Legacy Maker has been progressing the Girls Active Lifestyles (GALs)

programme in Oadby and Wigston. The aim of the project is to engage typically inactive, disengaged Year 7 to 9 girls in sport, physical activity, mindfulness, healthy eating and lifestyle sessions. These programmes will run from early April to June.

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

Background Documents:

None.

E-mail: avril.lennox@oadby-wigston.gov.uk

Tel: (0116) 257 2673

Implications Leisure Services Update	
Finance Chris Raymakers (Head of Finance, Revenues and Benefits)	There are no implications directly from this report.
Legal David Gill (Head of Law & Governance / Monitoring Officer)	The report is satisfactory.
Corporate Risk(s) (CR) Avril Lennox (Head of Health & Leisure Services)	<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 in progress. However, the risk is minimal as this is an excellent company with a proven track record.
Corporate Priorities (CP) Avril Lennox (Head of Health & Leisure Services)	<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.
Vision & Values (V) Avril Lennox (Head of Health & Leisure Services)	<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

	<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>
Equalities & Equality Assessment(s) (EA)	There are no implications directly from this report..
Avril Lennox (Head of Health & Leisure Services)	<input checked="" type="checkbox"/> Not Applicable (EA)

Agenda Item 12



Service Delivery Committee	Tuesday, 20 March 2018	Matter for Information
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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 23 January 2018 when progress was last reported.

2. Recommendation(s)

That Members note the information contained in the report.

3. Information

3.1. Capital Projects 2017-18

3.2. Ervin's Lock Footbridge, South Wigston

Following approval of a further £83,000 capital bid for 2018-19 by Full Council on 22 February 2018, William Saunders has been instructed to work on the Design and Access Statement and obtain the topographical and arboricultural surveys and Heritage Impact Assessment required to move ahead with the planning application. It is anticipated that the planning application will be submitted mid April.

The budget for this project is £135,000 which is made up of £55,000 Section 106 funding and £83,000 capital funding. So far £4,500 has been spent on employing William Saunders to manage the feasibility side of the project, undertake groundwork investigations and negotiate with Canal and River Trust (CRT). The budget covers submission of the planning application, manufacture and installation of the footbridge and foundations, stoppage/restriction licence required by CRT, transport and craning, air right fees (if required) for CRT. The cost of providing specialised project management is also included. The timescale for this project is given below. Construction dates will be dependent on the agreement of CRT.

- Obtain planning permission - end May 2018
- Tender and award contract - end August 2018
- Onsite construction starts - end Oct 2018
- Handover and opening - end March 2019

3.3. Play Area Refurbishment

Grittar Close Play Area, Wigston

A climbing unit and safety surface has been installed to replace the balance beam and mushrooms. The play area was closed whilst the work took place and re-opened on Friday 23 February.

Florence Wragg Way Play Area, Oadby

The public consultation closed on 19 January 2018 and 65 responses were received from local residents. The consultation results have been used to draw up a specification for the type of equipment required and the following has been included within the invitation to quote:

The design is to include as much of the following equipment as possible. The list below is given in descending order of priority and is drawn from the consultation responses:

- *Refurbishment of the existing cradle swings which are to remain in situ. Work to include re-painting, new cradle seats (2) and new anti-wrap chains.*
- *1 x new junior swing*
- *1 x new basket swing*
- *Either 1 x new multi-play unit suitable for toddlers and juniors OR, one new multi play unit for toddlers and one new multi play unit for juniors. The preference is for the former. The unit(s) must include at least one slide.*
- *A surface level roundabout suitable for wheelchair users*
- *One or more springies*
- *A climbing net (if not included within the multi play unit)*
- *Monkey bars (or similar, if not included within the multi play unit)*
- *Ground graphics may be included if budget allows.*

Invitations to quote were sent out on 7 February 2018 with a return date of 7 March 2018. Evaluation of the submissions will be based on how closely the designs match the specification, warranties, maintenance and availability of spare parts and references for similar local authority work elsewhere.

Once a contractor is appointed and, allowing for manufacturing time of around 8 to 10 weeks (industry standard), it is anticipated that the new equipment should be installed before schools break up for the summer holidays:

- Appoint contractor – by end of March 2018
- Manufacture time – by end of May 2018
- Work on site - June 2018 (allow three weeks for installation)
- Handover / open for use - early July 2018

3.4. Car Park Re-Surfacing

Junction Road Car Park

Quotations have been invited for surface repairs to sections of Junction Road Car Park. The return date for quotations is 7 March 2018. Contractors have been asked to provide two prices; one for work being carried out during the day and the other for working overnight. Only when quotes have been received will it be clear how long the work will take and what disruption to parking will be caused. Advance notice will be given to car park users when further details are known.

3.5. Forum Projects

Sheila Mitchell Pavilion, Wigston

The new oven and hob are now installed and operational. Opportunity was taken to carry out some minor repairs to the kitchen at the same time.

Peace Garden, Oadby

Two benches, refurbished by volunteers at Brocks Hill have been installed at the Peace Garden to replace two old benches.

3.6. Other Facilities Work

3.7. Allotments

3.8. At the time of writing there are 2 vacant plots on Wigston Road Allotments and 9 vacant on the Aylestone Lane site. All plots have been offered out to applicants on the waiting list. The situation changes on a regular basis with plot holders vacating and new tenants taking on plots; this is normal allotment turnover.

3.9. There are no vacant plots on Manchester Gardens Allotments, Wigston or Brabazon Road Allotments, Oadby.

3.10. An article appeared in the December edition of Letterbox inviting residents to join the allotment waiting list if they are interested in taking on a plot. A similar article will appear in the Spring edition.

3.11. Cemeteries

3.12. The chart below shows the number of interments cemetery staff have dealt with during the two months 1 January 2018 to 28 February 2018:

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	10	8	2
Oadby Cemetery	6	3	2

3.13. Repairs are being carried out to the cemetery entrance from St Peter's Path. A new field gate catch post and parts have been ordered.

3.14. Pavilions and Community Centres

Portable Appliance Testing

All portable electrical appliances located in the pavilions, community centres, Oadby Depot, Brocks Hill barn and the two cemeteries have been tested and are electrically safe.

Sheila Mitchell Pavilion, Wigston

Anti climb paint has been re-applied to the roof of the pavilion. The wall mounted projector screen has been moved to a new location at the request of users.

Freer Centre, Wigston

A small section of wall was demolished when a car skidded on ice in the recent cold weather. Although an insurance claim was submitted it is not intend to re-instate the wall, as, now that it is not there, it gives a clearer view for drivers exiting the car park and improves the safety for pedestrians.

Horsewell Lane Pavilion Development, Wigston

Faithful and Gould (F&G) have been employed as consultants to support the Council in resolving the building design and obtaining planning permission. They will then act as employers agent/project managers to procure the build contractor under the Council's Contract Procedure Rules and take the project through to completion.

Since being instructed F&G have undertaken a site inspection and reviewed previously prepared concept designs. Following a meeting with Officers they are in the processes of drawing up a working design to move the project forward to planning application stage. The first draft of the plan is anticipated week commencing 5/3/18. Once the design has been sufficiently progressed there will be an opportunity for comment by key stakeholders, prior to submission for planning consent.

At this stage F&G are confident that the outline timeframe provided in the Horsewell Lane Council Report of the 31 October 2017, as set out below, is still on track and that building works will commence in November 2018.

- Submit Planning Application – End April 18
- Planning Permission Granted – End June 18
- Construction contract awarded – End August 18
- Estimated start on site – November 18

3.15. Car Parks

Uplands Park Car Park, Oadby

Four sections of the metal railings are on order to replace those damaged by vehicle impact following a motor accident on 12 January when a young driver entered the car park at speed and lost control of the vehicle. An insurance claim has been submitted.

Countesthorpe Road Car Park, South Wigston

The post supporting the height barrier at the entrance to the car park was hit by a vehicle in icy conditions in January and has had to be removed for safety reasons. A replacement post is being manufactured and will be installed by the contractor as soon as it is ready (four to six week manufacturing/galvanising/install time quoted by the contractor).

3.16. Public Conveniences

Willow Park Disabled Toilet

The report to Services Committee on 23 January 2018 explained that the disabled toilet had been vandalised and that the emergency alert system was in the process of being replaced. This work was carried out but the toilet has since suffered further vandalism and is again locked off pending repairs.

Background Documents:

None.

E-mail: margaret.smith@oadby-wigston.gov.uk

Tel: (0116) 257 2832

Implications Facilities Services Update	
Finance	Funding for the capital schemes is contained within the 2017/18 and 2018/19 Capital Programmes. 2017/18 Schemes not completed by 31 March will need to be carried forward at year end.
Chris Raymakers (Head of Finance, Revenues and 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)
Margaret Smith (Facilities & Administration Team Leader)	The Council has an obligation to maintain its assets and buildings and ensure compliance with Health and Safety.
Corporate Priorities (CP)	<input checked="" type="checkbox"/> Effective Service Provision (CP2)
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 equalities implications arising from this report.
Margaret Smith (Facilities & Administration Team Leader)	<input checked="" type="checkbox"/> Not Applicable (EA)



Service Delivery Committee	Tuesday, 20 March 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 report on the Natural Discovery Volunteer Project; Brocks Hill Country Park; an update from the Operational and Street Scene Services and details of the Tree planting programme.

2. Recommendation(s)

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

3. Information

3.1. Natural Discovery Volunteer Project

The end of February marked the last phase of the funded element of the Natural Discovery Volunteer project. A full report has been produced for Heritage Lottery (**Appendix A**) a copy of which is available on the Council's website at goo.gl/EW6aBb or in the Members' Room.

The report highlights the benefits and achievements identified as a result of the Heritage Lottery grant awarded to Oadby and Wigston Borough Council in 2015. It also reports on the challenges encountered during the project delivery, together with learning and recommendations.

The Natural Discovery Volunteer Project was developed in response to a successful pilot scheme set up at Brocks Hill Country Park, to explore volunteer role development. The Natural Discovery project focused on increasing volunteering opportunities; volunteer recruitment; providing appropriate training; whilst celebrating the improvements to the Borough's natural green spaces.

This project was developed as a partnership project and involved a range of stakeholders, as well as directly linking to the Council's 'Greening the Borough' strategy. One of the key partners was the 'Friends of Brocks Hill', who were involved in the project bid and delivery from the start. Not only did they bring in a considerable amount of partnership funding at the beginning, but as the project progressed they continued to raise money for the benefit of the volunteers.

There were many achievements throughout the course of the project, including an increase in the number of new people engaged in volunteering, thus increasing the number of volunteering hours achieved. The ability to purchase a range of new tools and equipment through the grant funding, including an Electric Van, will act as a lasting legacy to the project. This, together with well-trained volunteers through a

dedicated programme of training (ensuring the majority of investment was in the Lead Volunteers to aid sustainability), has been really positive and will help to improve the Borough's natural green spaces now and into the future.

There were some challenges along the way. This included the need to re-recruit twice to the Project Officer post; it was therefore agreed with Heritage Lottery to extend the project end date, in order to fully deliver the planned two-year project. On reflection, it was felt that the low starting salary for the post holder and the fact that it was a fixed-term contract contributed to this.

There was some learning from the project; this included the need to be more realistic with the Key Performance Indicators, to take account of the seasonal constraints and the number of volunteering hours that can be accumulated across relatively small local sites. Another key learning point was to ensure more robust monitoring and evaluation procedures were set-up from the start, in order to be able to fully evaluate the project at the end.

In conclusion, this project has left a lasting legacy for the Borough. The engagement of a range of individuals who wouldn't normally seek out conservation volunteering has been positive, particularly the difference volunteering has made to their lives. The range of physical improvements achieved across the Borough, have undoubtedly contributed to the on-going achievement of the Green Flag Award and honours awarded at both the East Midlands and Britain in Bloom competitions.

The opportunity to carry out conservation volunteering will continue to be driven forward through the Council's commitment to improving the environment and the health and wellbeing of its residents. This can be seen by its commitment to employ a full-time, permanent Park Warden, who will oversee and coordinate all volunteering and practical works going forward, across Brocks Hill, Fludes Lane and Pochin's Bridge.

3.2. Brocks Hill Country Park Update

The majority of winter work at Brocks Hill Country Park has consisted of woodland thinning. Good progress has been made, in accordance with the licence from the Forestry Commission, to thin the entire woodland at Brocks Hill by 2021. The Park Warden, together with two members of the Grounds Maintenance team have worked together to fell trees from November 2017 to February 2018. The area completed so far is approximately 2.4 hectares, with further works to be carried out next winter.

The volunteers have provided immense assistance with this work by clearing arisings from the tree thinning, dragging, chipping and burning branches. This is in addition to creating many log and branch piles, which are valuable habitat for amphibians and small mammals, as well as invertebrates which are an important base of the food chain for so many other species. Volunteer work has also included scrub cutting and orchard tree pruning. Two dedicated Tree Pruning training courses were arranged in January, to upskill the volunteers on this particular task.

In October, four ladies from Charnwood Foods returned for another successful corporate volunteering day. Work was carried out on the front pond at Brocks Hill, using the new small boat purchased through the Heritage Lottery grant. Pond maintenance was carried out by clearing rubbish and reeds to keep the water open in the centre of the pond, benefitting species such as the kingfisher. New bird and bat boxes were also erected to replace older ones that have rotted or fallen off trees.

Throughout winter the Park Warden has worked on the new Management Plan for Brocks Hill (**Appendix B**). An up-to-date plan was required for submission to the Green Flag Award. The plan contains new images, updated habitat and volunteer information and biological data for the country park. A copy of the full document is available on the Council's website at goo.gl/EW6aBb or in the Members' Room.

3.3. **Operations and Street Scene Update**

The ground maintenance team is currently in the middle of their winter maintenance programme. This includes pruning back shrubbery, tree maintenance, tidying up flower and shrub beds. This is in addition to the on-going works including applying woodchip to beds to keep the weeds down.

The regular works on the Borough's parks and open spaces is continuing, as well as in the relevant housing areas. The team has also assisted with tree thinning at Brocks Hill, as mentioned in the previous section.

Moving forward, the team is preparing areas for the beginning of the mowing season, which starts from mid-March onwards depending on the weather conditions. Other works include the upkeep of the Borough's bowling greens, football pitches and cricket pitches.

3.4. **Tree Planting Programme**

Plans are currently in action for planting 38 Heavy/Extra Heavy Standard size trees across 6 sites in the Borough. The sites are a mixture of highways and parks including Launceston Road, Welford Road, Ervins Lock, Blaby Road Park, Florence Wragg Way and Uplands Park. Species and planting locations have been carefully considered and include a mixture of native and non-native species.

The Borough's three Rotary Clubs are taking part in a national campaign to plant a tree for every member. This will consist of 60 whips of native species on the green space adjacent to Hamble Road, Oadby. The Council will be providing 2 Heavy Standard trees as part of this.

'Greening the Borough' have funding for approximately 10 trees to be planted along Dorset Avenue and Gloucester Crescent in Wigston. Final locations and species are being determined, currently a mixture of Alder, Sorbus and Liquidambar are proposed.

Moving forward the Tree Officer is looking to identify sites and areas that would benefit the most from new planting as well as funding opportunities. Sites under consideration for the next round of planting include Brabazon Road, Sandhurst Street Car Park, William Gunning Park and Wigston Road.

Background Documents:

Appendix A - Natural Discovery Volunteer Project - Evaluation Report
Appendix B - Brocks Hill Country Park Management Plan (2018-2022)
Accessible at goo.gl/EW6aBb

E-mail: avril.lennox@oadby-wigton.gov.uk
brian.kew@oadby-wigton.gov.uk

Tel: (0116) 257 2 673
(0116) 257 2842

Implications Greening of the Borough and Operational Services Update	
Finance Chris Raymakers (Head of Finance, Revenues and Benefits)	There are no financial implications directly from this report
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 implications directly from this report.</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, 20 March 2018	Matter for Information
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Title: **Customer Service and Transformation Update**

Author(s): **Jacky Griffith (Head of Customer Service & 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. My Account and Online Forms

My account and online forms were launched on 18 December 2018.

Up to the end of February 2018 over 2,000 online forms had been submitted and 959 residents had signed up to My Account.

One of the service's priorities is to increase online take up.

3.2. Electronic Documents and Records Management System

The project to migrate the Finance Service from paper forms to electronic documents is progressing according to plan. Testing has been completed and the live system build is taking place. The new functionality will be live from April 2018.

3.3. Garden Waste Project

On 22 January 2018, the Council launched a promotional campaign to sign residents up to the new chargeable Garden Waste Service. Up to 23 February 2018, 3,321 households have subscribed to have their garden waste collected generating a gross income for the Council of £126,735 of which £6,300 is for additional bins.

Permits to fix to bins will be issued from mid-March and bins will be delivered where these are also required from mid-March 2018.

Garden Waste collections under the new arrangements will commence from April 2018.

3.4. Recycling

From 1 April 2018, there will be no requirement for residents to separate recycling into green and brown bags or the glass collection box. Instead, all recycling will go into one clear recycling bag. The new bags are tough enough to take the weight of glass jars and bottles.

A roll of clear bags will be delivered across the borough along with the 2018/19 Refuse & Recycling Guide & Calendar.

Cooking oil and textiles will no longer be collected kerbside. Cooking oil can be recycled at the Recycling and Household Waste site on Wigston Road, Oadby. Unwanted clothing and textiles can be recycled at designated banks located across the borough.

A full list of FAQs (frequently asked questions) is included as an **Appendix** to this report.

Background Documents:

Appendix - Recycling Frequently Asked Questions (FAQ's)

E-mail: jacky.griffith@oadby-wigston.gov.uk

Tel: (0116) 257 2612

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 and Benefits)	
Legal	There are no significant legal implications
David 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 have successfully delivered on a number of projects. <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 & Transformation)	
Corporate Priorities (CP)	<input checked="" type="checkbox"/> An Inclusive and Engaged Borough (CP1) The provision of online forms provides greater opportunity for residents to access services and engage with the Council <input checked="" type="checkbox"/> Effective Service Provision (CP2)
Jacky Griffith (Head of Customer Service & 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 share skills and provide joined up services to residents <input checked="" type="checkbox"/> Innovation (V4) Redesigning services to be more efficient and more cost effective <input checked="" type="checkbox"/> Customer Focus (V5) Providing wider choice of how services can be accessed whilst still supporting residents who will continue to need more support. Delivering services to residents that are easy to access and understand.
Jacky Griffith (Head of Customer Service & Transformation)	
Equalities & Equality Assessment(s) (EA)	There are no implications directly from this report.

Jacky Griffith
(Head of Customer Service
and Transformation)

Not Applicable (EA)

Recycling FAQs

What is changing?

From 1 April 2018 there will be no need to separate your recycling into green or brown bags or the glass collection box. Instead, all your recyclable items will go into one clear recycling bag.

Why is the Council changing the way it collects recycling?

The Council is facing significant financial challenges and the Council's budget for waste collection services is being reduced with the removal of waste recycling credits by Leicestershire County Council from April 2018.

Leicestershire County Council is also directing that dry recyclable waste needs to be presented at the Leicester based Casepak Materials Recycling Facility (MRF) and that waste will have to be co-mingled (not separated). Oadby and Wigston Borough Council currently operate a small MRF which will have to close.

Are these changes permanent?

These changes are part of a wider review of our refuse and recycling service. We will be consulting with residents in April 2018 on proposed options to help us reach the best possible solution on the future of waste collection for the Borough.

Will my collection day and/or frequency change?

There will be no change to your collection day and we will continue to collect your recycling weekly. If there are any changes in future you will be notified.

Are the clear recycling bags strong enough to hold glass?

The new clear recycling bags will be thicker and stronger to accommodate the collection of glass bottles and jars.

Is there a maximum weight over which a recycling bag will be too heavy to be collected?

Please do not overfill your bags so they are too heavy for our crews, there is no limit on the number of recycling bags that you can present on your collection day.

Can I put all my glass bottles and jars in one bag?

No, please distribute glass bottles and jars evenly over your clear recycling bags.

Will you still collect glass from the boxes?

No, we will not be collecting glass from the boxes. Glass will need to be placed in the clear bags with your other recyclable items.

Can I keep the glass collection box?

Yes, if you want to keep the glass collection box you may do so but you will not be able to use it for the kerbside collection of glass. If you do not want to keep the box you can arrange for it to be collected by contacting our Customer Service Team on 0116 288 8961. Any glass collection boxes presented after 1 April 2018 will be removed by the collection crew.

Can I put out more than one recycling bag?

There is no limit to the number of bags you can put out for collection.

How do I get more bags?

When your recycling bags begin to run low, simply complete and attach the yellow sticker found in the roll of your recycling bags to the recycling bag that you have out for collection, making sure it is visible for the recycling crew. A new roll of recycling bags will then be left on your property. Recycling bags can also be obtained from the following locations:

Oadby

Oadby Library, 10 The Parade, Oadby LE2 5BF
Premier Express, 34 The Parade Oadby LE2 5BF

Wigston

Customer Services, 40 Bell Street, Wigston LE18 1AD
Wigston Library, Bull Head Street, Wigston LE18 1PA

South Wigston

South Wigston Library, Bassett Street, South Wigston LE18 4PE
Helping Hands, 66-68 Blaby Road, South Wigston LE18 4SD
The Salvation Army, Ladysmith Road, South Wigston LE18 4UZ
The Salvation Army, 10 Dunton Street, South Wigston LE18 4PU

Can I put used lightbulbs in my recycling bag?

No. Light bulbs can be recycled at your local Recycling and Household Waste site on Wigston Road, Oadby LE2 5JE.

Do I have to remove the lids from jars and bottles?

No, there is no need to remove the lids from jars and bottles.

Do I need to squash down plastic bottles and cartons before I put them in the recycling bag?

No, plastic bottles and cartons need to be rinsed out, but there is no need to squash them down.

Do I need to rinse out food containers?

Yes, please rinse out your food and drink containers. Food waste can contaminate other items in your recycling bag which may mean they cannot be recycled. Washing out containers will also reduce smell and deters vermin.

Where can I recycle cooking oil?

Cooking oil will no longer be collected kerbside. You can recycle cooking oil at the Recycling and Household Waste site on Wigston Road, Oadby LE2 5JE. There are special containers for oil.

Where can I recycle textiles, clothes and shoes?

Unwanted textiles, clothes and shoes can be recycled at designated banks that are located across the Borough.

BANKS WILL BE SITED AT THE LOCATIONS BELOW BY 23/02/2018

Oadby

Uplands Park, 39 Uplands Road, Oadby LE2 4NT
Coombe Park, Coombe Rise, Oadby LE2 5TU
East Street Car Park, 8 Harborough Road, Oadby LE2 5AF
Sandhurst Street Car Park, Oadby LE2 5AR

Wigston

The Pavilion, Horsewell Lane, Wigston LE18 2HR

South Wigston

Countesthorpe Road Car Park, South Wigston LE18 4PG

What should I do with my green and brown bags after 1 April 2018?

Any surplus green and brown recycling bags you may have can be left beside your clear recycling bags on your collection day and our crews will collect them, or you can drop them off at our Customer Service Centre at 40 Bell St, Wigston LE18 1AD.

My cardboard is too big to fit in the bag, what should I do?

Large cardboard can be flattened and left next to your recycling bag for collection.

How can I dispose of batteries?

Batteries can be recycled at various locations including, Customer Services, 40 Bell Street, Wigston LE18 1AD, local libraries, local shops and at the Recycling Housing Waste Site on Wigston Road,

Oadby LE2 5JE.

What will happen if I put the wrong items in my recycling bag?

If your recycling bag contains non-recyclable items we will not be able to collect it. Our crew will place a sticker on your bag advising you to remove the non-recyclable items and to place your bag out for collection the following week.

What happens to my recycling?

After collection, your recycling is taken to the Materials Recycling Facility (MRF) at Casepak in Leicester. The mixed recycling materials are separated using state of the art equipment; it is then bailed and sent for reprocessing to be made into new products. If you'd like to know more about how Casepak separate the materials please visit <http://casepak.co.uk/>

Is there a list of items that can and cannot be recycled?

Yes Please

- ✓ Newspapers and magazines
- ✓ Plastic bottles
- ✓ Directories
- ✓ Yoghurt pots and margarine tubs
- ✓ Cardboard
- ✓ White ready meal food trays
- ✓ Cereal boxes
- ✓ Food and drink cans
- ✓ Juice and milk cartons
- ✓ Greetings cards and envelopes
- ✓ Empty aerosol cans
- ✓ Shredded paper
- ✓ Carrier bags
- ✓ Paperback books
- ✓ Glass bottles and jars
- ✓ Clean foil

No thanks

- ✗ Crisp packets and sweet wrappers
- ✗ Crockery and cookware
- ✗ Food wrappers
- ✗ Polystyrene
- ✗ Bubble wrap
- ✗ Black food trays
- ✗ Toys
- ✗ Food waste
- ✗ Tupperware
- ✗ Takeaway pizza boxes
- ✗ Batteries and electrical items
- ✗ Nappies
- ✗ Window/picture glass
- ✗ Drinking glasses
- ✗ Mirrors and broken glass
- ✗ Pet waste
- ✗ Building materials or wood
- ✗ Clothes, shoes and bedding
- ✗ Hardback books

Agenda Item 16

By virtue of paragraph(s) 1, 2, 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted