



**TO COUNCILLOR:**

E R Barr  
L A Bentley  
Miss A R Bond  
G A Boulter  
J W Boyce  
Mrs L M Broadley  
F S Broadley  
D M Carter (Deputy Mayor)  
Mrs K M Chalk

Miss M V Chamberlain  
M H Charlesworth  
M L Darr  
B Dave  
R F Eaton  
Mrs L Eaton JP  
R E Fahey  
D A Gamble  
Mrs S Z Haq (Mayor)

J Kaufman  
Dr T K Khong  
Mrs H E Loydall  
K J Loydall JP  
Mrs S B Morris  
R E R Morris  
R H Thakor

Dear Councillor *et al*

I hereby **SUMMON** you to attend a meeting of the **COUNCIL** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 5 SEPTEMBER 2017** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**25 August 2017**

**Mark Hall**  
Chief Executive

- | <u>ITEM NO.</u> | <u>AGENDA</u>   | <u>PAGE NO'S</u> |
|-----------------|---|------------------|
| <b>1.</b>       | <b>Calling to Order of the Meeting and Prayers</b><br><br>The meeting of the Council will be called to order to receive Her Worship The Mayor and Deputy Mayor.<br><br>Members, Officers and those otherwise in attendance are asked to remain standing whilst the meeting is led in prayer by the Chaplin. |                  |
| <b>2.</b>       | <b>Apologies for Absence</b>  |                  |
| <b>3.</b>       | <b>Declarations of Interest</b><br><br>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'.                              |                  |
| <b>4.</b>       | <b>Reading, Confirmation and Signing of Minutes</b>   |                  |



To read, confirm and sign the minutes of the previous meetings of the Council in accordance with Rule 17 of Part 4 of the Constitution.

- a) **Minutes of the Meeting of the Council held on Tuesday, 23 May 2017** **1 - 5**
- b) **Minutes of the Meeting of the Council held on Tuesday, 20 June 2017** **6 - 12**
- c) **Minutes of the Extraordinary Meeting of the Council held on Thursday, 06 July 2017** **13 - 18**

**5. Action List** **19**

To read, confirm and note the Action List arising from the previous meeting of the Council held on Tuesday, 20 June 2017.

**6. Motions on Notice**

To consider any Motions on Notice in accordance with Rule 12 of Part 4 of the Constitution.

- a) **Proposed 3G Pitch in South Wigston, Horsewell Lane Pavilion, Wigston and Other Leisure Facilities** **20**

**7. Petitions, Deputations and Questions**

To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part 4 of the Constitution and to answer any Questions on Notice in accordance with Rule 11 of Part 4 of the Constitution.

Members are reminded that in accordance with Rule 11.1 of Part 4 of the Constitution, questions can be asked of the Leader of the Council and the Chair of a Committee without notice upon an item of the report of a Committee when that item is being receiving or is under consideration by the Council.

**a) Brocks Hill Privatisation ePetition**

*"We the undersigned petition the Council to reject proposals for operation of Brocks Hill Country Park by a Private Profit Making Organisation.*

*At the Council meeting on July 6th, 2017 Liberal Democrat and Conservative Party Members resolved that a full report and presentation outlining Sports Leisure Management Limited's proposal for running the Brocks Hill Centre, Oadby be brought to the next Council meeting on September 5th, 2017 covering the key areas of car parking, access and financing arrangements. We petition the Council to continue in-house provision."*

The ePetition is to be received in a Supplementary Agenda Update issued ahead of the meeting of the Council in due course.

**8. Mayor's Announcements**

- a) **List of Official Mayoral/Deputy Mayoral Engagements** **21 - 22**

**9. Leader's Statement**

**10. Budget Options 2018/19 and 2019/20**

- a) **Potential Developments at Parklands Leisure Centre and Brocks Hill, Oadby** **23 - 32**

Report of the Director of Services / Monitoring Officer

**b) The Proposed Future of the Economic Regeneration Service 33 - 39**

Report of the Director of Services / Monitoring Officer

**11. Discretionary Business Rates Revaluation Relief Scheme 40 - 44**

Report of the Interim Chief Finance Officer / Section 151 Officer

**12. Review of the Oadby, Wigston and South Wigston Residents' Forums 45 - 61**

Report of the Interim Chief Finance Officer / Section 151 Officer

**13. Communication Policy Guide & Strategy 2017-2019 62 - 141**

Report of the Head of People and Performance

**14. East Midlands Rail Franchise Public Consultation (July 2017) 142 - 144**

Report of the Head of Planning, Development and Regeneration

**15. Proposed Adoption of the International Holocaust Remembrance Alliance (IHRA) Working Definition of Anti-Semitism 145 - 149**

Report of the Chief Executive.

**16. Summary of Organisational Structure 150 - 152**

Report of the Chief Executive

**17. Receiving of Minutes for Information**

The Council will receive the minutes from the meetings of the below-mentioned Committees, Boards, Panels, Forums, Working Groups and Outside Bodies for the purposes of information in accordance with Rule 17 of Part 4 of the Constitution.

**a) Minutes of the Community Safety Partnership held on Monday, 12 June 2017 153 - 157**

**b) Minutes of the Children and Young Peoples' Forum held on Wednesday, 14 June 2017 158 - 161**

**c) Minutes of the Development Control Committee held on Thursday, 15 June 2017 162 - 170**

**d) Minutes of the Place Shaping Working Group held on Wednesday, 21 June 2017 171 - 173**

**e) Minutes of the Service Delivery Committee held on Tuesday, 27 June 2017 174 - 182**

**f) Minutes of the South Wigston Residents' Forum held on Wednesday, 28 June 2017 183 - 191**

**g) Minutes of the Wigston Residents' Forum held on Wednesday, 12 July 2017 192 - 197**

**h) Minutes of the Licensing and Regulatory Committee held on Wednesday, 19 July 2017**

The Minutes of the Licensing and Regulatory Committee held on Wednesday, 19 July 2017 are to be received in a Supplementary Agenda

Update issued ahead of the meeting of the Council in due course.

- i) Minutes of the Development Control Committee held on Thursday, 20 July 2017** **198 - 201**
- j) Minutes of the Policy, Finance and Development Committee held on Tuesday, 25 July 2017**  
The Minutes of the Policy, Finance and Development Committee held on Tuesday, 25 July 2017 shall be received in a Supplementary Agenda Update issued ahead of the meeting of the Council in due course.
- k) Minutes of the Change Management Committee held on Wednesday, 26 July 2017** **202 - 204**
- l) Minutes of the Oadby Residents' Forum held on Thursday, 27 July 2017** **205 - 211**
- m) Minutes of the Community Safety Partnership held on Monday, 31 July 2017** **212 - 217**

### **18. 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 3 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.

### **19. Staffing Issues**

**218 - 219**

**For more information, please contact:**

**Democratic Services**

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**MINUTES OF THE MEETING OF THE COUNCIL HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 23 MAY 2017 COMMENCING AT 7.00 PM**

**PRESENT**

Councillor David M Carter (Deputy Mayor, in the Chair)

**COUNCILLORS**

L A Bentley  
Miss A R Bond  
G A Boulter  
J W Boyce (Leader of the Council)  
Mrs L M Broadley  
F S Broadley  
Mrs K M Chalk  
Miss M V Chamberlain  
M H Charlesworth (Deputy Leader of the Council)  
M L Darr  
B Dave (Leader of the Opposition)  
R E Fahey  
D A Gamble  
J Kaufman  
Dr T K Khong  
Mrs H E Loydall  
K J Loydall  
Mrs S B Morris  
R H Thakor

**OFFICERS IN ATTENDANCE**

S J Ball (Senior Democratic Services Officer / Legal Officer)  
Mrs A E Court (Director of Services / Monitoring Officer)  
S Glazebrook (Interim Head of Community Services)  
M W L Hall (Chief Executive)  
M Hone (Interim Chief Finance Officer / Section 151 Officer)

**13. CALLING TO ORDER OF THE MEETING AND PRAYERS**

The meeting of the Council was called to order to receive the Deputy Mayor.

A minute's silence was observed in memory of those who had lost their lives, had been injured or were affected in the recent terrorist attack that had taken in Manchester on 22 May.

**14. APOLOGIES FOR ABSENCE**

An apology for absence was received from Her Worship the Mayor, Councillor Mrs S Z Haq.

An apology for absence was received from Councillors G S Atwal, E R Barr, Mrs L Eaton, R F Eaton and R E R Morris.

**15. DECLARATIONS OF INTEREST**

None.

**16. READING, CONFIRMATION AND SIGNING OF MINUTES**

**16a. MINUTES OF THE MEETING OF THE COUNCIL HELD ON TUESDAY, 25 APRIL 2017**

**RESOLVED THAT:**

**The minutes of the Meeting of the Council held on Tuesday, 25 April 2017 to be taken as read, confirmed and signed.**

**16b. MINUTES OF THE ANNUAL GENERAL MEETING OF THE COUNCIL HELD ON TUESDAY, 16 MAY 2017**

The minutes of the Annual General Meeting of the Council held on Tuesday, 16 May 2017 shall stand as an item to be received at the next meeting of the Council due to be held on Tuesday, 20 June 2017.

**17. ACTION LIST**

**RESOLVED THAT:**

**The Action List arising from the Meeting of the Council held on Tuesday, 25 April 2017 be noted by Members.**

**18. MOTIONS ON NOTICE**

None.

**19. PETITIONS, DEPUTATIONS AND QUESTIONS**

None.

**20. MAYOR'S ANNOUNCEMENTS**

None.

**20a. LIST OF OFFICIAL MAYORAL/DEPUTY MAYORAL ENGAGEMENTS**

**RESOLVED THAT:**

**The list of Official Mayoral Engagements attended by The Mayor and, or, Deputy Mayor be noted by Members.**

**21. LEADER'S STATEMENT**

The Leader of the Council announced that the final version of the Local Government Association (LGA) Corporate Peer Challenge Report ("the LGA Report") was to be published on 20 June. He stated that a proposed Action Plan resulting from the LGA Report would be presented without delay to the Change Management Committee at its meeting on 26 July for its consideration.

The Leader further expressed his personal gratitude to Members for their warmly-received interest and support in relation to a private matter.

**22. HOUSING AND PROPERTY DEVELOPMENT WITHIN THE BOROUGH**

The Council gave consideration to the report and appendices (at pages 10 - 48), as delivered and summarised by the Interim Head of Community Services which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby it was acknowledged that the formation of the Council-owned property development company ("the Company") was a worthwhile project to safeguard future housing stock and to generate in the additional income to invest back into other Council-run projects and services.

In the interests of transparency and good governance, it was said that the nominated appointments of Members to the Company's Advisory Board would be resolved at the meeting of the Council on 20 June. It was too requested that a clear reporting structure between the Company and the Advisory Board be established.

Members enquired as to: how the Company was to meet the Borough's rental market needs as a fair rental provider; whether the houses to be built by the Company were excluded from the Right to Buy (RTB) scheme; if the proposed Directors of the Company had suitable experience in dealing with Companies House; and if the Company's shareholding arrangements were based on a nominal value.

The Interim Head of Community Services advised that: the Company was to build houses for the Borough's residents to be let between a mixture of affordable (c. 30%) and market (c. 70%) rental rates; the RTB scheme did not at the present time apply to the Company; the proposed Independent Executive Director did have the requisite experience; and shareholding arrangements were all based on £1 shares.

It was moved by the Leader of the Council, seconded by Councillor G A Boulter and

**UNANIMOUSLY RESOLVED THAT:**

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

**23. LOCAL GOVERNMENT ASSOCIATION PEER REVIEW CHALLENGE (VERBAL UPDATE)**

The Chief Executive reiterated the proposed timetable for the publication of the final version of the LGA Report and the resulting Action Plan as referred to by the Leader of the Council (at minute reference 21). This was said to address the key challenges and

recommendations as proposed to create a capacity for the Council to achieve.

It was announced that: an information-only Members' Briefing Session in respect of the results from the recent Waste and Recycling Survey conducted (16 February - 12 March) and the final LGA Members' Training Session in respect of Member/Officer Relations would be held on 31 May at 6:30pm and 7:00pm respectively; and an extraordinary meeting of the Council was to be scheduled for 6 July to consider and debate the Council's budget options for 2018/19 and 2019/20.

The Chief Executive briefed Members on the security measures and protocols that were being put in place to ensure the safety and well-being of all Members, Officers and members of the public in the wake of the series of terror-related incidents that had taken place across the country in recent weeks. This was said to include matters of personal security, the security and evacuation of Council-owned and public-accessible buildings and the upcoming UK Parliamentary (General) Election on 8 June.

**24. PROPOSED VICE-PRESIDENCY OF THE LEICESTER FESTIVAL OF MUSIC AND DRAMA**

The Council gave consideration to the report and appendices (at pages 49 - 51), as delivered and summarised by the Chief Executive which should be read together with these minutes as a composite document.

It was moved by the Leader of the Council, seconded by Councillor G A Boulter and

**UNANIMOUSLY RESOLVED THAT:**

**The Office Holder of the Mayor of the Borough Council of Oadby and Wigston be henceforth appointed in perpetuity to the position of Vice-President of the Leicester Festival of Music and Drama.**

**25. COMMON SEAL OF THE BOROUGH COUNCIL OF OADBY AND WIGSTON**

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

It was moved by the Leader of the Council, seconded by Councillor G A Boulter and

**UNANIMOUSLY RESOLVED THAT:**

**The Common Seal of the Borough Council of Oadby and Wigston be affixed to all Contracts, Deeds, Notices, Orders and any other legal instruments and documents arising out of the minutes and reports referred to in the foregoing items.**

**26. RECEIVING OF MINUTES FOR INFORMATION**

**26a. MINUTES OF THE DEVELOPMENT CONTROL COMMITTEE HELD ON THURSDAY, 13 APRIL 2017**

The minutes of the Development Control Committee held on Thursday, 13 April 2017 shall stand as an item to be received at the next meeting of the Council due to be held on Tuesday, 20 June 2017.



**26b. MINUTES OF THE CHILDREN AND YOUNG PEOPLES' FORUM HELD ON WEDNESDAY, 19 APRIL 2017**

The Minutes of the Children and Young Peoples' Forum held on Wednesday, 19 April 2017 shall stand as an item to be received at the next meeting of the Council due to be held on Tuesday, 20 June 2017.

**THE MEETING CLOSED AT 7.29 PM**



.....  
**Mayor**  
.....

**Tuesday, 05 September 2017**  
.....

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# Agenda Item 4b

## **MINUTES OF THE MEETING OF THE COUNCIL HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 20 JUNE 2017 COMMENCING AT 7.00 PM**

### **PRESENT**

Councillor Mrs Samia Z Haq (Mayor)  
Councillor David M Carter (Deputy Mayor)

### **COUNCILLORS**

E R Barr  
L A Bentley  
Miss A R Bond  
G A Boulter  
J W Boyce (Leader of the Council)  
Mrs L M Broadley  
F S Broadley  
Mrs K M Chalk  
M H Charlesworth (Deputy Leader of the Council)  
M L Darr Left at 8:39 pm  
B Dave (Leader of the Opposition)  
R F Eaton  
Mrs L Eaton  
R E Fahey  
D A Gamble Left at 8:39 pm  
J Kaufman  
Dr T K Khong  
K J Loydall  
Mrs S B Morris

### **OFFICERS IN ATTENDANCE**

S J Ball (Senior Democratic Services Officer / Legal Officer)  
Mrs A E Court (Director of Services / Monitoring Officer)  
M W L Hall (Chief Executive)  
M Hone (Interim Chief Finance Officer / Section 151 Officer)  
A Thorpe (Planning, Development and Regeneration Manager)

### **27. CALLING TO ORDER OF THE MEETING AND PRAYERS**

The meeting of the Council was called to order to receive His Worship The Mayor and Deputy Mayor.

The meeting was led in prayer by the Chaplain to the Mayor.

A minute's silence was observed in memory of those who had lost their lives, had been injured or were affected in the series of terror-related incidents that had taken place across the country in recent weeks.

### **28. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors G S Atwal, Miss M V Chamberlain, Mrs H E Loydall, R E R Morris and R H Thakor.

### **29. DECLARATIONS OF INTEREST**

In respect of agenda item 13:

- (i) Councillors Mrs S B Morris declared a non-pecuniary interest insofar she was a Trustee of the Wigston Multi Academies Trust;
- (ii) Councillor K J Loydall declared a non-pecuniary interest insofar as he sat on the Board of Governors of the Wigston Multi Academies Trust;
- (iii) Councillor G A Boulter declared a non-pecuniary interest insofar as he sat on the Community Committee of the Wigston Multi Academies Trust; and
- (iv) Councillor L A Bentley declared a non-pecuniary interest insofar as he was a Governor of the Birkett House School, Wigston which was due to re-locate to the site of the Wigston Multi Academies Trust.

**30. READING, CONFIRMATION AND SIGNING OF MINUTES**

**30a. MINUTES OF THE ANNUAL GENERAL MEETING OF THE COUNCIL HELD ON TUESDAY, 16 MAY 2017**

**RESOLVED THAT:**

**The minutes of the Annual General Meeting of the Council held on Tuesday, 16 April 2017 to be taken as read, confirmed and signed.**

**30b. MINUTES OF THE MEETING OF THE COUNCIL HELD ON TUESDAY, 23 MAY 2017**

The minutes of the meeting of the Council held on Tuesday, 23 May 2017 shall stand as an item to be received at the next meeting of the Council due to be held on Tuesday, 05 September 2017.

**31. ACTION LIST**

There was no Action List arising from meeting of the Council held on Tuesday, 23 May 2017.

**32. MOTIONS ON NOTICE**

None.

**33. PETITIONS, DEPUTATIONS AND QUESTIONS**

**33a. FUTURE USE OF THE OLD SWIMMING POOL SITE, OADBY PETITION**

Councillor Miss A R Bond presented and spoke upon the Petition at agenda item 7a.

The Petitioner stated that, having spoken to a many number of residents and businesses of and visitors to Oadby, the future of the Old Swimming Pool Site on Leicester Road ought to be dedicated to an exclusive recreational and, or, community use to honour the perceived wishes of the Ellis family in the original conveyance of the land in question to the Council (dated 21 June 1897). She stated any future residential use of the land would encroach upon the existing park's parking and recreational facilities and amenities.

The Deputy Leader of the Council requested that the Petitioner, in consultation with Officers, remove a number of duplicate signatories from the Petition.

**34. MAYOR'S ANNOUNCEMENTS**

The Mayor wished that those in attendance took particular note of the following notable and upcoming events:

- Civic Service on 21 October 2017 from 3:00pm at the Oadby Central Mosque, Sandhurst Street, Oadby;
- Black Tie Dinner on 10 February 2018 from 7:00 pm at Parkland Leisure Centre, Washbrook Lane, Oadby; and
- Charity Curry Night on 09 April 2018 from 7:00 pm at Cuisine of India, Kelmarsh Avenue, Wigston.

**34a. LIST OF OFFICIAL MAYORAL/DEPUTY MAYORAL ENGAGEMENTS**

**RESOLVED THAT:**

**The list of Official Engagements attended by The Mayor and, or, Deputy Mayor be noted by Members.**

**35. LEADER'S STATEMENT**

The Leader of the Council briefly acknowledged the result of the recent UK Parliamentary (General) Election held on 8 June and the ensuing uncertainty apparent on the national, political landscape as a result thereof.

**36. LOCAL GOVERNMENT ASSOCIATION (LGA) CORPORATE PEER CHALLENGE**

The Council gave consideration to the report and appendices as set out in the first and second supplementary agenda updates (at pages 7 – 23, 1 -15) as delivered and summarised by the Chief Executive which should be read together with these minutes as a composite document.

A debate thereon was had whereby the LGA report was commended by Members for its balanced yet positive reflection on the Council and the Borough's residents, whilst noting that further improvements were anticipated in terms of the Council's customer service transformation project, the health and well-being offer and the finalisation of the organisation's structure. Members expressed their gratitude to the Senior Management Team (SMT) for their work over the preceding two years for the achievements consistently delivered during a difficult and turbulent period.

It was said that the Change Management Committee would continue to review the Council's governance structure over the municipal year in response to the LGA's recommendation and some Members' concerns regarding the Council's need for an overview and scrutiny capacity with a view, in the first instance, to commission properly resourced, ad-hoc panels with a remit to consider a single-given issue(s).

It was moved by the Leader of the Council, seconded by the Deputy Leader and

**UNANIMOUSLY RESOLVED THAT:**

- (i) The LGA's Corporate Peer Challenge Report be accepted; and**
- (ii) A proposed Action Plan resulting from the LGA report be presented to the Change Management Committee at its meeting on 26 July 2017 for its consideration.**

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

**RESOLVED THAT:**

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

**37. BUSHLOE DEVELOPMENTS LIMITED - PROPOSED GOVERNANCE**

The Council gave consideration to the report (at pages 18 - 20) as delivered and summarised by the Interim Chief Finance Officer / Section 151 Officer which should be read together with these minutes as a composite document.

Councillor E R Barr enquired as to what steps had been taken to draft and incorporate the Articles of Association of Bushloe Developments Limited ("the Company").

The Interim Chief Finance Officer / Section 151 Officer and Director of Services / Monitoring Officer jointly-advised that the Articles of Association of the Company - together with the Risk Assessment, Business Plan and Equality Assessment - had been unanimously resolved at the previous meeting of the Council held on 23 May.

It was moved by the Leader of the Council, seconded by Councillor D A Gamble and

**UNANIMOUSLY RESOLVED THAT:**

**The creation of an Advisory Board comprising of the Leader of the Council, Councillor Mrs L M Broadley, Councillor D A Gamble, the Chief Executive and the Chief Finance Officer / Section 151 Officer to oversee the activities of Bushloe Developments Limited be approved.**

The Leader of the Opposition requested that it be minuted that the non-appointment of an opposition, Conservative Member upon the Advisory Board was regretful and a missing opportunity to better secure cross-party representation and consensus.

**38. PROPOSED 3G PITCH IN SOUTH WIGSTON, HORSEWELL LANE PAVILION, WIGSTON AND OTHER LEISURE FACILITIES**

The Council gave consideration to the report (at pages 21 - 24) as delivered and summarised by the Planning, Development and Regeneration Manager which should be read together with these minutes as a composite document.

A debate thereon was had whereby although the principle of the development of a 3G all-weather sports pitch ("the 3G pitch") in the Borough was welcomed by all Members, it was considered by some Members that the proposed location of the 3G pitch at South Wigston High School ("the High School") was not a suitable site for such a development to be brought forward due to its close proximity to residential properties, safeguarding concerns and a number of legal implications associated with building on a school site. It was requested by some Members that other, more suitable locations should be surveyed, potentially including other schools' sites across the Borough. Concerns were also expressed regarding the difficulties previously experienced in securing full access to, and by virtue of being, shared community-use facilities. It was said that development at Horsewell Lane, Wigston was preferential and therefore ought to be prioritised.

It was considered by other Members that the proposed location of the 3G pitch at the High School was a suitable insofar as it was an area serving deprived communities within the Borough. All other locations surveyed were said to have been deemed impractical and that the 3G pitch was to provide a facility accessible by all residents of Oadby, Wigston and

South Wigston. It was noted that before any development commenced, the proper legal and governance processes had to be duly fulfilled, including the bringing back of a report to this Council for its consideration and approval the same. It was further noted that the report before Members was a balanced one addressing the need for development across all parts of the Borough.

Members sought further clarification as to: the initial allocations and balances of sums requested under agreements pursuant to section 106 of the Town and Country Planning Act 1990 ("the s106 sums"); the areas in which s106 sums were generated and intended for investment; and the deadline by which the s106 sums identified at para 5.1 of the report (at page 22) needed to be spent by in relation to the 3G pitch.

The Planning, Development and Regeneration Manager advised the Committee that the recommendation at para 2.1 of the report (at page 21) primarily sought at this stage to approve the allocation of funds for the 3G pitch. It was understood that there was sufficient distance between the proposed site at the High School and residential properties and any safeguarding concerns could be addressed by way of an agreement between all stakeholders. He stated that all proposed development projects should be progressed equally and expediently, adding that the development at Horsewell Lane should be completed by the end of 2018. He noted Members' concerns regarding the difficulties previously experienced in securing access to similar facilities and offered assurances that the Council was to work closely with its experienced leisure contractor to secure full and fair access arrangements. All alternative locations hitherto surveyed, including other schools' sites, were said to have been deemed impractical and non-conducive to negotiation arrangements.

The Planning, Development and Regeneration Manager further advised that the s106 sums in relation to applications nos. 12/00313/FUL and 16/00025/FUL specifically related to sports provision from s106 Agreements in, and for, the Wigston area. The deadline by which these s106 sums needed to be spent was said to be end of 2018. He stated that an Officer Working Group had recently been commissioned: to collate all financials of all sums requested under all s106 agreements; to identify the areas in which s106 sums were generated; and to prepare a list of prospective projects for Members' consideration in the autumn. He emphasised sums requested under all s106 agreements were highly prescriptive to the area to which they relate and did not collectively amount to an "open pot" pot to indiscriminately invest anywhere.

The meeting was suspended at 8:08 pm and reconvened at 8:14 pm.

It was moved by the Leader of the Council, seconded by Councillor Mrs S B Morris and

**RESOLVED THAT:**

**In accordance with Rule 21.1 of Part 4 of the Constitution, Rule 14.6(b) of the same Part be suspended for the purposes of disposing of the foregoing motions in an order that, as it appears and in the discretion of the Mayor, would better facilitate the proper conduct of the Council's business only.**

|                      |    |
|----------------------|----|
| <b>Votes For</b>     | 18 |
| <b>Votes Against</b> | 2  |
| <b>Abstentions</b>   | 0  |

It was moved by the Deputy Leader of the Council, seconded by Councillor J Kaufman and

**DEFEATED THAT:**

The item of business be deferred for a period of between four to six weeks.

**Votes For** 9  
**Votes Against** 12  
**Abstentions** 0

It was moved by Councillor G A Boulter, seconded by Councillor R F Eaton and

**DEFEATED THAT:**

The use of funding via the section 106 Agreements in order to build a 3G all-weather sports pitch be approved, subject to the proposed location upon which the 3G pitch was to built being determined at a subsequent meeting of the Council.

**Votes For** 9  
**Votes Against** 12  
**Abstentions** 0

It was moved by the Leader of the Council, seconded by Councillor Mrs S B Morris and

**DEFEATED THAT:**

- (i) The use of funding via the section 106 Agreements in order to build a 3G all-weather sports pitch be approved at South Wigston High School, subject to appropriate terms being agreed between the Council, South Wigston High School and the Council's Leisure Contractor; and
- (ii) The other aspects of the report be noted by Members.

**Votes For** 9  
**Votes Against** 10  
**Abstentions** 2

The meeting was suspended at 8:18 pm and reconvened at 8:36 pm.

The Director of Services / Monitoring Officer advised the Council that, in view of the unprecedented constitutional circumstances, the debate upon this item of business was herewith adjourned and Members would be advised outside of the meeting regarding the proper way to proceed with the same in due course.

Councillors M L Darr and D A Gamble left the Chamber at 8:39 pm.

**39. ORGANISATIONAL STRUCTURE UPDATE**

The Council gave consideration to the report and appendices (at pages 15 - 17) as delivered and summarised by the Director of Services / Monitoring Officer which should be read together with these minutes as a composite document.

A debate thereon was had whereby Members expressed their gratitude to the SMT and managers for their work over the preceding two years and acknowledged the rationale behind a shared building control service.

It was moved by Councillor Mrs L M Broadley, seconded by the Leader of the Council and

**UNANIMOUSLY RESOLVED THAT:**

- (i) **The proposed permanent arrangements for the senior organisational structure of the Council be noted by Members; and**
- (ii) **The principle of a shared building control service with other Leicestershire Boroughs and Districts to deliver resilience be approved.**

**40. RECEIVING OF MINUTES FOR INFORMATION**

**40a. MINUTES OF THE DEVELOPMENT CONTROL COMMITTEE HELD ON THURSDAY, 13 APRIL 2017**

The minutes of the Development Control Committee held on Thursday, 13 April 2017 shall stand as an item to be received at the next meeting of the Council due to be held on Tuesday, 05 September 2017.

**THE MEETING CLOSED AT 8.51 PM**



.....  
**Mayor**  
.....

**Tuesday, 05 September 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR*



**MINUTES OF THE EXTRAORDINARY MEETING OF THE COUNCIL HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON THURSDAY, 6 JULY 2017 COMMENCING AT 7.00 PM**

**PRESENT**

Councillor Mrs Samia Z Haq (Mayor)  
Councillor David M Carter (Deputy Mayor)

**COUNCILLORS**

E R Barr  
L A Bentley  
G A Boulter  
J W Boyce (Leader of the Council)  
Mrs L M Broadley  
F S Broadley  
M H Charlesworth (Deputy Leader of the Council)  
M L Darr  
B Dave (Leader of the Opposition)  
R F Eaton  
Mrs L Eaton JP  
R E Fahey  
D A Gamble  
Dr T K Khong  
Mrs H E Loydall  
K J Loydall JP  
R E R Morris  
R H Thakor

**OFFICERS IN ATTENDANCE**

Mrs A E Court (Director of Services / Monitoring Officer)  
M W L Hall (Chief Executive)  
M Hone (Interim Chief Finance Officer / Section 151 Officer)  
S Tucker (Electoral Services Manager) (Minutes)

**41. CALLING TO ORDER OF THE MEETING**

The meeting of the Council was called to order to receive His Worship The Mayor and Deputy Mayor.

**42. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors G S Atwal, Miss A R Bond, Mrs K M Chalk, Miss M V Chamberlain, J Kaufman and Mrs S B Morris.

**43. DECLARATIONS OF INTEREST**

Councillor Mrs H E Loydall declared a non-pecuniary interest regarding agenda item 4c as Chair of the Senior Citizens Forum.

**44. BUDGET OPTIONS 2018/19 AND 2019/2020**

The Council gave consideration to the reports and appendices as set out in the first and

second supplementary agenda updates (at pages 1 -29 and 1 - 6) as delivered and summarised by members of the Senior Management Team (SMT) which should be read together with these minutes as a composite document.

The report recommended that the Council review a range of budget options and provide advice and guidance to the SMT to enable production of a robust programme of projects and schemes to be brought forward as part of the budget plans for 2018/19 and achievement of the planned net reduction in spending set out in the Council's Medium Term Financial Strategy (MTFS).

It was agreed that rather than considering the budget options report as a whole, Members would debate each option individually in the order they appeared within the report, and aim to reach an overall consensus with regard to the future budget direction the Council wished to take, as well as determining which areas required more evidence in order to inform future decisions.

A debate held in open session in relation to each budget option considered by the Council is summarised as follows:

**44a. PART I - OPEN SESSION**

**a) Materials Recycling Facility (MRF)**

Members acknowledged that in light of recent decisions by the County Council the operational reality was that this facility would now have to be closed down. It was suggested that in view of this closure, there may be scope to relocate some services to the Bushloe House site, as well as potential for increased waste partnership working with other Boroughs and Districts.

**UNANIMOUSLY RESOLVED THAT:**

**An options appraisal be brought to Council for consideration as soon as possible, outlining the future possibilities for services currently undertaken at the depot site.**

**b) Wholly Owned Housing Company**

**RESOLVED THAT:**

**The report be noted by Members.**

**c) Reducing the Revenue Costs at Brocks Hill, Oadby**

Members acknowledged that whilst Brocks Hill since its opening has been and continues to be a highly regarded and valuable community asset, there had been a gradual deterioration of the facilities over a prolonged period of time, and various initiatives to steady financial losses had achieved mixed results. There was a general consensus that the Council was no longer best placed to run the facility and new management was needed in order to secure its future. Of the options outlined within the report, there was a strong interest from Members to look in closer detail at the option of partnership working with Sports Leisure Management (SLM) Limited.

**UNANIMOUSLY RESOLVED THAT:**

**A full report and presentation outlining SLM's proposal for running the Brocks**

**Hill centre be brought to the next Council meeting on Tuesday 5 September 2017, covering the key areas of car parking, access and financing arrangements.**

**d) Potential Closure of Public Toilets**

A range of views were expressed regarding whether or not public toilets within Oadby and Wigston should remain open. Some Members commented that they are seldom used, poorly maintained and often subject to vandalism. Other Members disagreed and suggested that in their experience the facilities were situated in convenient locations and had a reasonable standard of cleanliness. It was suggested that rather than a blanket closure of all public toilets, each of the six sites identified in the report needed to be assessed on a case-by-case basis. There was scepticism from Members that the option of a grant scheme to support local businesses in offering their toilet facilities would not receive much take-up.

**UNANIMOUSLY RESOLVED THAT:**

**That a further report be brought to Council identifying how public conveniences can be delivered and what alternative options exist for running the existing facilities.**

**e) Potential Introduction of a Charge for Collecting Green Waste**

Members acknowledged that the collection of green waste is a discretionary service and therefore had no objection in principle to a charging scheme for providing the service, noting that Oadby and Wigston were one of the few authorities not to currently charge. There were a range of questions from Members regarding whether any charges introduced would be per bin or per household, as it was noted that some large properties in the Borough had more than one bin, whilst smaller properties tended to use bags for garden waste rather than bins. It was clarified that the cost analysis outlining potential revenues contained in the report was based on a charge per bin, but that this was simply one way of charging, and Members could structure the charges differently if they were minded to. There was a consensus that any charges would need to be carefully considered so as not to discourage take-up from residents.

**UNANIMOUSLY RESOLVED THAT:**

**Consultants be commissioned to provide detailed advice on key matters including costs, take-up rates, different options for charging per household/per bin, and to consider any relevant highway/by-law impacts. Assurance was given that the public would be consulted fully once detailed proposals have been formulated.**

**f) Potential Changes to the Refuse and Recycling Collection Service**

Members of the administration stressed that an undertaking had been given in their manifesto to preserve weekly refuse collections within the Borough and therefore they would not support any move towards the introduction of fortnightly refuse collections. It was suggested however that a move to fortnightly recycling collections would be considered, especially if co-mingling were to be introduced which would negate the need for a separate glass collection service.

Regarding the possibility of issuing households with wheeled bins in order to replace bag collections, Members stated that whilst this would be feasible (and in many cases

welcomed) by larger households with ample storage space for a wheeled bin, it would create difficulties for smaller properties and terraced properties. Concern was also expressed that wheeled bins when full can be difficult to manoeuvre, especially for elderly residents.

**UNANIMOUSLY RESOLVED THAT:**

**A range of consultants be commissioned to produce a report as soon as possible, outlining the different options for changes to the refuse and recycling collection service. A timescale for the work of the consultants shall be agreed at the Policy, Finance and Development Committee on Tuesday 25 July 2017. Issues to be addressed by the consultants should include frequency of collections, what options exist to accommodate the needs of differing property sizes and locations, the flexibility of the Council's vehicle fleet, health and safety considerations, any relevant highway/by-law considerations and any relevant planning advice for future property development in the Borough. The consultants' findings should be presented to the Policy, Finance and Development Committee at its meeting on Tuesday 31 October 2017, with a public consultation commencing immediately thereafter and completing by April 2018.**

**g) Potential Charging for Car Parking**

Members of the administration also stressed that an undertaking had been given in their manifesto to preserve free car parking for shoppers within the Borough and therefore they would not support charging shoppers for parking. There was however general agreement that a proportion of parking spaces were consistently occupied by non-paying town centre workers for more than three hours, so better enforcement needed to be applied. It was also suggested that enforcement was sporadic across the various car parks in the Borough, which was one possible cause of the falling revenues highlighted within the report.

**UNANIMOUSLY RESOLVED THAT:**

**That a management plan be produced for all of Oadby and Wigston's car parks which creates a single system that can be properly and consistently maintained. The plan should be cost-neutral in terms of balancing the cost of enforcement versus the revenue generated from car parking. The plan should be presented to the Council meeting scheduled for Tuesday 5 December 2017.**

**h) Potential to Move the Council's Administrative Offices from Bushloe House to a New Location**

Whilst there was a general acceptance amongst Members that the Bushloe House offices were not fit for modern day working in their current state, there were differing views as to what future direction should be taken to address the issue. Some Members suggested that the existing building was originally designed for open-plan working and as such it could be converted back to an open-plan setup relatively simply, whilst there were a number of suggestions regarding making better use of the existing site and building, for example by relocating the Council's depot facilities and renting out office space to partner organisations. Other Members suggested that there needed to be a clearer vision of what services the Council would be looking to provide to customers in order to determine what an appropriate Council Offices might look like. The Chief Executive added that the needs of staff were an important consideration in this matter, and urged Members to use their community links to establish dialogue with partner organisations about potential co-

location.

**UNANIMOUSLY RESOLVED THAT:**

**That the Council's Asset Management Board be asked to produce a report by the end of 2017 which assesses the viability of selling off the depot and relocating the facility to the Bushloe House site, and also outlines the longer-term options for use of the site.**

**i) Potential to Review the Council's Grounds Maintenance, Parks & Open Spaces Service and Statutory Street Cleansing Services**

**RESOLVED THAT:**

**The report be noted by Members.**

**44b. EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED THAT:**

The press and public 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 involved the likely disclosure of exempt information, as defined in the respective paragraph(s) 1 and 2 of Part 1 of Schedule 12A of the Act and, that in all the circumstances, the public interest in maintaining the exempt item(s) outweighed the public interest in disclosing the information.

**44c. PART II - CLOSED SESSION**

A debate held in closed session in relation to each budget option considered by the Council is summarised as follows:

**a) Discretionary Services**

Members requested a more detailed breakdown of the costs involved in delivering the discretionary services and what outcomes were being achieved with the financial support from the Council.

**UNANIMOUSLY RESOLVED THAT:**

**A report covering each of the discretionary services provided be brought to the Council meeting on Tuesday 5 December 2017.**

**b) Grants**

Members stated that they could not make a judgement on the value for money achieved through the grants given to outside bodies based solely on the figures provided within the report and requested further information about what functions these bodies perform and how the grants are spent.

**UNANIMOUSLY RESOLVED THAT:**

**A politically balanced five-member Working Group be established to look at the**

**system for awarding grants. Terms of reference for the Working Group shall be brought to the Council meeting on Tuesday 5 September 2017, with a report to be produced by the end of 2017.**

**c) Review the Vacant Position of Chief Executive**

There was agreement from Members that they wished to see the Council retain the position of Chief Executive as paid Head of Service. It was suggested that Oadby and Wigston required a voice to represent the authority at a senior level, and past experience of sharing senior staff with another local authority had not proved to be successful. It was also agreed that now would be the opportune moment to review the structure of the Senior Management Team as a whole, rather than just the Chief Executive's position.

**UNANIMOUSLY RESOLVED THAT:**

**A five member panel be established to review the Senior Management Team Structure, the role of the Chief Executive and the recruitment process for a successor. After the current Chief Executive vacates the position in September 2017, Mrs Anne E Court to serve as Interim Chief Executive for a period of time to be determined by the panel.**

**THE MEETING CLOSED AT 8.45 PM**



.....  
**Mayor**  
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.....  
**Tuesday, 05 September 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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COUNCIL

**ACTION LIST**

Arising from the Meeting held on Tuesday, 20 June 2017

| Min. Ref. | Item of Business   | *Details of Action<br><i>Action Due Date</i>   | Responsible Officer(s)' Initials | Status / Update |
|-----------|--|--|----------------------------------|-----------------|
| 38.       | <b>Proposed 3G Pitch in South Wigston, Horsewell Lane Pavilion, Wigston and Other Leisure Facilities</b> | Members to be advised outside of the meeting regarding the proper way to proceed with the defeated item of business.<br><br><i>Due by Jul-17</i> | <b>AC<br/>SJB</b>                | Complete        |

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

# Agenda Item 6a

Mr Mark Hall  
Chief Executive  
Oadby and Wigston Borough Council  
Station road  
Wigston Magna  
Leicestershire.

## NOTICE OF MOTION



Re: Council Meeting 20 June 2017 – Report on “Proposed 3G Pitch in South Wigston, Horsewell Lane Pavilion, Wigston and other leisure facilities”

In accordance with the Council’s Constitution procedure rule (15(2) “Motions similar to one previously rejected” we the undersigned members request that the above report is returned for a Council decision before the six month restriction period of further consideration of similar motions.

It is requested that the report has a more comprehensive options appraisal on a site for a 3G Pitch within the borough.

It is requested that the Council resolves at its meeting on 5 September 2017 to call an extraordinary Council meeting to consider this report. The date of which should be as soon as is practicable.

Regards

  
M Lloydell  
c/wr Kevin Lloydell  
SA Rulli  
JK onfman  




## Mayoral/Deputy Mayoral Engagements Attended (May - August 2017)

### Mayor

#### May 17

|    |                       |                        |
|----|-----------------------|------------------------|
| 25 | The Big Ideas Company | The Unremembered Event |
|----|-----------------------|------------------------|

#### June 17

|    |                                   |  |
|----|-----------------------------------|--|
| 04 | Brocks Hill                       | Garden Party                             |
| 06 | Brocks Hill                       | Volunteering Fair                        |
| 10 | The Rt Revd Martyn & Dr Lynn Snow | Summer garden party                      |
| 11 | O&W Lions Club                    | Lets Celebrate Concert                   |
| 12 | O&W Lions Club                    | Award Evening                            |
| 16 | Cedar Court Care Home             | HC-One Big Lunch                         |
| 17 | Royal Tigers Association          | Plaque Unveiling Old Glen Parva Barracks |
| 18 | Lord Mayor's Civic Service        | Lord Mayor                               |
| 24 | Tim Webster                       | Armed Forces Day, Service and Parade     |
| 28 | Leicester Community Concert Band  | Summer Concert                           |
| 30 | Menphys                           | 40th Anniversary Celebration             |
| 30 | School Games Summer Championships | Leicester & Rutland Sport                |

#### July 17

|    |                      |   |
|----|----------------------|---|
| 04 | Leicester Racecourse | Ladies Day Window Campaign              |
| 05 | Wigston College      | Summer Showcase                         |
| 11 | Warning Zone Ltd     | Osprey & Wildlife Cruise, Rutland Water |

|    |                                   |  |
|----|-----------------------------------|--|
| 12 | University of Leicester           | Summer Degree Congregations                          |
| 13 | Muslim school Oadby               | Exam results day                                     |
| 15 | University of Leicester           | Summer Garden Party                                  |
| 27 | Chairman Leicester County Council | Summer Evening Buffet Reception                      |
| 28 | Age UK Oadby & Wigston            | Opening Memory Cafe                                  |
| 31 | Dean of Leicester                 | Commemorate the centenary of Battle of Passchendaele |

### August 17

|    |                                      |  |
|----|--------------------------------------|--|
| 02 | OWBC                                 | Pride of the Borough - meet the judges |
| 05 | Aylestone Lane Allotment Association | Aylestone Lane Allotment Day           |

### Deputy Mayor

### June 17

|    |                       |      |
|----|-----------------------|------|
| 11 | 28th Leicester Scouts | Fete |
|----|-----------------------|------|

### July 17

|    |                     |  |
|----|---------------------|--|
| 05 | OWBC                | Pride of the Borough - meet the judges |
| 09 | Blaby Chairman      | Civic Service                          |
| 14 | The Lawns Care Home | Diamonds & Pearls Evening              |



|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:** **Potential Developments at Parklands Leisure Centre and Brocks Hill, Oadby**

**Author(s):** **Anne Court (Director of Services / Monitoring Officer)**

---

**1. Introduction**

- 1.1 This report follows on from the Budget Options report presented to Council on 6 July 2017 which set out a range of future policy budget options for Members to consider, one of which was reducing the revenue costs of the running of the Brocks Hill Centre, Oadby (“the centre”). A comprehensive explanation of the financial situation was provided to Members together with strategic options for the future of the centre. The most viable of these options which anticipates significant revenue efficiencies and most importantly, will substantially retain the ethos of the existing Centre and the park itself, was considered to be the proposal of the Council’s existing Leisure Contractor, Sports Leisure Management Ltd (SLM). Members requested a further report and presentation be brought to this meeting on the proposal together with an update on the proposals for enhancing car parking facilities at the Parklands/Brocks Hill site and enhancing pedestrian access to the site from both Oadby and Wigston.
- 1.2 There will be a presentation by Mr Dan Hicks, SLM’s Area Manager, at the meeting to provide further details of the proposal and costings; a summary of which is provided within this report. Mr Hicks will explain how the combination of the existing leisure facilities across the Parklands/Brocks Hill site and new facilities will substantially enhance the whole site making it a unique “one stop shop” leisure destination for families, creating a flagship “leisure park” which will enhance the health and wellbeing for all.
- 1.3 In addition, the report sets out the progress that has been made to enhance access for users of the site in terms of car parking but also pedestrian access through the creation of new footpaths from both Oadby (B582 Wigston Road, Oadby) and from Wigston (Tendring Drive).

**2. Recommendation(s)**

That Members consider the proposals within this report and approve the schemes, including the capital borrowing requirement of £1.2 million including contingencies.

**3. Information**

**3.1 The Country Park (“the park”) surrounding the Centre**

As emphasised in the report of 6 July, the park and its facilities will continue to be directly managed by the Council through a combination of the Park Warden, the grounds maintenance team and significant input from volunteers. This will ensure the expertise will ensure biodiversity and conservation elements continue to flourish and nationally accredited standards are maintained. The park and centre will continue to be open to all and events such as the annual garden party will continue to be held and promoted. SLM’s proposal includes working in partnership to increase

awareness of the park and support the Council with events which will provide increased resources and to put on more events.

## 3.2 **The Centre**

- 3.2.1 As explained in the report of 6 July, despite a significant amount of effort and initiatives in recent years to increase the revenue of the centre, it continues to run at a significant loss of approximately £100,000 per annum. A comprehensive explanation of the major sources of income and expenditure over recent years was set out in the report which fall short of coming anywhere near meeting the running costs of the centre (it is understood that cost neutrality has not been achieved by any country park service in the UK, particularly one that does not charge for car parking and entrance). In particular, and by far the largest element of costs, are staffing costs due to the centre being open all but four days a year.
- 3.2.2 A comprehensive account of the strategic options for the future of the centre was also set out in the report of 6 July with the advantages and disadvantages of each option. These included demolition or sale; charging for admission and for car parking; continuing in-house provision; operation by a Not for Profit Organisation / Charity / Community Group; redevelopment of the site for an alternative use or operation by a Private Profit Making Organisation/Existing Partner which will substantially retain the ethos of the existing centre.
- 3.2.3 The advantage of the existing partner and their proposals is SLM already has a track record of delivery and working well in partnership with the Council. The recent Local Government Association Peer Challenge report specifically commented on this being an example of best practice partnership working, delivering effectively one of the core priorities of the Council. It added *"OWBC's private sector provider makes strong links between leisure, health and wellbeing agendas in its delivery and this aligns very well with the Council's own wellbeing aspirations"*.

The proposals in more detail would involve:-

- 3.2.4 **Council relieved of all asset responsibility** – SLM to run the centre on the Council's behalf through a contract variation to the existing leisure contract. The existing contract provides for an extension of the arrangements. SLM to run the centre on a lease and full repair basis. There will be agreement in the spirit of partnership working on which remedial works arising from the condition survey will be carried out prior to SLM taking on the lease.

A more comprehensive service provision and efficiencies by merging the management of the two centres on the site are likely to be achieved.

The monitoring by the Council of SLM's performance in managing the centre would be in the same way as the existing leisure contract operates and the regular updates to the Service Delivery Committee demonstrate the success of this approach in ensuring delivery.

Profit share arrangements will be in line with the existing contract.

- 3.2.5 **Significant revenue savings** for OWBC (overall expected savings of approximately £100,000 per annum). The variation to the existing contract will run co-terminus so over the remaining 17 years of the contract the predicted revenue savings will be £1.7 million over that period.

- 3.2.6 **Country park service maintained at current level by Council** with SLM signposting to Council led programmes from their 50,000 database of leisure cardholders such as the Corporate Volunteering, Volunteer Conservation Team, Park Warden's educational activities.

The focus on service delivery would be:-

- 3.2.7 **Education** – continuing the centre as an education facility for schools, increasing participation by utilising SLM's existing extensive database to promote use of the activity space for self-led educational classes based around an environmental/outdoor/Country Park/activity theme. In addition the existing holiday activity camps held at Parklands will link into this, offering a more varied and educational experience. The Park can also be utilised for outdoor based fitness classes linked to Parklands leisure contract programme.
- 3.2.8 **Activity – encouraging greater activity and addressing health and wellbeing issues across the whole spectrum of ages** - a percentage of the existing activity sessions held in the sports hall at Parklands (eg. curling, tumble tots, exercise classes during the day; cheerleading, gymnastics, martial arts in the evening) to be held in a new activity space at the centre.

This would be facilitated by knocking the meeting room and exhibition hall together to make one large activity space. Building surveys have been undertaken and this would cause no structural concerns.

The above transfer of some of the existing activity sessions from Parklands to the centre will enable part of the sports hall at Parklands to be converted to a combined "soft play" and "clip n' climb" facility. The scale and quality of this will be a unique facility in Leicestershire, for both children and adults and can generate additional income through corporate events.

The above is expected to maintain current (sports hall) participation rates, but spread across both activity spaces and with the soft play, the facility should significantly increase participation opportunities (80,000 per annum).

- 3.2.9 **Café** - Maintain provision with enhance decor including catering for conference/meetings (which the centre can still be used for). Users of the Country Park will still be able to use the Cafe.
- 3.2.10 **Job Security for existing staff** and increased opportunities with TUPE applying (3: 1 x full time and 2 x part time posts).
- 3.2.11 **Project Timescales** - SLM timeline is for the project to be completed by February 2018.

3.2.12 **Risks That Were Previously Identified**

- At the time the outcome of a building condition survey was awaited as to the extent of remedial works necessary, this is now completed and there are no immediate "priority" works that may have been an issue in terms of agreeing a hand-over
- The Realisation of predicted participation rates for soft play & "clip n climb". These predictions are based on facts of the significant popularity of these type of activities when introduced at two of SLMs other sites elsewhere in the country,

With the already far exceeding stretch targets for increased participation at the new facilities at Parklands and South Wigston (over 2,000 visits per day) there is every indication that enhancing the leisure activities available on site will continue this trend.

- Ability of SLM to increase income generation at Brocks Hill. With the proposed partnership working and expertise SLM will bring in event management this should be achievable, for example greater use of the amphitheatre.
- Reduced capacity for 5-a-side (but mainly casual bookings and can be accommodated elsewhere).

### 3.3 **Enhancing the Availability of Car Parking on the Site**

Due to the success of the new leisure contract significantly increasing visitor number and hence increase in vehicular traffics. it has become apparent over the last 18 months of the need to increase car parking spaces for Parklands Leisure Centre and officers have been exploring the viability of this within the restricted available space across the site and adjacent land in order to future proof the site.

The outcome of the viability exercise is that the area of green space between Wigston Road (B592) and Parklands Leisure Centre (opposite to the Cedar Suite entrance) is the only area that has the potential to provide any meaningful additional car parking space. It is envisaged this will only act as an overflow car.

SLM have been seeking pre-application advice from the Planning Policy and Control service. In planning terms the identified area is acceptable in principle, subject to specified recommended surveys being undertaken and additional planting of trees for screening purposes. A full application will be submitted once the surveys are completed, and the application will follow the normal process of consultation and consideration before the Council's Planning Control Committee. The full detail of the application will be a matter for the Planning Committee.

Costs are currently being finalised and will be subject to the outcome of the planning application requirements but are expected to be approximately £300,000.

### 3.4. **Enhancing the Availability of Pedestrian Access to the Site**

3.4.1 The outstanding scheme for a footpath access from Wigston Road (opposite the entrance to the Civic Amenity tip and Council depot site) to the Parklands Leisure Centre for ease of use and to encourage walking to the site will be incorporated within the above car park extension and application for planning permission. The costs of the proposed footpath are incorporated into the above figure for the car parking.

3.4.2 In addition to enhancing pedestrian access to the site from Oadby, temporary planning permission is in place to implement footpath access for the general public from Wigston, via Tendring Drive connecting the existing footpath into the Brocks Hill Country Park. This again will realise the Council's key priority of improving the health and wellbeing of its local residents and reduce the need for some vehicular use to/from the site.

The footpath is in the ownership of Glenmere School, which provides access for school use only, at present. The school cannot afford to continue to maintain the extensive pathway (300 metres) and are looking for the Council to take the footpath over subject to an acceptable legal agreement.

Officers have been working with the school and looking into the works required to connect Tendring Drive to the hard surfaced paths at Brocks Hill and relocating and replacing the existing gate from the Tendring Drive entrance to a position that will maintain the security of the school entrance. The footpath is in poor repair but in view of the temporary planning permission in place until November 2018 it could be that only the immediately necessary repair works to the footpath and a "kissing gate" be located to gain access onto the country. These above works are envisaged to cost approximately £5,000 - £8,000.

The school has indicated it would like to see from the outset, lighting of the footpath, although this is not a condition of the temporary planning permission and ideally complete resurfacing of the path for which quotes for these two elements alone have been obtained for Members consideration of approximately £45 - 50,000. This is due to the extensive length of the path and the complications of providing an electricity supply to the location for lighting. If Members are not minded at present to install lighting and resurface the entire pathway, these considerations will need to be taken into account should permanent planning permission be sought in 2018 and will also be dependent on how the temporary permission operates.

Once Members agree to the way forward then negotiations on the legal agreement can commence with the school's legal advisors without delay.

A visual presentation of the layout of the car parking and footpath schemes will be available at the meeting.

#### **4. Finance**

- 4.1 The costs of the investment in soft play and climbing wall equipment, reconfiguration of the existing structures, building works, site works and associated costs, including expansion of the leisure facility car parks and footpath works is estimated to be £1.2M, including contingencies which can be funded through capital borrowing repaid over the lifetime of the contract. Funds can be obtained from the Public Works Loan Board with a notice of approximately one week. At present, the most cost-effective option would be to borrow on an annuity basis, as was done with the leisure facilities project. This would also be appropriate for accounting reasons, as the increasing repayments of principle would reflect the expected increasing revenues from the project over time. As of 25<sup>th</sup> August, a 17-year annuity loan at PWLB certainty rate stands at 1.80%, leading to an interest charge in the of £25.2K in the first year, and an MRP charge of £71.K; an overall charge of £96.3K, making the proposal revenue neutral.

At present, the borrowing strategy projects net borrowing by 2019/20 to be £33.614M, which is well within the £45M Authorised Limit for External Debt. As such, an additional £1.4M of borrowing would not put the Council in danger of breaching its Prudential Limits.

It should be noted that even if the Council did not chose to invest in this proposal, significant capital investment would still be required to bring the existing centre up to an acceptable standard.

#### **Background Documents:**

Report to Council on 6 July 2017

**E-mail:** anne.court1@oadby-wigston.gov.uk

**Tel:** (0116) 257 2602

| <b>Implications</b>   Potential Developments at Parklands Leisure Centre and Brocks Hill, Oadby |  |
|---|--|
| <b>Finance</b>  | As set out in the body of the report.  |
| <b>Simon Ball</b><br>(Technical Accountant)   |  |
| <b>Legal</b>  | As set out in the body of the report.  |
| <b>Anne Court</b><br>(Director of Services/<br>Monitoring Officer)                              |  |
| <b>Corporate Risk(s) (CR)</b>   | <input checked="" type="checkbox"/> <b>Decreasing Financial Resources (CR1)</b><br><input checked="" type="checkbox"/> <b>Key Supplier/Partnership Failure (CR2)</b><br><input checked="" type="checkbox"/> <b>Effective Utilisation of Assets/Buildings (CR5)</b><br><input checked="" type="checkbox"/> <b>Organisational/Transformational Change (CR8)</b><br><input checked="" type="checkbox"/> <b>Economy/Regeneration (CR9)</b> |
| <b>Anne Court</b><br>(Director of Services/<br>Monitoring Officer)                              |  |
| <b>Corporate Priorities (CP)</b>  | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b><br><input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b><br><input checked="" type="checkbox"/> <b>Green &amp; Safe Places (CP4)</b><br><input checked="" type="checkbox"/> <b>Wellbeing for All (CP5)</b>  |
| <b>Anne Court</b><br>(Director of Services/<br>Monitoring Officer)                              |  |
| <b>Vision &amp; Values (V)</b>  | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b><br><input checked="" type="checkbox"/> <b>Teamwork (V3)</b><br><input checked="" type="checkbox"/> <b>Innovation (V4)</b><br><input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>  |
| <b>Anne Court</b><br>(Director of Services/<br>Monitoring Officer)                              |  |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>   | An initial EA screening has been completed   |
| <b>Anne Court</b><br>(Director of Services/<br>Monitoring Officer)                              | <input checked="" type="checkbox"/> <b>Initial EA Screening</b> ( <i>Appendix 1</i> )  |





**Oadby & Wigston**  
BOROUGH COUNCIL

## **EQUALITY ASSESSMENT**

### **PART 1 - INITIAL SCREENING**

|  |                                     |  |
|--|-------------------------------------|--|
| <b>Name of Policy/Function:</b>  | <input checked="" type="checkbox"/> | This is <b>new</b>   |
|  | <input type="checkbox"/>            | This is a <b>change</b> to an existing policy                        |
|  | <input type="checkbox"/>            | This is an <b>existing</b> policy, Function, not previously assessed |
| <b>Potential Developments at Parklands Leisure Centre and Brocks Hill, Oadby</b> |                                     |  |

|                          |                |
|--------------------------|----------------|
| <b>Date of screening</b> | 25 August 2017 |
|--------------------------|----------------|

#### **1. Briefly describe its aims & objectives**

To reduce the revenue costs of the running of the Brocks Hill Centre whilst substantially maintaining the ethos of the current arrangements. To enhance the range of activities available across the Parklands and Brocks Hill site to improve the customer experience and increase participation. To enhance the car parking and pedestrian access to the overall site.

#### **2. Are there external considerations?**

*e.g. Legislation/government directive etc*

None.

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

Public – use of the facility.  
Contractor – as contract manager.

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

As 1 above

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

Research into viability of the proposed new activities – no equality issues  
 Consultation in terms of the additional car parking and footpaths will be part of the planning process.

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

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

The current facilities are used by a whole range of customers and there are no specific equality issues from equality monitoring undertaken.

**7. Could a particular group be affected differently in either a negative or positive way?**

**Positive** – *It could benefit*

**Negative** – *It could disadvantage*

**Neutral** – *Neither positive nor negative impact or not sure.*

|                                    | <b>Type of impact, reason &amp; any evidence</b> |
|------------------------------------|--|
| Disability                         | <b>It Could Benefit</b>                          |
| Race (including Gypsy & Traveller) | <b>Neutral</b>                                   |
| Age                                | <b>Positive</b>                                  |
| Gender Reassignment                | <b>Neutral</b>                                   |
| Sex                                | <b>Neutral</b>                                   |
| Sexual Orientation                 | <b>Neutral</b>                                   |
| Religion/Belief                    | <b>Neutral</b>                                   |
| Marriage and Civil Partnership     | <b>Neutral</b>                                   |
| Pregnancy and Maternity            | <b>Neutral</b>                                   |

**8. Could other socio-economic groups be affected**

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

n/a

**9. Are there any human rights implications?**

No

**10. Is there an opportunity to promote equality and/or good community relations?**

Yes

**11. If you have indicated a negative impact for any group is that impact legal?**

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

n/a

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

Yes, existing leisure provider.

**13. Is a Part 2 full Equality Assessment required?**

No

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

n/a

**Please note that you should proceed to a Part 2, the full Equality Impact Assessment if you have identified actual, or the potential to cause, adverse impact or discrimination against different groups in the community.**

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required\*** (please delete as appropriate).

Completed by Anne Court  
(Policy/Function/Report written)

Date 23 August 2017

Countersigned by Mark Hall  
(Head of Service)

Date 23 August 2017

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

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



|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:**                               **The Proposed Future of the Economic Regeneration Service**

**Author(s):**                       **Anne Court (Director of Services / Monitoring Officer)**

---

## **1. Introduction**

- 1.1. This report follows on from the Budget Options report presented to Council on 6 July 2017 which set out a range of future policy budget options for Members to consider. One of the areas of discretionary spend that Members asked for further information on was Economic Regeneration.
- 1.2. This report sets out what the current Economic Regeneration service does. It also makes a number of proposals as to how the service could be delivered in the future to ensure that it will focus more directly on the Council's key priorities. This report also then identifies that there will be an annual General Fund revenue budget saving.

## **2. Recommendation(s)**

- 2.1. That the Council should continue to invest in proactive town centre management as set out in Section 6.
- 2.2. That the Council should focus and invest in the "harder" and more tangible economic deliverables as set out in Section 4 which will have the most positive impact in the Borough and its economic sustainability.
- 2.3. That the Council should also use this opportunity to focus on new and emerging priorities as set out in section 7.
- 2.4. That the Council should significantly reduce the resources that it has traditionally allocated to the more generic "softer" business development as set out in Section 5.

## **3. Information**

- 3.1. Currently the Economic Regeneration Service is provided to the Council through a shared service agreement by Hinckley and Bosworth Borough Council (HBBC).
- 3.2. This agreement provides the Council with a Principal Economic Regeneration Officer, a Senior Economic Regeneration Officer and an Economic Regeneration Officer. Each post is provided two days per week to the Council by HBBC, amounting to a total of six days per week. The agreement also provides a Town Centre Manager for two days per week. This shared arrangement costs the Council approximately £85,000 per year.
- 3.3. The benefit of the shared service is that it has provided the Council with a range of different skills that it would be difficult to find in a single officer (eg employer support and events, skills development, strategy development, grant sourcing and applications, regeneration, partnership development, community support, property, land assembly and development). It has also enabled both Councils to work together to recruit to posts that have proved difficult to recruit to in the past. This is particularly the case with regards to sourcing the more practical property, land

assembly and development skills required to bring sites forward for development.

- 3.4. Due to a number of factors it is now an opportune time to review the service in order to identify and agree what the Council's Economic Regeneration function needs to focus on and how best to deliver that in the future.
- 3.5. In summary the conclusion has been reached that the Council should cease its existing shared service arrangement with HBBC and instead directly recruit and manage its own Economic Regeneration Team Leader and Economic Regeneration/Town Centre Officer. The Economic Regeneration/Town Centre Officer would then provide the resilience needed for the service and support both the Economic Regeneration Team Leader and the Town Centre Manager. It has also been concluded that the Council should still continue with the existing Shared Service arrangement in relation to the Town Centre Manager. The advantage of these arrangements will be that it would provide the Council with a total of 12 days of resource per week compared to the present 8 days per week.

#### **4. "Harder" Physical Regeneration – Current and Future Focus**

##### **4.1. Projects**

- Preparing and actioning the Compulsory Purchase Order relating to 41 Canal Street to bring a vacant building into active use
- Delivery of a new 3G Artificial Sports Pitch in the Borough
- Delivery of a new Pavilion at Horsewell Lane
- Regeneration of town centre sites by promoting and facilitating the delivery of new development as committed to in the Local Plan and Area Actions plans
- Previous projects include new Town Centre Public Realm schemes and Blaby Road Park refurbishment

##### **4.2. Delivery**

- Assemble the funding packages sufficient to deliver the schemes
- Identifying grant and funding programmes and completing the application process which is a time consuming and drawn out process (e.g. ERDF total successful bids in Borough amounted to grant of £1.5 million available to spend in Borough)
- Stakeholder and public engagement through regular meetings during the development and delivery of projects
- Working closely with the Planning Policy Team to deliver the opportunities and commitments identified and made in the Local Plan (e.g. Local Development Orders – A successful bid to DCLG resulted in a grant of £44,500 awarded to the Council)
- Active promotion of sites through publication of the Investor Prospectus and Developer Forum events
- Tendering and procurement of capital projects and schemes
- Overall management of capital projects and schemes either directly or through contractors
- Acting in the capacity of the client in relation to the procurement and delivery of capital projects and schemes

##### **4.3. Summary**

This work is essential due to the very strong and inexorable link with the Local Plan. This work is concerned with delivering sites that are identified for development in the Local Plan and which the Council has committed itself to deliver. It is essential that

these schemes are delivered in order for the Council to demonstrate that it is achieving what is set out in the Local Plan. For example, in relation to housing, to meet the 5 year housing land supply which if not met would lose the future ability for the Council to control where land is developed in the Borough.

## **5. "Softer" Business Development – Current and Future Focus**

### **5.1. Generic Business Links**

- Maintenance of the Business Database aimed at promoting the businesses and also allowing the Council to engage via mailshots
- Organising, promoting and running Business Breakfasts/Events to provide business support and enable networking – three per year
- Links with other Leicestershire Economic Development Officer to jointly develop projects and initiatives
- Input into the Leicester and Leicestershire Economic Partnership (LLEP)
- Input into the LLEP Strategic Economic Plan (SEP) and attend relevant meetings
- Engage with businesses in the Borough and offer business support and advice
- Links with the River Soar and Grand Union Canal project

### **5.2. Summary**

This work is where the largest proportion of staff expertise exists under the current shared service arrangement, but is probably of lesser benefit to the Borough now and for the foreseeable future. Take up of events and listings on the Business Database is low, despite numerous attempts to promote and better engage with businesses. An element of business support is provided by the LLEP and also, currently, by organisations delivering European Regional Development Fund projects

## **6. Town Centre Management – Current Roles and Responsibilities**

### **6.1. Focused Local Business Links**

- Links Town Centre Groups, business support and events (including traders groups, community groups, charity groups, stakeholder groups)
- Attends meetings
- Provides advice to support and help businesses grow
- Conduit of information between traders in the Borough and Association of Town and City Management
- Provides support to events (including pre event, organisational support, promotion, provision of on the day support and marshalling (including via provision of HBBC staff) - Events include Christmas lights switch on's, Oadby Classic Car Show, Community Events (e.g. the Big Lunch)
- Application for road closures and Liaison with Leicestershire County Council/bus companies etc
- Oversees on the day road closures for events including purchase of traffic management signs, their erection, dismantling and storage

### **6.2. Markets**

- Liaison with market managers, dealing with problems, applications for licences and promotion.

### **6.3. Town Centre Infrastructure**

- Procurement and Installation of free Wi-fi in Wigston Town Centre
- installation of Digital Display Screen in South Wigston and the management of existing Digital Display Screens in Wigston and Oadby town centres – including promotion and weekly updating
- Supports Pride of the Borough including installation of planters and running the Loyalty Card
- Responsible for new public realm infrastructure, for example, the bollard/gate on Bell Street in Wigston
- Partnership working with other town centre managers
- Continually promoting and advocating for the town centres with national retailers and local business. This has resulted in the town centres having one of the highest occupation rates in the region at consistently well over 90% in each town.

#### 6.4. **Christmas Lights**

- Procurement of contractor; day to day liaison with contractor, oversees installation, testing, dismantling and storage of lights
- Purchase of Christmas lights, organisation of maintenance and repair of lights
- Responsible for year round management of infrastructure such as cabling and sockets including maintenance and repair
- Responsible for dealing with problems when the lights are switched on such as weather damage, outages etc and responding to customer enquiries/complaints

#### 6.5. **Summary**

All of the above is provide for by two days a week of a full time post (only possible by sharing a full time post with HBBC). It is considered good value and the importance of this role particularly in relation to Christmas lights and the links with/support to traders and associated community groups in enabling them to deliver events and initiatives and generally help their businesses to thrive through the various initiatives that the Town Centre Manager post delivers, should not be underestimated. Without this role, there would be no-one else to progress this work. A drawback in relation to the shared service arrangement is a lack of resilience. This is particularly apparent when the Christmas lights are up or during events, because during the 60% of time that there post is not at OWBC, there is no-one available to deal quickly with problems that arise (e.g. weather damage, outages etc).

### 7. **Additional Economic Future Focus**

In addition to the pure “like for like” Economic Regeneration service as set out above it is proposed that any new arrangements should also:

- Provide a strong and knowledgeable “client” to drive, guide and scrutinise the work of the Council’s new Housing & Development Company to ensure it fulfils the Council’s corporate aspirations and priorities
- Drive ad hoc capital projects forward such as the canal footbridge, Tendering Drive etc which the Council has not had the capacity to do and has been a frustration for Members.
- Provide more direct one to one support to town centre retailers, as opposed to the support that is currently offered via traders groups, which is all time under the current arrangement will allow.

### 8. **Proposals**



As set out above a review of the existing arrangements together with an assessment of what needs to be the focus to ensure the future economic development and sustainability of the Borough has highlighted the following:

- 1.** That the Council should continue to invest in proactive town centre management as this works well as set out in Section 6 above.
- 2.** That the Council should focus and invest in the “harder” and more tangible economic deliverables as set out in Section 4 above which will have the most positive impact in the Borough and its sustainability.
- 3.** That the Council should also use this opportunity to focus on new priorities as set out in section 7 above in the future
- 4.** That the Council should significantly reduce the resources that it has traditionally allocated to the more generic “softer” business development as set out in Section 5 above

In order to do this is it proposed that:

- 1.** That the Council should continue to fund and provide a part time (two days a week) Town Centre Manager post on the existing shared service arrangement with HBBC.
- 2.** That the Council ceases its shared service arrangement in relation all of the other aspects of Economic Development and in future that it directly recruits and manages its own staff consisting of an Economic Regeneration Team Leader and Economic Regeneration/Town Centre Officer. The Economic Regeneration/Town Centre Officer would then provide the resilience needed for the service and support both the Economic Regeneration Team Leader and the Town Centre Manager
- 3.** Overall this new arrangement would cost the Council an additional £15,000 per year which would provide the Council with 12 days per week or resource rather than the existing eight.
- 4.** Members should note that accounting rules allow that a proportion of these salaries, as in the future they will be employed directly by the Council, can be legitimately allocated to the specific capital projects and schemes that they work on. This means that these costs can therefore be capitalised and will not have to be funded from the annual General Fund budget as they are at the moment. This was also a recommendation in LGA Peer Review report in March 2017 which was clear that the Council should find and fund the necessary capacity and resource needed to manage and deliver specific projects.
- 5.** This would deliver an overall annual general fund saving of approximately £50,000 resulting in a net saving on a like for like basis of £35,000 per if Members were to accept £15,000 of growth as set out in point 7 above.

This overall approach will mean that the Council is investing in the economic future of the Borough in a focused way and in accordance with the Council’s corporate priorities. It will also be able to do this in a way that can be financed resulting in a net reduction to the annual general fund budget of approximately £35,000 per year.

It is important to note that the Council has the option to put in place the above arrangement but without funding the post of the Economic Regeneration/Town Centre Officer. If that were to be the case then this could result in a total net saving of

£65,000 per year. The service would then have to be tailored to focus purely on the essentials which would primarily be:

- Supporting and delivering the statutory local plan process from a growth perspective in order to deliver the Councils commitments and make sure its statutory planning basis is sound and continues to be defensible.
- Driving forward committed town centre action plan growth
- Acting as the client for the Housing & Development Company
- The Town Centre Manager would have no additional support so there would be no resilience or opportunity to strengthen the function. Only essential work would be carried out.

This option would provide seven days per week or resource rather than the eight days per week at the moment or the 12 days a week that could be the optimum under the proposals set out in this report.

**Background Documents:**

None.

**E-mail:** anne.court1@oadby-wigston.gov.uk

**Tel:** (0116) 257 2602

| <b>Implications</b>   The Proposed Future of the Economic Regeneration Service |   |
|--|---|
| <b>Finance</b>   | As set out in the body of the report.   |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 officer)    |   |
| <b>Legal</b>   | As set out in the body of the report.   |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)               |   |
| <b>Corporate Risk(s) (CR)</b>  | <input checked="" type="checkbox"/> <b>Decreasing Financial Resources (CR1)</b><br><input checked="" type="checkbox"/> <b>Key Supplier/Partnership Failure (CR2)</b><br><input checked="" type="checkbox"/> <b>Political Dynamics (CR3)</b><br><input checked="" type="checkbox"/> <b>Effective Utilisation of Assets/Buildings (CR5)</b><br><input checked="" type="checkbox"/> <b>Organisational/Transformational Change (CR8)</b><br><input checked="" type="checkbox"/> <b>Economy/Regeneration (CR9)</b> |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)               |   |
| <b>Corporate Priorities (CP)</b>   | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b><br><input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b><br><input checked="" type="checkbox"/> <b>Balanced Economic Development (CP3)</b><br><input checked="" type="checkbox"/> <b>Green &amp; Safe Places (CP4)</b><br><input checked="" type="checkbox"/> <b>Wellbeing for All (CP5)</b>   |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)               |   |
| <b>Vision &amp; Values (V)</b>   | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b><br><input checked="" type="checkbox"/> <b>Accountability (V1)</b><br><input checked="" type="checkbox"/> <b>Respect (V2)</b><br><input checked="" type="checkbox"/> <b>Teamwork (V3)</b><br><input checked="" type="checkbox"/> <b>Innovation (V4)</b><br><input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>  |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)               |   |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>                            | No implications directly arising from this report.  |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)               | <input type="checkbox"/> <b>Not Applicable (EA)</b>   |

# Agenda Item 11



|                |                                       |                            |
|----------------|---------------------------------------|----------------------------|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for Decision</b> |
|----------------|---------------------------------------|----------------------------|

**Title:** **Discretionary Business Rates Revaluation Relief Scheme**

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

---

## **1. Introduction**

- 1.1 In the Spring Budget held on 8 March 2017, the Chancellor announced that the Government would make available a discretionary fund of £300 million over four years from 2017/18 to support those businesses that face the steepest increases in their business rates bills as a result of the revaluation which is effective from 1 April 2017.
- 1.2 The Government stated that "local government is best placed to determine how this fund should be targeted and administered to support those businesses and locations within their area that are in the greatest need".
- 1.3 This report sets out the proposed scheme for Oadby and Wigston.

## **2. Recommendation(s)**

That Council:

- 2.1 Approves the scheme (as set out in the report).
- 2.2 Delegates authority to the Chief Finance Officer to make minor changes to the scheme to maximise any surplus of the fund available after the initial distribution.

## **3. Information**

- 3.1 All billing authorities have been allocated a proportion of this fund, and the total "pot" available to Oadby & Wigston ratepayers is as follows:

| <b>Year</b>  | <b>(£)</b>     |
|--------------|----------------|
| For 2017/18  | 120,000        |
| For 2018/19  | 58,000         |
| For 2019/20  | 24,000         |
| For 2020/21  | 3,000          |
| <b>Total</b> | <b>205,000</b> |

- 3.2 It is for each authority to devise its own scheme, but the amount of relief available has been estimated by the Government as being able to limit the increase in charges due for the first year (ignoring transitional relief) to 12.5%. It also excludes properties with a Rateable Value (RV) of £200,000 and above.
- 3.3 The Government states the relief is to help those that face "the steepest increase (...) as a result of the revaluation". It is to "deliver targeted support to the most hard-

pressed”, and provide more support to “ratepayers occupying lower value properties”.

- 3.4 The Government also states that billing authorities should consult with their major precepting authorities before adopting any scheme.

#### 4. The Proposed Scheme

- 4.1. Firstly, some types of properties/ratepayers should be excluded from this scheme as follows:

| <b>Types of Properties/Ratepayers</b>                      | <b>No.</b> |
|--|------------|
| Total number of Business Rates properties                  | 1,377      |
| <b>Excluding</b>   |            |
| Cases where liability has reduced                          | -353       |
| Nil liabilities (mostly 100% small business relief cases)  | -560       |
| Empty properties   | -100       |
| Properties with RV of £200,000 and above                   | -19        |
| Oadby & Wigston, Precepting Authorities, Government bodies | -49        |
| <b>Net number eligible to receive relief</b>               | <b>296</b> |

- 4.2. After a revaluation, ratepayers already have excessive increases limited over the first few years of the new list under the Government’s “Transitional Relief Scheme”. For 2017/18, rate bills are already limited as follows:

|                            |                        |   |
|----------------------------|------------------------|---|
| <b>“Small” properties</b>  | RV up to £20,000       | Increase limited to 5% + inflation of 2%    |
| <b>“Medium” properties</b> | RV £20,001 to £100,000 | Increase limited to 12.5% + inflation of 2% |
| <b>“Large” properties</b>  | RV £100,001 and above  | Increase limited to 42% + inflation of 2%   |

- 4.3. An analysis of property records has been carried out and the funding provided for the 2017/18 year would be sufficient to be able to limit the increases for 2017/18 as follows:

*Compare net liability for 2016/17 year with net liability (i.e., reduced by transitional relief) for 2017/18 year*

|                            |                        |                                  |                 |
|----------------------------|------------------------|----------------------------------|-----------------|
| <b>“Small” properties</b>  | RV up to £20,000       | Increase limited to total of 3%  | £22,700 award   |
| <b>“Medium” properties</b> | RV £20,001 to £100,000 | Increase limited to total of 5%  | £75,500 award   |
| <b>“Large” properties</b>  | RV £100,001 and above  | Increase limited to total of 35% | £16,200 award   |
| <b>Total awarded</b>       |                        |                                  | <b>£114,400</b> |

This would leave a contingency to cover changes in liabilities and RVs.

- 4.4. In order to qualify, a ratepayer must be in occupation of the property on both 31 March 2017 and 1 April 2017. New occupiers after this date will be expected to have budgeted to pay the new charges.
- 4.4. The initial amount awarded will need to be apportioned pro rata if the property is vacated or if there is another reduction in charges e.g. reduction in RV.
- 4.5. The main features of this scheme are:
  - It targets ratepayers occupying lower value properties;
  - Supports a variety of different types and sizes of businesses across the Borough;
  - Treats all ratepayers consistently; and
  - Straightforward to calculate and for ratepayers to understand.
- 4.6. As this is a discretionary scheme, European Union State Aid rules apply. This means that businesses cannot receive more than 200,000 Euros in assistance in any three-year period. Ratepayers will need to sign an undertaking that they are eligible to receive the relief before it is allowed.
- 4.7. The scheme will be reviewed for future years in due course, but, since the funding for the second year is approximately half that of the first year, it is anticipated that the amount of relief to be given to ratepayers for the 2018/19 year will be approximately half of the amount they received for the 2017/18 year. The Government have recently confirmed that it is not possible to redistribute the grant between the years specified.
- 4.8. Possible alternatives to this scheme which have been considered are:
  - Certain types of properties could be excluded – however this could be seen as an arbitrary decision.
  - Certain areas (e.g. town centres) could be assisted further – however this could be seen as unfair to the other ratepayers in the Borough.
  - Large national or multi-national chains could be excluded – however this could be seen as discouraging these types of businesses from locating to the area and employing local people.
  - A more generous percentage increase could be allowed to the “large” properties – however this would have a significant effect on the amount of the total pot remaining to help the “small” and “medium” properties.
  - Awards are not made automatically as above but ratepayers are invited to make individual applications and each one is looked at on its own merit – however this would be extremely labour-intensive and difficult to administer; once the “pot” was exhausted, further applications would have to be turned down or funded in another way.

## **5. Consultation**

- 5.1. A consultation document was issued on 24 July 2017 to Leicestershire County Council, The Office of Police and Crime Commissioner, Leicestershire Fire and Rescue Service, Leicestershire Chamber of Commerce, and the Leicestershire Federation of Small Businesses (LFSB) asking for any comments or suggestions by 11 August 2017.
- 5.2. There was one response, from LFSB, who stated “We are pleased to see that Oadby and Wigston have produced a timely and thorough proposition and grateful that the views of local small businesses, through the FSB, have been sought. It is also good to

see that the proposed scheme avoids any unnecessary administrative burden on either the Council or small businesses. We are supportive of the rationale used, giving smaller companies/properties the greatest protection, as intended by the Central Government objective”.

**Background Documents:**

Consultation Document issued on 24 July 2017

**E-mail:** david.coe@oadby-wigston.gov.uk

**Tel:** (0116) 257 2634

| <b>Implications</b>   Discretionary Business Rates Revaluation Relief Scheme |   |
|--|---|
| <b>Finance</b>   | As set out in the body of the report.   |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)  |   |
| <b>Legal</b>   | No implications.  |
| <b>Anne Court</b><br>(Director of Services / Monitor Officer)                |   |
| <b>Corporate Risk(s) (CR)</b>  | <input checked="" type="checkbox"/> <b>No Corporate Risk(s) Identified</b>        |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)  |   |
| <b>Corporate Priorities (CP)</b>   | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b> |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)  | <input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b>      |
| <b>Vision &amp; Values (V)</b>   | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b>   |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)  | <input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>                    |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>                          | No implications.  |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)  | <input checked="" type="checkbox"/> <b>Not Applicable (EA)</b>                    |





|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:** **Review of the Oadby, Wigston and South  
Wigston Residents' Forums**

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

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## **1. Introduction**

- 1.1. In order to give local residents a greater say in Council affairs, it has appointed a Residents' Forum for each of the town centres within the Borough: Oadby, Wigston and South Wigston.
- 1.2. At its meeting on 28 March 2017, the Council's Policy, Finance and Development Committee requested that a review of the regulations governing grant allocations, including the funding of voluntary organisations and 'on the night' grants allocation at Forum meetings without supporting paperwork, be undertaken. This supports the wider commitments of the Council's transformation agenda.
- 1.3. The purpose of this report is to seek Members' views to inform any additional changes to the purposes of the Forums.

## **2. Recommendation(s)**

Members are asked to provide policy guidance on the proposals contained in this report, which will then be sent to the three Residents' Forums for consultation.

## **3. Information**

The Council's constitution includes three Residents' Forums. The purpose of each of these is included in their general terms of reference:

- 1.** To increase public involvement in public services;
- 2.** To help shape the Council's policies for public services;
- 3.** To challenge and give feedback on the performance of public services;
- 4.** To promote community cohesion; and
- 5.** To report to the relevant Committees.

Residents' Forums have budgets delegated by Council to enable local groups, organisations and individuals to apply to their local forum for funding of projects that seek to improve the quality of life for people who live or work in the Borough. Prior approval for the spending of each Resident Forum budget is subject to the approval of the Policy Finance and Development Committee.

The review has examined the following areas:

## **4. Grants to Local Organisations**

At present, there appears to be a lack of clarity about the types of grants that Forums can consider. Going forwards the following guidance is proposed:

- (i) The grants must only be for one-off, non-recurrent expenditure. This could be for the purchase, say, of a piece of street furniture (provided any ongoing maintenance would be de minimis) or for a one-off event, such as a street party.
- (ii) The grant must only be spent within the geographical boundaries covered by the relevant Forum. Where an organisation seeks funds for activities that go outside the boundaries covered by the Forum, they should instead apply for a Council 'Grant to Voluntary Organisations', which is administered centrally and not as part of the Forums' remit.
- (iii) Applications for grants must only be submitted by local residents. Elected Members should not submit applications to Forums.
- (iv) All applications for grants must be submitted at least ten working days before the meeting of the Forum at which the matter is to be considered. This will provide sufficient time for the application to be included with the agenda papers that are made available ahead of each Forum meeting.
- (v) Applications must be submitted using the pro forma attached as **Appendix 1** to this report and available on the Council's website.<sup>1</sup>
- (vi) If, at its meeting, the relevant Forum is minded to support the grant application, this must be minuted so that Officers can make arrangements for the Forum's recommendation to be included in a report to the next meeting of Policy, Finance and Development Committee.
- (vii) Funds will not be released to the organisation applying for the grant until and unless the Forum's recommendation has been agreed by Policy, Finance and Development Committee. If the Forum considers the funding to be too urgent to delay until the next meeting of Policy, Finance and Development Committee, the Chair of the Forum must submit a request to the Council's Director of Finance & Transformation, who will liaise with the Chair of Policy, Finance and Development Committee to agree what action to take.
- (viii) Any organisation that receives a grant from the Forum must complete a brief report on how the funds were spent, using the pro forma attached at **Appendix 2**. This should be sent to the relevant Forum no later than three months after the expenditure has been incurred and included on the agenda for the next meeting of the forum.

## 5. Chairing the Forums

The Council's Constitution does not specify how the Resident Forum meetings should be chaired, although it has always been the case that all three are chaired by elected Members. The review has considered the following options:

- (i) Allowing the Forums to be chaired by any local resident. The usual process of election of chairman would be required: nomination of candidates, seconding by another resident (or elected Member) and then a vote in open session. The election of the chairman should take place annually at the first meeting of the relevant Forum after the start of the municipal year. Any resident undertaking this role would receive the standard remuneration for chairing which at the date of writing is £1,000 per municipal year.
- (ii) Allowing the Forums to be chaired by any Councillor (i.e. not necessarily a ward Councillor for the area).
- (iii) Given the specific issues at South Wigston Residents' Forum (where there are only three ward Members), to consider merging this Forum with Wigston Town Forum to provide additional resilience in terms of input from elected Members. This would also have the advantage of reducing the costs of administering the Forums which is funded by the Council. Any saving would be a contribution to balancing the Council's budget over the medium term.

- (iv) To consider the potential for administrative support (e.g., taking minutes, coordinating agendas, distributing reports, etc.) to be undertaken by local residents instead of the Council.
- (v) That at the option of the chairman the meeting may be recorded to ensure the accuracy of minutes and agreed actions

## 6. Constitution and Funding the Residents' Forums

The review has considered the current constitution of the Forums and also the way in which they are funded. As stated above, the costs of administering the Forums is met by the Council's General Fund Revenue Account (and ultimately local Council Tax). The grants allocated by the Forums to local organisations are provided from one-off funding from the Council undertaken periodically and making use of Council reserves. The current levels of funds held by the Forums is as follows:

|               |                 |
|---------------|-----------------|
| Oadby         | £49,561         |
| Wigston       | £53,203         |
| South Wigston | £23,081         |
| <b>Total</b>  | <b>£125,845</b> |

It would be possible to provide more certainty about the funds available for local organisations by including an allocation to the Forums as part of the Council's annual budget setting exercise which is agreed in February ahead of the start of each financial year. This would also be consistent with the overall review of other reserves and balances which is conducted by the Council as part of the budget setting process.

## 7. Setting the Agenda for Meetings of the Residents' Forums

In the future, it is proposed that the management of Forum agendas is brought into line with the ways these are managed for other Council Committees:

- (i) The agenda and supporting papers for meetings will be circulated electronically at least five clear days before the date of the meeting. In addition, hard copies of the papers will be made available in local libraries, at Customer Services at Bell Street and at the Council's leisure centres.
- (ii) The agenda and supporting papers will be accessible via modern.gov through the Council's website.
- (iii) The minutes of the meeting will be provided to the chairman of the Resident Forum in a timely manner.
- (iv) An action list will be drawn up following the meeting and provided to the chairman with the minutes.
- (v) Suggestions for the agenda for the next meeting of each Forum can be put forward by any resident of the relevant Forum, either at a meeting of the Forum, or by written request (including email) to the Council's Community Engagement Officer. The agenda will be decided by the chairman of the relevant Forum. Where a requested item is agreed for the agenda, the resident who has proposed the item will be contacted and invited to attend to speak on the particular point. Where the chairman decides that a requested item will not be included on the agenda, the resident who has proposed the item will be contacted to explain the reasons why the decision was made.

## 8. Next Steps

Subject to the outcome of discussions at Council tonight, the proposals contained in this report will be sent to the next cycle of Residents' Forum meetings in September. The outcome of the consultation will be reported to Policy, Finance and Development Committee on 31 October.

**Background Documents:**

None.

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

**Tel:** (0116) 257 2621

| <b>Implications</b>   Review of the Oadby, Wigston and South Wigston Residents' Forums |   |
|--|---|
| <b>Finance</b>   | There are no implications directly arising from this report.                            |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)            |   |
| <b>Legal</b>   | There are no implications directly arising from this report.                            |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)                       |   |
| <b>Corporate Risk(s) (CR)</b>  | <input checked="" type="checkbox"/> <b>Political Dynamics (CR3)</b>                     |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)            | <input checked="" type="checkbox"/> <b>Organisational/Transformational Change (CR8)</b> |
| <b>Corporate Priorities (CP)</b>   | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b>       |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)            | <input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b>            |
| <b>Vision &amp; Values (V)</b>   | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b>         |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)            | <input checked="" type="checkbox"/> <b>Accountability (V1)</b>                          |
|  | <input checked="" type="checkbox"/> <b>Teamwork (V3)</b>                                |
|  | <input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>                          |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>                                    | An EA will be completed once policy guidance has been sought from Members.              |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer)            | <input checked="" type="checkbox"/> <b>Full EA Assessment</b>                           |

## **Resident Forums' Capital Project Funding Guidelines and Application Form**

### **Guidance for Applicants**

The three Oadby & Wigston Borough Council resident forums have a budget from which funding can be given to support projects which meet certain criteria. The guidance notes explain the criteria and how funding for Forums may apply.

To help your application, please read the guidelines. Include any relevant supporting documents and financial information.

Resident forum funding is intended to help improve the place residents live in. Improve the physical environment and / or deliver projects that will make a difference to the quality of life of people. For example: provide local community projects/activity which brings: cultural, sporting, recreational, health, environmental, heritage, safety, or educational benefits to the town and its citizens.

To access funding, contact your local councillor/s and share with them your project/activity idea.

The individual Resident Forum reserves the right to make special exceptions to these guidelines depending on the circumstance of each individual application.

Each resident forum shall retain discretion over its own funding allocation. A recommendation made by one community forum shall not create an exception that it will be supported by another forum. However, Councillors are able to "pool" the funding allocations to support a project(s)/activity(ies).

A decision on an individual application will not be seen as setting a precedent for the consideration of any other applications received by the Council or another resident forum.

Every funding application will be considered on its own merits by forum members. They will take into account the funding available and make recommendations on each application.

Written applications should be submitted at least **7days** before a resident forum meeting in order to be considered at that meeting. Later applications will be considered at the next forum meeting.

All funding awarded must be endorsed by the Council's Policy, Finance and Performance Committee in accordance with the Council's Standing Orders and Financial Regulations, be subject to the Council's legal powers and demonstrate

good value for money. A maximum of three quotes must be provided in line with the Council`s procedural rules.

Funding may be spent on capital projects. Capital is one off expenditure on buying, constructing or improving land, buildings, equipment or vehicles: and the purchase of consumables.

Priority will be given to: one-off, time limited, or start up spends, rather than ongoing running costs which should normally be funded by other funding bodies.

Projects should contribute to the aims of the Council`s Equality and Diversity Agenda and not conflict with Council policy.

- In appropriate circumstances, funding may be given on condition that certain items of equipment purchased with the funding are made available for use by other organisations/groups or in other the other Forum areas.
- .Groups/organisations requesting funding will be from the voluntary sector, be community initiatives, resident forums`, tenants associations, community halls, sports and other clubs. They must be constituted and hold a bank account or have a sponsor organisation that can hold funds on their behalf.
- Successful applicants will be notified of funding endorsed by the Policy, Finance and Development Committee at least **1 week** after the decision is made.

#### **Who cannot apply for funding?**

- Parish Councils and public agencies
- Profit making organisations
- Proposals which are required as a direct result of a planning condition, enforcement action or any other statutory consent.

#### **What projects cannot be funded?**

- Commercial projects e.g. shops, businesses
- Projects which have party political affiliations
- Projects which are not legal
- Established projects which have ongoing revenue costs that cannot be met by the funding

#### **How much can be applied for?**

There may be a limit on how much you can apply for from your particular Forum .This will depend on each forum looking at applications and making recommendations as to whether they wish to support the application

#### **Monitoring and reporting progress**

A progress report is at least three months after the project started.

A final report showing how allocated funds have been used is required at the end of the project.

Those receiving the funding will be asked to attend a Residents' Forum meeting to report back on the work of the project.

Please note that you will be expected to keep an account of the spending on the project through receipts and provide these on request to evidence that the funding has been spent on what has been applied for.

Those making the application are requested to attend the Forum meeting to speak to, support their application.

The group/organisation will be asked to repay all or part of the funding to Oadby & Wigston Council if:

- The money is not used for the purpose specified, unless changes are made by prior agreement between the Council and the organisation/group
- The organisation/group is not able to provide project details as requested in the monitoring reports
- The organisation/group is wound up or ceases to exist

**NOW please check you have:**

- completed the whole form,
- signed it,
- added any extra pages and copies of any relevant documents needed to support your project,
- included estimates and price lists as required and included letters of support from other groups if necessary
- included a copy of your constitution as required
- included a copy of your latest bank account statement
- included a copy of your most recent accounts
- **If you provide an incomplete application this may delay the endorsement of your application.**
- Return to The Community Engagement Officer, Oadby & Wigston Borough Council, Station Road, Wigston, Leicestershire, LE18 2DR



## Application Form

Oadby & Wigston Borough Council has allocated funding across the three local Resident Forums to support local community projects. The Resident Forums cover: Oadby, Wigston and South Wigston. Before completing this form please read the accompanying guidance information.

|                                 |
|---------------------------------|
| Project Title :                 |
| Contact Person:                 |
| Full Postal Address<br>Postcode |
| Email:                          |
| Telephone:                      |

### Is your group

**A registered charity**

Yes / No

If yes, please give a charity no.:

**A voluntary organisation**

Yes / No

**A community interest group**

Yes / No

**Other type of group**  
*(please give details):*

Other(Please explain )

### Project, Activity or Cost

Tell us about what you want to do and how you would involve the local people in the project? *Continue on an additional sheet if necessary:*

If you are organising a public event, does your group/organisation have public liability insurance: **Yes / No** (please give details)

.....

Has your group/organisation received resident forum funding before?

**Yes / No** (please give brief details)

.....

Please describe how your project contributes and links to the Council`s Equality and Diversity Agenda vision for the Borough.

The Equality and Diversity Agenda (December 2014) vision states: The Council is ,“ to be an inclusive organisation with shared values, to reduce inequalities by tackling discrimination and building and fostering strong and good cohesive communities and acknowledging that diversity brings an added value to the lives of all who live and work in the area”.

**What need is your project or activity addressing and how have these been identified?**

**Planned Outcomes and their benefit to the local community**

Who will benefit from your proposal and what do you think the benefits (outcomes) will be to people living/working in the area?

Approximately how many people will benefit from the project or activity?

How will you measure the success and impact of your project or activity on the community?

When will your project or activity start and when will it be completed?

**Sustainability**

How will you ensure the benefits of the project/activity continue in the future?

*(Continued overleaf)*

**How much will your proposal cost?**

What do you need to carry out your project and if you have to pay for this, what is the estimated cost?

| <b>Breakdown of costs:</b><br><i>(e.g. staff, accommodation, material costs)</i> | Amount |
|--|--------|
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
|  | £      |
| <b>TOTAL</b>   | £      |

Please identify any **“in kind”** support the project will receive- e.g.; donations of land, property, or professional expertise in order to support the project/activity.

Please give the total amount of funds you are requesting from the Forum.

£:

|   |  |
|---|--|
| <i>How will you fund the difference (if any)?</i> |  |
|---|--|

**State which Councillor/s support your proposal**

| Councillor | Date |
|------------|------|
|            |      |
|            |      |
|            |      |

|  |  |
|--|--|
|  |  |
|--|--|

**Declaration:**

I give permission for Oadby & Wigston Council to record my details and the organisation's details and to publicise successful funding applications. I declare the information provided within this application is correct to the best of my knowledge and will provide monitoring information throughout as requested and at the end of the project.

Signed

Name (Block capitals)

Position in group

Date

For additional information and support contact: [veronika.quintyne@oadby-wigston.gov.uk](mailto:veronika.quintyne@oadby-wigston.gov.uk), Tel: 0116 2572648

Please return a paper copy of your application to:

Oadby & Wigston Borough Council, Community Engagement Officer

Corporate /Communities Services, Station Road, Wigston, Leicestershire, LE18 2DR.

**Fair Processing Information for Grant Application Forms**

Oadby & Wigston Council will use the information you provide on this form for the administration of funding. Your contact details will be added to a database held by the Council for the processing the funding and for consultation purposes. The award of funding is reported publicly. All information held by the Council is liable to disclosure under the Freedom of Information Act unless it is exempt under Data Protection legislation.

If you have any queries concerning the protection of personal privacy or publication of information please contact the Council at Customer Services , 40 Bell Street, Wigston(0116) 2572648.

| <b>Office Use</b>                         | <b>✓ / x</b> | <b>Comments</b> |
|---|--------------|-----------------|
| <b>Project Proposal Plan Received By:</b> |              |                 |
| <b>Date:</b>                              |              |                 |

|   |  |  |
|---|--|--|
| <b>Financial Information Provided:</b>        |  |  |
| <b>Appropriate Number of Quotes Provided:</b> |  |  |

### **Equal Opportunities Monitoring Form**

Oadby & Wigston Borough Council promote equality of opportunity to the services it provides. Our aim is to implement and maintain services which ensure that no potential or current resident is treated less favourably on the grounds of: marriage /civil partnership, race/nationality, ethnic or national origin, disability, age or sexuality, sex, religion/belief transgender, pregnancy/parenting responsibilities, nor is disadvantaged by the application of a rule, condition, or requirement, which has a discriminatory effect which cannot be justified by law.

In order to assist the Council in meeting its commitment we would be grateful if you could answer the following monitoring questions

The Council is committed to the following 5 key priorities:

Under the Data Protection Act 1988 the Council requires your permission to process all personal data including the sensitive data requested in this form. In completing the monitoring questions you will be deemed to have consented to the Oadby & Wigston Council processing your data.

The information you supply is part of our statutory duty under the Equality Act 2010 and will be used as statistical information to promote and monitor the Council`s Equal Opportunities Policy and to improve the existing service provided.

### **Please tick the following that apply:**

The age range of the majority of people who will benefit from the project/activity:

0-5  5-15  16-19  20-24  45-59  60-64  65 & Over

The Disability Discrimination Act 1995 defines disability as a "physical or mental impairment which has a substantial and long term adverse effect on the ability to carry out normal day to day activities".

Will the project /activity specifically benefit people with disabilities? Yes/No

### **Which group(s) will benefit from the project /activity?**

White English/ Welsh/ Scottish/ Northern Irish/British  White Irish

White Gypsy or Irish Traveller  Asian/ Asian British Indian  Asian/ Asian British Pakistani  Asian/ Asian British Bangladeshi  Asian/ Asian British Chinese

Any Other Asian Background (Please specify).....

White and Black Caribbean  Black British African

White and Black African  Black British Caribbean

Any Other Mixed /multiple heritages (please specify)  
.....

Any Other Background (please specify).....

**Will specific faith/belief group benefit from the project /activity?**

No religion/belief  Buddhist  Christian  Hindu  Jewish  Muslim  Sikh  Pagan   
Any other religion/belief (please specify).....

**Will people of specific sexual orientation benefit from the project/activity?**

Bisexual  Gay  Heterosexual  Lesbian  Transgender  Other  (please specify).....

**Safeguarding Children and Vulnerable Adults**

Where applicants are providing or proposing to provide services that are targeting or impacting on children and /or vulnerable adults, all such applications must complement Oadby & Wigston Council`s Safeguarding Policy.

**Equality and Diversity**

Applications must reflect Oadby & Wigston Council`s Equality and Diversity Agenda Policy.

**Carbon Reduction**

Applications are required to address good environmental standards and to actively seek to reduce carbon outputs. It should show awareness of the Council`s position on carbon output emissions. (Greening the Borough Policy).

## Oadby & Wigston Borough Council -Resident Forum Project Funding Award

### Funding Evaluation Form

Oadby and Wigston Borough Council may ask you to provide evidence of how your Residents Forum award was spent. Failure to do this may exclude applicants from applying for any future funding and you maybe asked to return the funding.

Please complete and return this form within 4 weeks of completion of your project/purchase of equipment, returning it to the address below. **Remember to retain receipts, invoices, press releases and photographs of the project.**

Your feedback is important to us as it is used for internal audit purposes in our planning work and enables us to review the Local Community Budget application process

If you would prefer to complete an electronic version, this may be downloaded from the Council's website

[www.oadbyandwigston.gov.uk/](http://www.oadbyandwigston.gov.uk/)

|  |  |
|--|--|
| Name and address of Organisation /Group: |  |
|--|--|

What did your project/scheme involve and how was your award spent? (e.g. Contributed to a local fun day, enabled an environmental change in order to create better neighbourhoods, the purchase of equipment or match funding for a larger scheme/activity).

what did you originally want to achieve with your activity?

did you meet/achieve those goals? What worked?

look at the strengths of your activity

what could you do differently next time? What could you learn from this to take it forward?

what were the things that held you back?

what does everyone else think?

How did/does your project benefit local people and approximately how many people?

## Oadby & Wigston Borough Council -Resident Forum Project Funding Award

|   |   |   |       |
|---|---|---|-------|
| How much funding did you receive from the Resident Forum Budget?  | £ | What was the total cost of your project (including that contributed by the Residents Forum Budget)? | £     |
| <p>Did you obtain any publicity for this project that acknowledged the contribution from the resident forum award e.g. press articles or newsletters? We may request a copy from you.</p> <p>No <input type="checkbox"/> Yes <input type="checkbox"/> (please tick) . If you have ticked yes please tell us about the publicity</p> |   |   |       |
| Representative Name   |   | Email:  |       |
| Address   |   | Tel No:   | Date: |
| <p>Thank you for taking the time to complete this evaluation form.</p> <p>Please return your completed form to the Community Engagement Officer .</p> <p>Email address: <a href="mailto:veronika.quintyne@oadby-wigston.gov.uk">veronika.quintyne@oadby-wigston.gov.uk</a></p>  |   |   |       |



DRAFT

# Agenda Item 13



|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:** **Communication Policy Guide and Strategy 2017-2019**

**Author(s):** **Karen Pollard (Head of People and Performance)**

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## **1. Introduction**

- 1.1. This report introduces 'Oadby and Wigston Borough Council's Communication Policy Guide and Strategy 2017-2019' document.
- 1.2. This document details proposals for our short term strategy for communication alongside policy and best practice advice for staff.

## **2. Recommendation(s)**

To adopt the strategy and forward priority section of the strategy document.

## **3. Information**

- 3.1. A communication strategy has been in development for the last eight months, in response to within the Change Management Committee action plan.
- 3.2. The strategy has been developed by the Communications and Performance Officer in conjunction with Senior Management Team and other Council senior managers.
- 3.3. The strategy focuses on communication priorities only but is fully supportive of the Council's corporate priorities, vision and values.
- 3.4. It is a short term strategy spanning to April 2019; in line with the current Corporate Plan. A longer term communication strategy which will encompass channel shift aspirations and service re-design will begin development next year.
- 3.5. The strategy section of the document will be available as an individual stand-alone chapter or part of the longer attached document which provides policy and advice for all Council staff.
- 3.6. A copy of the full document is available to view and is at **Appendix 1**.

## **4. Document Structure (Sections)**

### **4.1. *Strategic and Situational Context***

Acts as background information and a preface to the document as a whole

### **4.2. *Our External Communication Channels***

Details all our external communication channels and policy/advice for staff on how best to access them.

4.3. ***Getting a Story Out – A Guide for Staff***

A short, handy user guide for all staff.

4.4. ***Our Internal Communication Channels***

Details all our external communication channels and policy/advice on how to use them.

4.5. ***Writing Style Guide***

Includes Policies on our adopted writing style.

4.6. ***Branding and Logo Usage***

Includes Policies on logo usage and branding.

4.7. ***Communication Support, Resource and Responsibilities***

Contains additional information about communications at the Council.

4.8. ***Forward Strategy: Our Communication Priorities***

Sets out our short term strategy to April 2019.

4.9. ***Conclusion and Revisions***

A document footnote and an area to update on any strategy or policy changes that may occur over the next 18 months.

**5. Implementation**

5.1. The Communication Policy Guide & Strategy 2017-2019 document is recommended to be adopted and for it to be presented to all staff at the briefing sessions planned for later in September 2017.

5.2. There will also be subsequent "open invitation" sessions delivered. This will be an opportunity for staff to go through any individual areas in greater detail.

5.3. This document will be used to provide the training of a communications team which will be made up of officers from across the council. This will provide greater resilience in the area of communications when the Communications and Performance Officer is not available.

**6. Benefits**

6.1. Adopting the strategy and policy guidelines will provide a consistency of written communication and branding which will help create a professional, modern and cohesive appearance for internal and external stakeholders.

6.2. It will provide a valuable training aid for staff increasing the understanding and confidence in using communication best practice which will help improve our capacity to share organisational success, both internally and externally.

6.3. It will help improve internal communication and the sharing of information across

different services. The document will help staff have an understanding of the need and the preferred protocols for effective internal communication which will help build a "one team" culture and break up any potential silo working.

- 6.4. It will assist staff and residents embed and understand the Council's priorities, vision and values and what impact our work activities make.
- 6.5. Implementation will help increase our all round capacity to reach local audiences (residents and media) with our key messages and achievements.


**Background Documents:**

Communications Policy Guide & Strategy 2017-2019

**E-mail:** joe.harkin@oadby-wigston.gov.uk

**Tel:** (0116) 257 2677










| <b>Implications</b>   Communication Policy Guide and Strategy 2017-2019 |   |
|---|---|
| <b>Finance</b>  | No material financial implications are foreseen. No additional financial resources should be required.  |
| <b>Simon Ball</b><br>(Technical Accountant)                             |   |
| <b>Legal</b>  | No significant legal implications.  |
| <b>Anne Court</b><br>(Director of Services /<br>Monitoring Officer)     |   |
| <b>Corporate Risk(s) (CR)</b>   | <input checked="" type="checkbox"/> <b>Organisational/Transformational Change (CR8)</b><br><br>This strategy is part of the improvement plan that was agreed at the Change Management Committee. The aim is to ensure that when we are communicating with staff members and external partners that are communications are clear and are of a standard that is professional and increases our capacity by doing things right first time.   |
| <b>Karen Pollard</b><br>(Head of People and Performance)                |   |
| <b>Corporate Priorities (CP)</b>  | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b><br><input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b><br><input checked="" type="checkbox"/> <b>Balanced Economic Development (CP3)</b><br><input checked="" type="checkbox"/> <b>Green &amp; Safe Places (CP4)</b><br><input checked="" type="checkbox"/> <b>Wellbeing for All (CP5)</b><br><br>This strategy aims to support all the corporate priorities.  |
| <b>Karen Pollard</b><br>(Head of People and Performance)                |   |
| <b>Vision &amp; Values (V)</b>  | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b><br><input checked="" type="checkbox"/> <b>Accountability (V1)</b><br><input checked="" type="checkbox"/> <b>Respect (V2)</b><br><input checked="" type="checkbox"/> <b>Teamwork (V3)</b><br><input checked="" type="checkbox"/> <b>Innovation (V4)</b><br><input checked="" type="checkbox"/> <b>Customer Focus (V5)</b><br><br>The strategy builds on the vision and values already adopted by the Council. Throughout the document the processes and practices seek to embed our vision and values in the way we communicate with stakeholders. |
|   |   |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>                     | An initial EA screening has been completed.   |
| <b>Karen Pollard</b><br>(Head of People and Performance)                | <input checked="" type="checkbox"/> <b>Initial EA Screening</b> ( <i>Appendix 2</i> )   |



**Oadby & Wigston Borough Council's  
COMMUNICATION POLICY GUIDE &  
STRATEGY 2017-2019**



# TABLE OF CONTENTS

|   |  |            |
|---|--|------------|
|   | STRATEGIC & SITUATIONAL CONTEXT                    | Page 1-5   |
|  | OUR EXTERNAL COMMUNICATION CHANNELS                | Page 6-31  |
|  | 'GETTING A STORY OUT' - A GUIDE FOR STAFF          | Page 32-36 |
|  | OUR INTERNAL COMMUNICATION CHANNELS                | Page 37-42 |
|  | WRITING STYLE GUIDE                                | Page 43-53 |
|  | BRANDING & LOGO USAGE                              | Page 54-58 |
|  | COMMUNICATION SUPPORT, RESOURCE & RESPONSIBILITIES | Page 59-63 |
|  | FORWARD STRATEGY: OUR COMMUNICATION PRIORITIES     | Page 64-67 |
|  | CONCLUSION & REVISIONS                             | Page 68-69 |

# STRATEGIC & SITUATIONAL CONTEXT

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This opening section is designed to act as a foreword and sets the scene for the remainder of the document; it aims to give the reader background information about the Borough itself and the broader strategic aims of the Council.

This information will help readers understand the rationale and context behind some of the contents and policies this document outlines.

The Borough of Oadby and Wigston is unique in many ways; this document has been developed to address communication challenges that are specific to Oadby & Wigston Borough Council and will benefit staff and all our residents.



## BACKGROUND TO THE BOROUGH

The Borough of Oadby and Wigston is a relatively compact Borough that lies directly adjacent to and shares boundaries with the city of Leicester, a unitary authority. It also shares boundaries with Harborough District and Blaby District. The Borough has a total population of 55,800 (of this total the age sex ratio is approximately 93.9 males to every 100 females) settled within an area of around 2,400 hectares, of which approximately two thirds is urban in nature. These urban areas fall entirely within the Leicester Principal Urban Area, resulting in a strong spatial relationship between the Borough and Leicester City.

The Borough area has three distinct settlement areas, Oadby, Wigston and South Wigston. Each of the three settlement areas have very different perceived levels of affluence (in this instance represented by indicative new build house prices 2016) as well as levels of social deprivation (in this instance represented by Indices of Multiple Deprivation 2015 [IMD] ranking).

As a whole, the Borough is ranked 249th out of 354, (where 1 is the most deprived) by the Indices of Deprivation 2015. The Borough has gained 2 places from its 2010 ranking of 247th.

The indices also measure deprivation for each Lower Layer Super Output Area (LSOA) in England (32,844 areas). On a settlement basis, South Wigston has the highest levels of social deprivation, Wigston has lower levels than South Wigston, and Oadby has the lowest. In terms of IMD ranking (1 being the most deprived) South Wigston has the lowest ranked LSOA (6,661) in the Borough area and Oadby has the highest ranked LSOA (31,902).

Using average indicative new build house prices, Oadby is perceived as the most affluent area within the Borough. Average indicative new build house prices range from £160,000 to £670,000. Wigston is somewhere in the middle regarding affluence with average indicative new build house prices ranging from £133,000 to £303,000, and South Wigston is perceived as being the least affluent with average new build house prices ranging between £129,000 and £280,000.

The ethnic and cultural composition of the Borough is diverse. The overall Black and Minority Ethnic (BME) population (i.e. residents in categories other than White British) is 28.4 per cent (16,536 people). This figure is almost triple the Leicestershire County averages of 11.07 per cent and around double the East Midlands regional figure of 14.6 per cent (Census 2011).


Oadby & Wigston Borough Council is one of the seven districts councils that make up the two tier system of local government in Leicestershire together with Leicestershire County Council.

The Council delivers the full range of services that all district councils provide. These are delivered through a combination of arrangements that are direct, contracted, shared or delegated. The Council also owns and manages its own housing stock of 1,200 homes.

## DOCUMENT BACKGROUND

A series of style guides, web user and policy documents have been in existence over the years and at various times. However, the importance of good quality and consistent internal and external communications to help Oadby & Wigston Borough Council to meet its objectives was acknowledged by the Senior Management Team. To help deliver more consistent communication a new post was created and the post-holder tasked to create an overarching policy and strategy document.

This communication guide and policy document outlines policies on key communication actions and it is also intended to be a useful guide for both new and existing staff to be able to access the communication support and channels available.



The document also contains the strategic communication priorities moving forward that Oadby & Wigston Borough Council wish to focus on over the next 18 month period. This section will help all staff and residents to understand what the Council's main communication objectives are and the background context which helped shape them.

The creation of this document started in November 2016 after grouping the existing policy documents together and analysing the needs and aspirations of Oadby & Wigston Borough Council. The document was finished and finally adopted in September 2017 and runs through to April 2019.

This document supports Oadby & Wigston Borough Council's 'Corporate Plan To 2019', individual service plans and is in line with the Council's adopted vision and values.

## DOCUMENT USAGE

As outlined above, this document has been designed to have multiple uses. It provides staff, residents, elected members and external stakeholders details of our policies and priorities in the area of communication.

It also helps as a reference guide for new and existing staff to help them utilise the Communications Team resource and deliver work in a consistent, accurate way and by the correct channel. This will help staff to convey information to residents in the most suitable way possible - enabling residents to understand Council decisions, ambitions and objectives across a diverse range of subjects.

This document is a general guide and is not intended to act as a training manual on the different elements of Oadby & Wigston Borough Council's communication channels and usage. This document is available in different formats, as a whole document, or for ease of use in bite-size sections.

This document is freely available on our external website and on our internal intranet, allowing full access for both staff and members of the public.

This document fully supports and is underpinned by Oadby & Wigston Borough Council's adopted 'values' – or behavioural ways of working.

## MAIN OBJECTIVE: OUR PRINCIPLE COMMUNICATION AIM

Our ultimate communication aim is that all stakeholders (staff, residents, partners and everyone who deals with the Council) will have an increased positive perception and experience of Oadby & Wigston Borough Council.

By working together we aim to deliver consistent communications and a professional image which will allow our services and achievements to be shown in the best light. This alongside effective communication planning, training and execution will empower all staff members to play an active part in achieving our principle communication aim.

Focussing on and successfully implementing our communication priorities and using the policies, support and advice contained within this document we are confident our principle communication aim can be successfully achieved.

This communication aim being successfully realised will play a major part in assisting the delivery of the overall corporate vision of '**Building a stronger Borough together**'.

Effective internal and external communication practices are paramount to the success of our shared vision.

## ORGANISATIONAL VALUES

These were developed by the staff groups with the assistance of the Communications Teams. These values are the qualities that staff strongly believe that they should possess themselves and are the behaviours that they should be able to expect from the colleagues they work with. These values are incorporated into and form an integral part of the Council's appraisal, recruitment, disciplinary policies and processes.

### **ACCOUNTABILITY:**

**Are proud to take full responsibility for actions and to see tasks through to completion. Objectively reviewing individual performance and actively looking for feedback and improvement.**

### **RESPECT:**

**Act with honesty, fairness and equality at all times. Demonstrating a sensitive understanding for both staff member and residents' time and opposing views.**

### **TEAMWORK:**

**Are committed to sharing information, skills and experience. Displaying a pro-active and inclusive approach to problem solving by openly inviting co-worker and stakeholder input.**

### **INNOVATION:**

**Robustly strive for service improvements through effective innovation. Analysing problems and past performance to seek solutions that drive value and increase customer satisfaction.**

### **CUSTOMER FOCUS:**


**Develop a mindset that aims to exceed our resident and stakeholders growing expectations. Going the extra mile to provide customer delight and re-assurance.**

Communications has a vital part to play in all of the above values.

## Corporate Priorities

Oadby & Wigston Borough Council's communication policies and strategies are in line with the organisation's vision and values and are vital to help realise our Corporate Priorities.

The Communications Team helped with the wording of the Corporate Priorities as they were translated from the original pledges that elected members made to residents prior to the 2015 election. The changed wording is different from the manifesto pledges in order to create priorities that are more relevant for staff. This translation exercise was recommended as good practice by the Local Government Association.



The Corporate Priorities were adopted by Oadby & Wigston Borough Council in September 2016:

## We will deliver: **An Inclusive & Engaged Borough**

### **How?**

- Work with existing forums and forge new relationships in order to strengthen community engagement and cohesion throughout the borough.
- Listen to and empower residents by communicating, consulting and where possible offering a choice on decisions which would affect frontline services.

## We will deliver: **Effective Service Provision**

### **How?**

- Continue to examine services and identify improvements in order to provide the most cost effective front line services.
- Through innovation, strive for the optimum use of the Council's assets, its human resources and those of its partners in order to protect front line services.

## We will deliver: **Balanced Economic Development**

### **How?**

- Develop, implement and create opportunities for balanced economic development primarily focused around the three town centres whilst respecting the borough's natural environment.
- Provide suitable housing that meets local needs.

## We will deliver: **Green & Safe Places**

### **How?**

- Invest in and encourage activities that provide green, pleasant & safe places in the borough for all enjoy.
- Protect the borough's trees and natural habitat wherever possible.

## We will deliver: **Wellbeing for All**

### **How?**

- Work with other organisations to improve wellbeing for all in the borough.
- Help secure new easy-to-access opportunities to enable everybody to live a harmonious and healthy life.

# OUR EXTERNAL COMMUNICATION CHANNELS

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Oadby & Wigston Borough Council has a number of communication channels (methods of communication) at its disposal which are all referenced in this document. These are all separate methods of communication and need to be considered individually and collectively to help convey a clear, consistent, professional message and presence for the Council.

Not only are there specific communication channels available to use, but as we are an organisation under public scrutiny there are various events or activities that we undertake that can form part of the communication mix that we also need to be aware of.

For the purpose of this document we have separated these into two distinct areas.

External channels - information that is accessible to the public and often targets or will affect residents, businesses, stakeholders and visitors.

Additionally, there are internal channels which are solely for staff members only and not designed for external use.



As an organisation we endeavour to communicate externally a fair and representative balance of the activities that we undertake.

Our external channels and main activities that have a communication or public perception impact are as follows:

## **PHYSICAL PREMISES**

Physical premises are assets that play an important part in how the image of the Council is communicated or projected to the greater public. Our main physical premises are listed below and all should be correctly branded, signposted, lit (where appropriate) and kept clean and tidy.

### **Customer Service Centre, Bell Street - 40 Bell Street, Wigston, Leicestershire LE18 1AD**

- Our customer service centre in the heart of Wigston town.

### **Bushloe House - Council Offices, Station Road, Wigston, Leicestershire LE18 2DR**

- The main council offices and address for all postal correspondence.

### **Oadby & Wigston's Refuse and Recycling Depot - Wigston Road, Oadby, Leicestershire LE2 5JE**

- Refuse, recycling and grounds maintenance facility which also contains office accommodation.


### **Brocks Hill Country Park & Centre - Washbrook Lane, Oadby, Leicestershire LE2 5JJ**

Brocks Hill Country Park & Centre is set in a 67 acre country park and is an established part of the community providing an area for relaxation and recreation, while promoting rich and diverse wildlife habitats including: woodland, meadows, ponds and community orchard, which are all laid out with access friendly paths. It also boasts one enclosed children's play area, one large natural play area, café, toilets and room hire facility.

Brocks Hill has two play areas for children and young people: The first is a fenced-off smaller play area for children aged between two and eight years old, in addition to a larger play area for older children with play equipment including towers, swings and slides, all set around the landscaped 'Brocks Hill Mountain' to encourage 'natural' play.

The Brocks Hill Jubilee Amphitheatre opened in 2015. The design of the amphitheatre is unique, it has a tiered grass mound which offers views of the semi-circular stage, in a fenced off area surrounded by trees and mature hedges. It is used as an outdoor classroom as well as a performance space to hold events. Community groups are encouraged to utilise the space for their musical productions or performances.

We want to communicate clearer the relationship with Brocks Hill and Oadby & Wigston Borough Council for this is a much used and loved resource that the Council run.



Oadby & Wigston Borough Council is also responsible for 12 parks and sports grounds of varying shapes and sizes. The major parks and sports facilities are:

## **Oadby**

### **Coombe Park**

- 3 football pitches, 1 play area, 1 pavilion

### **Ellis Park**

- 1 play area, 1 basketball hoop, 3 tennis courts, 1 bowls green, 1 bowls pavilion

### **Illife Park**

- 1 play area

### **Rosemead Park**

- 1 play area, 1 football goal

### **Uplands Park**

- 3 football pitches, 2 cricket squares
- 2 play areas, basketball nets, 1 pavilion

## **South Wigston**

### **Blaby Road Park**

- 2 football pitches, 3 play areas, 1 multi activity court
- 1 bowls green, 1 skateboard and BMX area, 1 pavilion

### **William Gunning Park**

- 1 play area

## **Wigston**

### **Freer Park**

- 2 play areas, 1 basketball hoop, 1 football goal

### **Hayes Park**

- 1 play area, 1 football goal

### **Horsewell Lane Recreation Ground**

- 3 football pitches, 1 play area, 1 pavilion with room hire available
- 1 play area

### **Peace Memorial Park**

- 1 tennis court, 1 multi activity court, 1 bowls green, 1 pavilion with room hire available

### **Willow Park**

- 1 football pitch, 2 play areas, 1 tennis court, 1 multi activity court, 1 skateboard area

There are also six small parks and open spaces with play areas that are not classed as major.

### **Attenborough Close**

### **Cleveland Road**

### **Florence Wragg Way**

### **Foxhollow Play Area**

### **London Road (The Morwoods)**

### **Meadows**

## LEISURE CENTRES

The borough has two purpose-built leisure centres that are delivered in partnership with Everyone Active. The Oadby & Wigston logo inferring our partnership status is placed prominently on the entrance, externally and internally on each site.

### **Parklands Leisure Centre**

Washbrook Lane, Wigston Road, Oadby, LE2 5QG

### **Wigston Pool & Fitness Centre**

Station Road, Wigston, LE18 2DP



**Oadby & Wigston**  
BOROUGH COUNCIL

**everyone ACTIVE**

## VEHICLES

Oadby & Wigston Borough Council utilise a number of vehicles for different duties, for example - refuse collection, grounds maintenance and cleansing. These vehicles should be reasonably clean, tidy and, well maintained at all times. They should be driven in a safe and courteous manner.

We have recently had our branding re-freshed and all vehicles should display prominent branding. The process of moving over to the new version will be on a rolling basis which may take a number of years but is the most cost-effective way to implement.

## STREET FURNITURE & PUBLIC TOILETS

- We are responsible for a number of litter bins, public conveniences and signs across the Borough. These should be clean and in good order and carry the correct branding. As with vehicles the new style branding will be rolled out over a period of time.
- We ask all staff and residents that any issues that are identified (graffiti, damage) should be reported to customer services so remedial action can be carried out where appropriate.

Contact customer services on: [customerservices@oadby-wigston.gov.uk](mailto:customerservices@oadby-wigston.gov.uk)

## NOTICE BOARDS

There are a number of public notice boards across the Borough. These carry information about Council activities and news from other community and resident groups. These should be clearly branded and in good order.

To apply to utilise out notice boards please email: [customerservices@oadby-wigston.gov.uk](mailto:customerservices@oadby-wigston.gov.uk)

Our current notice boards are:

### **South Wigston**

- Blaby Road, opposite St Thomas' Church
- Blaby Road Park – Blaby Road frontage
- Blaby Road Park – Countesthorpe Road entrance
- Gloucester Crescent/Saffron Road junction
- William Gunning Recreation Ground – Gloucester Crescent entrance



## Wigston

- Aylestone Lane/Holmden Avenue junction
- Aylestone Lane/Shackerdale Road junction
- Bull Head Street, outside St Wolstans House, Church Nook
- Council Offices, Station Road, Wigston
- Estoril Avenue/Oadby Road junction
- Freers Park - Carlton Drive entrance
- Grangeway Road/Grange Road junction
- Guthlaxton Way
- Homestead Drive with Welford Road
- Kelmars Avenue/Bull Head Street junction
- Launceston Road, in front of shops
- Leicester Road - in car park of Freer Centre
- Meadow Way
- Moat Street/Horsewell Lane junction
- Moat Street/ All Saints Church
- Peace Memorial Park, Long Street frontage
- Wistow Road/Harcourt Road junction

## Oadby

- Brabazon Road - wall on Council shops
- Coombe Park - Coombe rise entrance
- Ellis Park - Top of Brabazon Rd
- Florence Wragg way - near Grange public house
- Florence Wragg way - near bus shelter
- Hunters Way junction with Hunters Way
- Illiffe Park/Illiffe Ave
- Rosemead Park - Rosemead Drive entrance
- Stoughton Road - corner of Stoughton Road/New Street
- Uplands Road - entrance to Uplands playing fields
- Uplands Road - top of Uplands Road on open space

## DIGITAL SCREENS

On top of our traditional notice boards we have two digital display signs which are located in the following areas:

- Oadby Centre, The Parade, Oadby
- Corner of Bell Street and Leicester Rd, Wigston

The screens are designed to allow posters to be displayed and are set on a rotational basis 6:00am to 11:30pm. There is a maximum of 10 slots available and these are rotated every seven seconds. They operate from 6am to 11pm daily which means any advertiser would receive over 11 hours of advertising per week.

To place an advert on to the digital screen, please email: [towncentremanager@oadby-wigston.gov.uk](mailto:towncentremanager@oadby-wigston.gov.uk)

## COMMUNITY FACILITIES

We have a number of community buildings and pavilions throughout the Borough that are ideal for holding social or community events or parties. The venues are available for hire on an hourly basis between 8:00 a.m. and 11:30 p.m. subject to availability.

### Oadby

- John Monks Pavilion, Coombe Park, Coombe Rise, Oadby, Leicestershire LE2 5TX
- Uplands Park Pavilion, Uplands Park, off Uplands Road, Oadby, Leicestershire LE2 4NS
- Walter Charles Centre, Wigston Road, Oadby, Leicestershire LE2 5QE

### South Wigston

- Blaby Road Pavilion, Blaby Road Park, Blaby Road, South Wigston, Leicestershire LE18 4LB

### Wigston

- Freer Community Centre, Leicester Road, Wigston, Leicestershire LE18 1HQ
- The Pavilion, Horsewell Lane, Wigston, Leicestershire LE18 2HR
- Sheila Mitchell Pavilion, Peace Memorial Park, Long Street, Wigston, Leicestershire LE18 2AJ

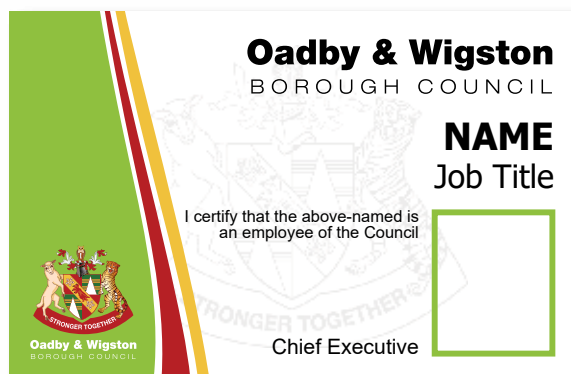
## FACE-TO-FACE CONTACT

The oldest and still one of the most vital forms of communications is made through our work force in general. Here we advise all staff to bear in mind we are all representatives of Oadby & Wigston Borough Council and to communicate in a professional and courteous manner at all times. We ask that members of the public from all walks of life and backgrounds are treated with respect and that we are sensitive to opposing views on a wide range of topics. It is not only what we say – but how we say it – so appropriate tone, content and body language is also an important aspect to consider.

As well as being mindful of the impact our face-to-face contact may have we ask all staff to adhere to the below in particular to help communicate a suitably professional image to our residents and stakeholders:

- to wear the appropriate work or business wear as supplied
- have a general business-like appearance
- be aware of body language, language and conduct even when not conversing with members of the public – as we still may be being observed
- not to wear branded uniform out of work, or for non-work related activities
- to wear and display the most up to date identification badge when in any of the Council premises or undertaking work duties (there are some Health & Safety exceptions to this – please contact our Human Resources department for further details).

Oadby & Wigston Borough Council identification badge (example):



For more detailed information on acceptable codes of conduct please contact our Human Resources (HR) department on: [hr@oadby-wigston.gov.uk](mailto:hr@oadby-wigston.gov.uk)

## FORUMS & COMMUNITY WORK

We have in place three main resident forums, one for each of our wards and we run a series of established community initiatives. Supersonic BOOM youth festival music event, Oadby Youth Partnership and Community Safety Partnerships being our three most high profile.

We also undertake an extensive amount of partnership work with a multitude of local agencies - ranging from health and wellbeing boards with the Leicestershire Sports Partnership to Leicestershire & Rutland Police to local religious leaders from all denominations. All of which form valuable communication opportunities for Oadby & Wigston Borough Council.

These forums and events are a useful channel of communication to help us interact and engage with residents from all backgrounds on a variety of topics. Increasing forum and community attendance is one of the key indicators contained within our performance report.

To learn more about the forums and other community engagement work we undertake please email: [forums@oadby-wigston.gov.uk](mailto:forums@oadby-wigston.gov.uk)

## MAYORAL EVENTS

Each year a busy calendar of events and civic arrangements for the Mayor are delivered by Oadby & Wigston Borough Council with support from the Communications Team as this often creates press interest. These are not of a political or service delivery nature and are a purely a civic function.

The Mayor of the Borough is elected every May for a one year term. The Mayor attends all events as a figurehead for the borough; he/she attends local events for schools, local business and other support services as a civic figurehead to open events, present awards and host events.

The Mayor also attends and represents Oadby & Wigston Borough Council at events hosted by other Councils, such as civic services, charity functions, and Christmas concerts along with other events put on by the other Leicestershire district councils.

The mayor can attend up to 200 charity events in a year; to get involved or find out more about mayoral events please contact: [mayors.office@oadby-wigston.gov.uk](mailto:mayors.office@oadby-wigston.gov.uk)

## ELECTIONS

Similar to Mayoral events, elections also provide high profile activity with residents and local media. Parliamentary (General) elections are held every five years. Borough Council, County Council and Police and Crime Commissioner elections held every four years. If any elected member to these bodies resigns their position, a by-election is triggered.

Referendums can be called at any time, either at a national or local level. National referendums have been held on issues such as European Union Membership and alternative voting systems. Local referendums can be held to gauge local opinion on issues such as increasing Council Tax (above the 2 percent limit), Neighbourhood Plans and Community Governance Reviews.

The Electoral Registration Officer has statutory obligations to compile and maintain an accurate electoral register. Newly identified electors must be sent an invitation to register within 28 days. Every August, a Household Enquiry Form is sent to all properties in the Borough to check that the details we hold are correct.

The electoral register is published annually on 1 December. Monthly alterations are published on the first working day of each month between January to September.

For more detailed information about the elections the Borough holds please contact:  
[electoral.services@oadby-wigston.gov.uk](mailto:electoral.services@oadby-wigston.gov.uk)

## CONSULTATIONS

As is outlined in our main communication priorities, engaging and listening to residents is a vital over-arching approach to our communications. It is also key to realising our Corporate Priorities, especially being '**An Inclusive and Engaged Borough**' so we aim to consult on matters that will have a major affect on residents' front line services. These are done across all our external communication channels available, with the Communications Team being at the forefront of their delivery.

Going forward we aim to also conduct more customer surveys which will measure resident satisfaction about a number of areas including communication. This will help us improve our communication performance and overall engagement levels.

## ANNUAL/SEASONAL CAMPAIGNS

There are other regular events, campaigns and initiatives that Oadby & Wigston Borough Council deliver (or support the delivery of) that we feel residents and staff members should be aware of.

We are looking to work with more partners and develop this list over the course of time. The list of the major established initiatives is as follows:

- Armed Forces Day
- Black History Month
- Christmas lights switch on (Oadby, Wigston and South Wigston)
- Flying the LGBT Flag
- General elections
- Hate Awareness Week
- Holi (Hindu Festival of Colours) March 2017
- Holocaust Memorial Day

- International Women's Day
- Local elections
- Mayor's schedule of charity events

### **Sport & Physical Activity campaigns:**

- 150 Minutes physical activity campaign
- Active Aging week
- Public Health 'One You' campaign
- This Girl Can week
- Workplace Health campaign

### **Brocks Hill Country Park & Centre events:**

- Birds, Bees & Butterfly Day
- Brocks Hill Garden Party
- Craft fayres
- Cross country event
- School holiday activities at Brocks Hill
- Volunteer fayres

## **PROSECUTIONS**


It is our policy that all our successful prosecution are published on our website. For changes in legislation or a prosecution of significance importance we will also issue a press release and publish an article in the Latest Council News section of our website.

## **TELEPHONE CALLS**

Most external telephone calls are directed to our Customer Service Team based at Bell Street, Wigston. Here callers will be directed to the appropriate person or department and call traffic is monitored and logged. We carefully manage the performance of how we handle calls from the public and strive to improve all the time.

When contacting the council we can utilise a pre-recorded message to convey important or useful information for members of the public to listen to whilst waiting for the options available.

This message is always short in duration and must be agreed both by the Communications Team and Customer Services Team.



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This message is always short in duration and must be agreed both by the Communications Team and Customer Services Team.

Phone number for customer services is: **0116 288 8961**

We also operate an emergency number for all out of hour's incidents that cannot wait until the next working day:

**0800 083 9695**

Each member of staff uses the 'myPortal' facility to better monitor and handle any external direct dial or internal calls. Within this system there is an out of office setting that should always be correctly used and an ability to promptly leave a voice mail message where appropriate.

Telephone calls should be answered in a professional manner, and all voice mail messages replied to. It is a vital part of our communications policy that calls of all nature are followed up and dealt with in a courteous and timely manner with all calls replied to within agreed time scales.

## **EMAIL**

Email is an increasingly popular means of communication and it is important there are set guidelines and expectations for its use. We ask that all staff:

- Write business related emails formally, do not include anything you would not want anyone other than the recipient to read.
- Assume the email could be read by the Chief Executive, members or even the public, perhaps as an attachment to a committee report.
- Address emails the same way as letters. If you want to meet the recipient for lunch, send them a separate invitation – do not tag the invitation on the end of a business email.
- Emails are slightly less formal than a letter so 'regards', 'kind(est) regards' and 'best regards' as salutation are permitted. These are considered semi-formal in emails and may replace 'Yours sincerely.'
- In tandem with the 'myPortal' phone system the Microsoft Out of Office Assistant should be used when on annual leave.
- Frequency of email – this should be carefully considered, as emails are not intended to replace phone calls or face-to-face contact. All staff should check if this the most appropriate way to deliver this information.
- Spamming – staff should only send out to a short list of people who are expecting to receive a communication. If a large dataset is to be contacted staff should contact the Communications Team to check data protection implications and to see if an email provider such as MailChimp is a more suitable alternative.
- Carbon Copy (CC) - CC'd emails are intended to notify the recipient this is for information only. If you require a firm response it is advised to use 'To'.

- An auto response message for CC'd emails received is not to be used - as this is considered impersonal by many.
- Spelling & grammar - please use the spell and grammar check when sending emails. If the email is important or for a large audience getting a work colleague to proof read is desirable.
- Sender Beware - All staff emails are potentially subject to public scrutiny as described in the Information Request section.

## EMAIL SIGNATURES

New email signature – all staff should use the same template with only changes to names, job title and phone numbers permitted. Example:

**Joe Harkin**

**Communications and Performance Officer**  
Corporate Resources



**Oadby & Wigston**  
BOROUGH COUNCIL

Customer Service Centre: 40 Bell Street, Wigston, Leicestershire LE18 1AD

Postal Address: Council Offices, Station Road, Wigston, Leicestershire LE18 2DR

**M:** 07717 300934

**T:** 0116 257 2677

**F:** 0116 288 7828

**E:** Joe.Harkin@oadby-wigston.gov.uk



Please Save Paper - Do you really need to print this e-mail?

### Replies/Forward signature:

Example – please use the below three subject lines for replying and forwarding emails.

**Joe Harkin**

**Communications and Performance Officer**  
Corporate Resources

# LETTERBOX

Letterbox is the Council's own newsletter and is sent out to every household (circa 23,500 copies) four times a year. The latest edition and past copies can be viewed here:

[www.oadby-wigston.gov.uk/pages/letterbox](http://www.oadby-wigston.gov.uk/pages/letterbox)

Letterbox is a full colour, A4 newsletter which usually consists of between 20-24 pages of content that is deemed of interest to local residents with some local advertising. Oadby & Wigston Borough Council retain full editorial control of Letterbox.

To submit an article or place an advert in Letterbox there is an agreed process that needs to be followed for internal staff members and external stakeholders and partners.

For an application form to submit an article to Letterbox please contact the Communications Team on: [communications@oadby-wigston.gov.uk](mailto:communications@oadby-wigston.gov.uk)

Within this application you have to make sure that:

- The article complies with Data Protection Act.
- The article complies with council policies.
- The article complies with election period requirements (Purdah).
- The article complies with our Style Guide.
- The article is of interest to the public.

You also need to request separately if the article is to be sent for publication on our website.

A selection of good quality and relevant images is always best to include when supplying an article for submission.

To assist and guide on these editorial decisions a priority ranking system is in place.

Residents' newsletter published by **Oadby and Wigston Borough Council**  
Summer 2017

# Letterbox

Oadby & Wigston  
BOROUGH COUNCIL

[www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk) [OadbyWigstonBC](https://www.facebook.com/OadbyWigstonBC) [Oadby\\_Wigston](https://twitter.com/Oadby_Wigston)

**REFUSE AND RECYCLING CONSULTATION**  
February / March 2017

## LET'S TALK ABOUT RUBBISH

**We want your thoughts on refuse and recycling**

Oadby and Wigston Borough Council is having to review the way it collects waste and we want your thoughts to help us make an informed choice on any changes that we may have to introduce.

**Please turn to pages 22-24 to complete the refuse and recycling survey.**

### Refuse and recycling Bank Holiday arrangements

| COLLECTION DAY                          |               | REVISED COLLECTION DAYS  |
|---|---------------|--|
| Friday 14 April<br>Good Friday          | No collection | Refuse, recycling and textiles - Friday 21 April*, Glass and cooking oil - Friday 28 April, Garden waste - Thursday 13 April   |
| Monday 17 April<br>Easter Monday        | No collection | Glass and cooking oil - Tuesday 18 April, Garden waste - will be collected between Tuesday 18 April and Friday 21 April        |
| Monday 1 May<br>May Day                 | No collection | Glass and cooking oil - Monday 15 May, Garden waste - will be collected between Tuesday 2 May and Friday 5 May                 |
| Monday 29 May<br>Spring Bank Holiday    | No collection | Glass and cooking oil - Monday 12 June, Garden waste - will be collected between Tuesday 30 May and Friday 2 June              |
| Monday 28 August<br>Summer Bank Holiday | No collection | Glass and cooking oil - Monday 11 September, Garden waste - will be collected between Tuesday 29 August and Friday 1 September |

\*Will be a double collection which is 6 black bags and unlimited recycling bags.

Oadby and Wigston Borough Council, Station Road, Wigston, Leicestershire LE18 2DR T: 0116 288 8961 F: 0116 288 7828



## **Priority 1**

**Optional article can be included if there is sufficient room in Letterbox.**

## **Priority 2**

**Article required for publication but either the publication does not have to be this edition or the story is of minor relevance.**

## **Priority 3**

**Important that the article is included as a general article about what the council is doing.**

## **Priority 4**

**Very important that the article is included as it fits in directly with Council's aims or objectives or has been paid for by a third party.**

## **Priority 5**

**Statutory requirement as a result of legislation or council policy. Article must be included in next edition.**

Please remember as part of our submission process there is a six week period between article approval and it being featured in the delivered newsletter. So, for up to date submission and circulation times please contact the Communications Team and try to plan ahead!

## **BROCKS HILL NEWSLETTER**

Brocks Hill staff produce a newsletter that goes out to circa 700 members of the public who have signed up to receive news from the Country Park. In addition another 150 copies are sent to libraries, leisure facilities and museums.

The newsletter contains a variety of information about the Country Park and goes out once every three months.

## **THIRD PARTY SITES**

There are scores of physical and digital sites that we currently send our Brocks Hill Newsletter to and are agreeable to housing posters, leaflets and other information.

We encourage local partnerships from organisations who are happy to help us communicate to a wider audience whether that is putting up a poster in school or supermarket or featuring on their website or social media. We would only enlist reputable organisations that are suitable partners and this should not be seen as a direct endorsement of their offered services.

Whilst we endeavour to better utilise and grow this appropriate partnership we ask staff not to contact established partner sites directly but to contact the Communications Teams. If staff have discovered a new opportunity we ask them to notify the Communications Team so we can add to the official list.

## LETTERS

We have two standard letterheads that all staff should use for official or formal Council business – one is for staff based at Brocks Hill Country Park the other is a generic template for all staff members. We ask staff not to change the standard layout and stick to a size 11 font in either Arial or Tahoma for the body text.

Always ensure you use the appropriate salutation. If you know the name of the person you are writing to, use it in full as follows in this order of preference:

- Dear John Brown, Dear Mr. J Brown, Dear Mr Brown.
- Use the title Ms. for a woman, unless she indicates that she prefers Miss or Mrs.
- Never spell out the titles Mr., Ms., Mrs., and Dr.
- Always spell out these or similar titles: Councillor, Professor, Dean, and Captain.
- If you are writing to a company or department rather than any specific individual, use 'Dear Northwest Airlines' or 'Dear Housing Services'.
- If you do not know the reader's name, Sir or Madam is a very polite and preferred terms.
- 'Dear Sir or Madam', is useful when the gender of the recipient is unknown. 50 years ago it was acceptable to only use 'Dear Sir' if you did not know the gender of the person you are writing to.
- However, this is not acceptable today and may be considered sexist or presumptuous.
- Alternatively Dear 'post name' or 'Dear Resident' are acceptable if appropriate.
- Avoid, 'To whom it may concern' as this sounds impersonal, only use as a last resort.

### **Valediction** (ending greetings)

- Ensure you use correct pairings.
- For 'Dear Name' use 'Yours sincerely'.
- For 'Dear Sir or Madam' use 'Yours faithfully'.
- Do not end business letters with 'Yours truly' (informal), 'Kindest regards' (informal), 'Regards' (informal), 'Yours aye' (Scottish), 'Your obedient servant' (out of date).

An example of Brocks Hill letterhead is shown below:



# Oadby & Wigston

## BOROUGH COUNCIL

Mr Joe Bloggs  
1 High Street  
Wigston  
Leicestershire  
LE18 2DR

**Please ask for:** Joe Harkin  
**Email:** joe.harkin@oadby-wigston.gov.uk  
**Telephone:** 0116 257 2606  
**Ref:** ExampleLetterhead  
**Date:** 2 March 2017

Dear Sirs,

I am writing to let you know that your sponsored bat box with an engraved plaque has now been installed. Please find enclosed a Certificate of Sponsorship and a map showing the location of your bat box on a tree growing at the back of Brocks Hill Centre between the main play area and the fenced off picnic area.

I am writing to let you know that your sponsored bat box with an engraved plaque has now been installed. Please find enclosed a Certificate of Sponsorship and a map showing the location of your bat box on a tree growing at the back of Brocks Hill Centre between the main play area and the fenced off picnic area.

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I am writing to let you know that your sponsored bat box with an engraved plaque has now been installed. Please find enclosed a Certificate of Sponsorship and a map showing the location of your bat box on a tree growing at the back of Brocks Hill Centre between the main play area and the fenced off picnic area.

Yours faithfully,


**Joe Harkin**  
**Communications and Performance Officer**  
Corporate Resources



**Brocks Hill Country Park & Centre:** Washbrook Lane, Oadby, Leicestershire LE2 5JJ

**Council Offices:** Station Road, Wigston, Leicestershire LE18 2DR

**Tel:** (0116) 257 2888 **Fax:** (0116) 271 356

 [brocks-hill.co.uk](http://brocks-hill.co.uk)

 [BrocksHillCountryPark](https://www.facebook.com/BrocksHillCountryPark)

 [@Brocks\\_Hill](https://twitter.com/Brocks_Hill)



The Brocks Hill letterhead (along with other external or internal Brocks Hill communications) uses the official Brocks Hill logo.

## OTHER STATIONERY & BRANDED MATERIALS

Other materials used by Oadby & Wigston Borough Council (but not limited to) include: committee agendas, licences, reports, memos, faxes, compliment slips and business cards. All staff are asked to use standard templates. This will present a stronger and more consistent image if we all use a standard layout.

As a minimum they should include the new version of the logo and if in any doubt please refer to the Communications Team.

All these items will be stored centrally on the shared drive for ease of access.

Any requests for new materials should be made in conjunction with the Communications Team at all times.

## PRESENTATIONS

During the course of a working week many of the Council's various departments may be required to deliver a PowerPoint presentation. We ask each department; whether the PowerPoint is for an external or internal audience (space permitting) to always use our corporate template.

If a joint presentation is being delivered with a partner agency we request that our logo is featured on the header of footer slide as a bare minimum.

PowerPoint template example:



## WEBSITE

Our website is a vitally important channel for Oadby & Wigston Borough Council to communicate a variety of subject matters to different audiences. On average the website receives over nineteen thousand (2015-16 figures) unique views per month.

To make sure this is as up to date and as accessible as possible each department has elected web editors that are trained by the Communications Team. They systematically conduct basic web editing to enable good housekeeping and ensure that only relevant information is stored in a logical easy-to-access way.

Unlike the social media channels which are tightly controlled, the web content at department level should have at least two staff members able to update. These members will have undergone web training to assist them in these duties. Each department is given the freedom and responsibility to update and maintain its own web area – within the guidelines that are set out in this document.

The list and restrictions of who has access rights to each department sits and is controlled by the Communications Team

The Communications Team retains control of the Homepage and any major development works. The Homepage is the 'front door' to the Council's website. It is important appropriate information is in place, which clearly signposts to other areas and is reflective of the Council's priorities.

[www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk)

The screenshot shows the homepage of the Oadby & Wigston Borough Council website. At the top, there are navigation links for Accessibility, BrowseAloud, Cookies, and Login. Below these are four main service buttons: PAY, REPORT, REQUEST, and A TO Z. A search bar is located below the buttons. The main banner features a large graphic for 'THE 2017 UK GENERAL ELECTION' with a ballot box icon and the text 'Don't miss out. Ensure you're registered by 22 May. gov.uk/register-to-vote. Parliamentary Election - Thursday 8 June 2017. You need to be on the electoral register to get involved in the upcoming general election. Follow the above link to find out more.' To the right of the banner is the council's logo and social media links for News, Twitter, and Facebook. Below the banner is a 'My Location' section with a form to enter a house number and street name or postcode, and a 'Go' button. At the bottom, there are several vertical columns of service icons: 'Top tasks' (Brocks Hill, Customer Services, Environment and Planning, Housing, Jobs, Parklands Leisure Centre & Pool), 'For residents', 'For business', 'For visitors', and 'Your Council'. The 'Latest Council News' section on the right lists three news items: 'Update on our refuse and recycling consultation', 'All you need to know about the local elections', and 'Mayor visits newly insulated homes'.

## HOMEPAGE

The key areas on the Homepage that the Communications Team only look after, are as follows:

- Alerts – a small highly visible area for any important news.
- Top tasks – the most visible of the links to other web sections.
- Homepage news slides – these sit prominently on the home page and link into items that are deemed important to the Council or of high relevance to residents.
- Latest Council News – this appears as rolling feed of official Council News articles (these are created by the Communications Team only).
- General layout – this is controlled by the Communications Team.

## OTHER KEY FUNCTIONS

The website does hold a vast array of information, spanning across all departments and services. To help user navigation the website uses an A to Z section and a search facility to help exploration of our website.

There is also a handy 'My Location' function on the Homepage where residents can enter their postcode and relevant information for their particular location will appear.

If staff have any issues with navigation, content, appearance or a technical query they are asked to contact the Communications Team in the first instance. If it is content which sits within a departments section they are asked to contact their own department web editors.

Finally, if approved by the line manager, any staff can undergo training and be added as a department web editor.

## PAY, REPORT & REQUEST

There are also prominent areas where residents can make online payments and request or report a number of services or incidents.

## OADBY & WIGSTON BOROUGH COUNCIL RSS FEEDS

The following Rich Site Summary (RSS) feeds are available on the Oadby & Wigston Borough Council website:

- Latest News
- Updates
- Job Vacancies
- Latest Committee Papers
- Publications

## WEB PLUG-INS

Our website has four main plug-in sites or software systems that we use to improve visitor experience. **Browsealoud** as mentioned below; plus **modern.gov** for council meetings, **you.gov** for national enquires and **Firmstep**, which is our Customer Relationship Management (CRM) system. Our CRM system is in the process of being developed to meet our channel shift aspirations.

## WEBSITE ACCESSIBILITY

We are committed to providing full access to our online services to all sections of the community.

### **Browsealoud**

Our website utilises a speech enabling software called Browsealoud. This provides an additional way of accessing our content for people who find it hard to read the screen. This includes those with dyslexia or learning difficulties, those for whom English is not their first language or anyone with a mild visual impairment. It is not designed to replace other screen readers.

Browsealoud is a solution that allows you to have website content read to you. As you move the cursor over text, it is spoken aloud. Browsealoud is free to download and you have control over the voice, word pronunciations and speech highlighting.

How does it work? You download a free, small browser plug-in. Once the plug-in has been installed, content on this site can be spoken aloud.

### **Increase the text size**

By adhering to web accessibility standards in the development of this web site it is possible to increase and decrease font character sizes. Hold down the control button and roll your mouse wheel back and forth.

If your mouse does not have a wheel, you can still change the font size by clicking on View/Text Size on your browser's main menu.

### **Screen reader**

For people with literacy or visual impairments and for people who find it difficult to read online you may wish to download **Thunder**; screen reader talking software for blind and visually impaired people.

### **Further advice**

We advise web visitors with access needs to visit the **British Broadcasting Corporation's (BBC)** accessibility information for further details about making changes to your browser, operating system or computer, to be able to view the web in a more accessible way.

### **General web privacy policy**

We respect our web visitors' privacy. The information that is provided to us, or that is gathered automatically, helps us to monitor our services and provide better information to residents of Oadby and Wigston or visitor to our web site.

For further information on this and use of cookies please visit:

[www.oadby-wigston.gov.uk/pages/privacy](http://www.oadby-wigston.gov.uk/pages/privacy)

## OTHER WEBSITES

The Leicestershire Choice Based Lettings website is a partnership between the seven councils in Leicestershire (excluding Leicester City which has its own web site). It provides housing advice and a portal to manage housing applications. [www.homes.oadby-wigston.org.uk](http://www.homes.oadby-wigston.org.uk)

We also communicate through [www.activeoadbywigston.org.uk](http://www.activeoadbywigston.org.uk), which is a free partnership channel with Leicestershire & Rutland Sport. Web content and social media posts adhere to our general social media policy with the focus of discussions being about news and events relating to Active Oadby Wigston whose aim is to provide, increase and promote sport and physical activity opportunities for all across the borough of Oadby and Wigston.

## SOCIAL MEDIA

We use a number of social media networks to promote our services and communicate with residents and customers. If your query is serious, urgent, or involves personal details, then it is our preferred option that all formal contact is by telephone, email or in person at our dedicated Customer Service Centre on Bell Street, Wigston.

### Historic Use

Oadby & Wigston Borough Council are relatively new to the emerging use of social media to promote its services and retain a small delivery resource. In July 2016 a dedicated Communication's Officer was recruited to post and was tasked to be responsible for social media usage, policy and the expansion of our social media channels. In September 2016 the number of channels increased, with a new Facebook page and twitter account being created. Our policy is to closely control the number of channels and not have a multitude of channels for each service area.

### Our Current Social Channels:

Below are the current official authorised social media channels in active use by Oadby & Wigston Borough Council:

#### Facebook

OadbyWigstonBC  
BrocksHillCountryPark  
activeoadbywigs (in partnership with Leicestershire & Rutland Sport)



#### Twitter

@Oadby\_Wigston  
@OWCommSafety  
@Brocks\_Hill  
@ActiveOadbyWigs (in partnership with Leicestershire & Rutland Sport)



## #Hashtag Use

The only two permanent hashtags we use on a long term basis are:

**#OWBCDemocracy** - this lets the recipient know that the following message will be from Democratic Services covering council meeting, agendas and minutes.

**#OWBCVacancies** - details current live job vacancies.

Other hashtags will be used for different campaigns and partnership working.

## LinkedIn

An account on the LinkedIn social networking service is in the process of being created. This will not be a primary channel as will be used for recruitment purposes only.

## SOCIAL MEDIA PERMITTED USE

No officer or service area may, on behalf of the council, set up a new social media channel without liaising prior with the Communications Team.

All communications sent through Oadby & Wigston Borough Council's channels must be conducted by officers who have received training and are authorised by the Communication Team.

The list of officers who have login and access is tightly regulated by the Communications Team and not open to all staff. This differs from our policy concerning website editors, where maximum usage and access is encouraged.

Day-to-day social media messages are delivered by the Communications Team directly.

Council staff members (which includes Brocks Hill staff) are subject to the same controls as all social media users (copyright, defamation, harassment, etc) and their personal comments on their own channels are not endorsed by Oadby & Wigston Borough Council.

Staff (including those in the Communications Team) are advised not to comment about work matters on their personal accounts and refrain from commenting or 'liking' posts on Oadby & Wigston Borough council's official channels.

Staff are permitted to share social content within their personal networks.


All staff unless express permission is granted are blocked from social media sites on work computers.

Social media usage whilst at work and policy regarding bringing the council into disrepute through social media is covered within the existing acceptable usage policy document and Human Resource's main disciplinary policy document. Please contact Human Resources for further details: [HR@oadby-wigston.gov.uk](mailto:HR@oadby-wigston.gov.uk)

## Monitoring & response

The above accounts are the only authorised social media channels operated by us. We monitor our accounts on an ad-hoc basis Monday to Friday, 8:30am to 4:00pm (except bank & public holidays).

At this stage we are not able to offer a fully responsive service and cannot answer all queries within a set or guaranteed timeline. For the majority of general and formal enquires, we point requests to our dedicated Customer Service Team. This department is fully set-up and trained to monitor and respond effectively to an array of questions that may arise.



If the Communications Team know a particular answer to any question we will endeavour to respond when possible. We may forward to customer services, but delays may occur where a request needs to be investigated.

On the main Oadby & Wigston Borough Council Facebook page any direct messages received are auto-responded to contact customer services. Individual posts and tweets are only able to be replied to on a ad-hoc basis and at our full discretion.

Monitoring of the growth and engagement of our social media channels is undertaken by the Communications Team and shared internally. Growth of our social reach is one of our communication priorities.

### **Blocking users & posts**

We reserve the right to block users and posts without explanation.

We do ask that our channels are not used to:

- Post offensive content. We will treat a post as offensive and delete it if it contains swearing, personal attacks or threats, or if it is libellous or discriminatory.
- Advertise products or services, or share personal information.
- Post the same message, or a similar message, repeatedly.
- Post information that is irrelevant to the residents of Oadby and Wigston.

### **General code of conduct**

Social media shares many of the conditions and legislation control as our other communication channel and our behaviour and activities are covered under the general terms. More specifically with regard to social media channels:

- We endeavour to only publish information that will be relevant to residents, businesses and visitors of Oadby and Wigston.
- We will be civil, tasteful and consistent.
- We do not post messages that are unlawful, libellous, harassing, defamatory, abusive, harmful, profane, sexually oriented or racially offensive.
- Do not post content copied from elsewhere, for which we do not own the copyright.
- Do not post the same message, or very similar messages, more than once (also called "spamming").
- Do not publicise your, or anyone else's, personal information, such as contact details.
- Do not advertise products or services.
- Do not impersonate someone else.

### **Following others**

We carefully choose who we follow, like and share content from but we cannot follow, like or share everything requested or received.

We sometimes follow or share content we think is of interest or benefit to our residents and customers, but this does not mean that we endorse the originating person or organisation.

We would only comment on other social feeds points of facts - we would not give personal opinions.

Please don't be offended if we don't like or follow you. It's important we remain impartial at all times, and often the reason we don't share content is because we feel it would impact on this. We have to be very careful that retweeting and sharing isn't seen as us endorsing an opinion, organisation or individual.

## **Partnership working**

Where appropriate, we actively encourage partnership working for all our external communication channels. On Twitter specifically we are active in a number of partnership campaigns; we are committed to use the official protocols and hashtags as laid out by the lead organisation of the particular campaign.

Entering into any joint campaign is at the discretion of the Communications Team.

## **Political comment**

We remain politically neutral at all times on social media, and we will not answer questions of a political nature. Elected councillors are entitled to use social media in a professional and/or personal capacity, but their output and comments are not endorsed or an automatic reflection of Oadby & Wigston Borough Council's views.

## **PRESS RELEASES**

Oadby & Wigston Borough Council will issue an official press release when an item of information needs to be circulated and picked up by the local media beyond the external channels that we manage and control.

To issue a press release a procedure is in place to agree consistency of message and be aware of what releases are already in circulation with the local media – to avoid duplication and mixed messages.

All press releases are issued on the same template and format and are released through the Communications Team only. If any department or individual member of staff wishes to release a press release this must be through the Communications Team.

The Communications Team will also help with getting the release into a format that is appropriate and help form an appropriate quote on behalf of Oadby & Wigston Borough Council.

Any releases on manifesto pledges, policies or major incidents of a political nature, the current Leader of the Council is the preferred choice to provide a substantive quote. For some more operational activities senior officers are able to provide a quote – this is to be agreed in advance by the Communications Team.

Only when the release is signed off by either the Senior Management Team or the most senior member of the Communications Team will the release be issued.

We issue to a database of local contacts and media outlets which include the Leicester Mercury newspaper and Radio Leicester - the two primary channels for wider reach available to us locally.

All official Oadby & Wigston Borough Council press releases including activities at Brocks Hill, come through the Communications Team. We only issue when we feel the article or information would be of interest to a wider audience.

We monitor how successful we are in getting press releases printed or broadcast locally.

One of our strategic aims is to broaden our database of local media contacts and increase this to a national level. We also want to improve our relationships with all the media outlets available locally.

## **MEDIA & PRESS MANAGEMENT**

The Communications Team act as the central point of contact for all media and press enquiries.

Staff are asked not to contact the media and that any enquiries are passed onto the Communications Team and await further advice.

If the enquiry is of particular significance the Communications Team will send an internal briefing note, so all staff know that they may expect enquiries of a certain nature.

## **PAID FOR PUBLICITY**

This is no specific policy for paid for publicity except for the procedures as laid out in this document (logo usage, writing style, etc) and Oadby & Wigston Borough Council's usual rules governing procurement. However, it is advised that for all larger requirements to contact the Communications Team to support the delivery of any paid for publicity campaigns.

## **GENERAL PUBLIC ENQUIRIES**

All general enquires from members of the public; either in person or by telephone are directed to our Customer Service Centre based in Bell Street, Wigston.

This request is prominently displayed upon our website, entrance signs at Bushloe House offices and on our email and letterheads.

This enables us to handle all our enquiries in an efficient manner and monitor the performance of our response times.

(Brocks Hill Country Park enquiries are handled at both sites dependant on the nature of the request).

Customer Service Centre contact details:

**0116 288 8961**

**40 Bell Street, Wigston, Leicestershire, LE18 1AD**

**[customerservices@oadby-wigston.gov.uk](mailto:customerservices@oadby-wigston.gov.uk)**

## COMPLAINTS

If a resident or member of the public is not entirely satisfied with any of our services, they can make an official complaint by completing the Complaints Form which can be found on our website. There are two forms and stages that need to be completed as part of the process.

If a complainant remains dissatisfied with the response(s), they have the option of referring it to the Local Government Ombudsman: [www.lgo.org.uk](http://www.lgo.org.uk).

## MEMBER ENQUIRIES

The definition of a member enquiry is an enquiry by a councillor made on behalf of a resident. Residents are able to contact all elected members (full contact details are available on our website) and we reference, monitor and log all questions asked. Responses from staff are required within 10 working days unless there are exceptional circumstances.

## INFORMATION REQUESTS

As a council we have a number of statutory obligations we need to adhere to. This helps us to be transparent and visible on the information we store and decisions that are made by the council's elected members. Staff are reminded that information in all emails and reports are subject to the below requests.

### **Freedom of Information Requests (FOI's)**

The Freedom of Information Act (FOIA) gives anyone the right to access recorded information held by a public sector organisation. Anyone can request information – there are no restrictions on their age, nationality or where they live.

We are obliged to answer requests with a timescale of 20 working days.

There are certain exemptions within the FOIA such as vexatious requests, information is already available (i.e. on our website), personal information, or it would take too long to find/extract the information requested (if it would take over 18 hours of time then we can levy a charge).

### **Environmental Information Regulation Requests (EIR's)**

EIR's are usually received by email as part of a property search by agencies and relate to information on building regulation approvals, completion certificates, notifications of work carried out under a competent person scheme i.e. installation of windows, doors, gas boilers/fires, planning permission and tree preservation orders. We are obliged to answer requests within a timescale of 20 working days.



## **Subject Access Requests (SAR's)**

A SAR is made by an individual who wants to see a copy of the information an organisation holds about them. We are obliged to answer requests within a timescale of 40 calendar days from date of receipt. Requests should be made in writing to the Compliance Officer and a fee is payable.

For any further information please email: [compliance@oadby-wigston.gov.uk](mailto:compliance@oadby-wigston.gov.uk).

## **COMMITTEE, COUNCIL MEETINGS & AGENDA'S**

Oadby & Wigston Borough Council aspire to help residents get involved with local democracy and decision making. We re fully compliant and transparent with all our meetings that take place.

Below is a summary of our main commitments in this area:

- Main meeting agendas must be published on our website at least five clear working days before the meeting.
- Supplementary meeting agenda updates must be published at least one clear working day before the meeting.
- Minutes of meetings must be published as soon as reasonable practicable but no later than 15 clear working days after the meeting.

For further information in this particular area please contact: [democratic.services@oadby-wigston.gov.uk](mailto:democratic.services@oadby-wigston.gov.uk)

# 'GETTING A STORY OUT' - A GUIDE FOR STAFF

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This section is a quick guide for all staff members. It is designed to be a handy reference that gives everybody advice on the correct procedures and policies to: 'Get a story out'.

This does not have to be a good news story that has already happened; it could be about an event taking place in the future, a survey for a consultation or even a statutory notice obligation.

In short - any piece of information that any staff member wishes to communicate to an audience using the external channels we have available.

# GETTING A STORY OUT!

There are a number of considerations and options available for all staff members to get a story out on behalf of Oadby & Wigston Borough Council.



## WHY?

### Before you even start the ball rolling please ask yourself:

- Does the story really need to go out to the public domain?
- Is this a work related story?
- What are the desired outcomes of getting more exposure?

**It is advised to check with your manager first, to agree if your energy invested is time well spent, before contacting the Communications Team.**



## Timing can be a crucial factor in getting a story out:

## WHEN?

- What is the optimum time for the story (or your communication) to be released; a day before the event? Or would a week before be better?



- If the event has already happened - then in most circumstances getting something out straight away is advised. Are you able to do this?
- Is your 'story' time dependent on partners or statutory obligations?
- Is there an event coming up that you could piggy-back on?
- Have you allowed yourself enough time to plan all the considerations?

**The Communications Team support and deliver a lot of activities and require adequate notice, especially on multi- channel or complicated tasks. If it is a large piece of communication – always contact the Communications Team in plenty of time in order that they can help.**



## TO WHOM?

# Understanding your desired target audience is vital in trying to get your story to connect:

- Who is the communication intended for?
- Has the most appropriate tone and content been agreed?
- How will the audience access this information? Online, or on a notice board?

**Some of our channels have strict policy guidelines on correct tone and wording. The Communications Team can advise if you are struggling to get it right.**



**If it just needs to be placed on your service area's web pages, this can be done by your service web editors (each service should have two people fully trained up). If you find yourself requiring a lot of service area web editing - ask for some training and become an editor yourself!**

## BY WHOM?



**The vast majority of other communications have to be issued externally via the Communications Team. Which, when you think about it makes it super simple for you – as they will send on your behalf!**

## WHERE?

# Closely linked with targeting your audience - where your communication is published can have a huge impact:

- Where will your target audiences most likely be and best placed to take notice of your communication?
- Are there other options that you could consider also?

**To attract local students to a youth festival for example, posters at a local college would be appropriate. Remember not everybody visits our website on a routine basis!**



## OUR AVAILABLE CHANNELS

We only have a limited number of external channels available – it could be released to one, all, or a mixture of the below. These are listed in greater detail in a separate section, but below is a brief summary of the typical options readily available to all staff:

### **General website:**

- On your department's existing page (a co-worker can do this task).
- A new page or dedicated section.

### **Website Homepage:**

- A news slide – a prominent carousel slide on the Homepage, you will need an image to accompany your story.
- A Latest Council News article - an image here is optional.
- The alert banner – this should be vital information and a concise message under thirty words.

**In the Letterbox newsletter:** make sure this is planned and your time frame fits the distribution run.

**Social media channels:** generally we would put out through both Facebook and Twitter. A supporting image would be desirable.

**Press release:** this would go to all local media outlets and should be something newsworthy and of significance interest to all. If this features a specific press opportunity – for example, a photo call, this is always good to include.

**Posters:** to put on our notice boards or third party sites.

**Digital displays:** digitalise the 'story' or poster so that it can be placed on our display boards.

**Events:** get involved in one of our established seasonal events or campaigns.

**Partners:** it is always worthwhile thinking of potential partners that can help us spread the story.

**Paid for publicity:** here you would need a pre-agreed budget. Paid advertising can take many forms; from placing an advert in a specialist magazine to 'boosting' a social media post.

**Internally:** always remember, it is always a good idea to let as many people including fellow staff members aware of your news.

**This is the meat in your sandwich or 'content', on the whole, it needs to be provided by you! But a few things you need to do include:**



**WHAT?**

- Are all the relevant facts correct and corroborated?
- Have you included all the required contacts details?
- Is it obvious what the reader is being asked to do when they see the communication - how do they get involved?

**Relatable and engaging content is paramount - people will either connect with your story or not, no matter where, how and when it goes out!**

**HOW?**

**We really do want more stories to go out – so we hope the question of how is now very simple:**

- **Use this guide and simple checklist**
- **Read through the other sections of 'Oadby & Wigston Borough Council's COMMUNICATION POLICY GUIDE & STRATEGY 2017-2019' for some more detailed information**
- **For further advice and support contact the Communications Team who are always happy to help:**



**[communications@oadby-wigston.gov.uk](mailto:communications@oadby-wigston.gov.uk)**

# OUR INTERNAL COMMUNICATION CHANNELS

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This section details guidance and the main policies on the way we communicate internally as an organisation. This could be between staff members or between staff and senior management and applies to all of our service areas.

Good internal communication practices can have a significant impact on an organisation's operation and performance in a variety of ways - we view it as important as our external communication.

## FORMAL FACE-TO-FACE MEETINGS

### Meetings

Below is a list of the main regular meetings or briefings that we conduct as a Council. The frequency and content of each one is carefully considered:

- ad hoc service and communication briefings
- all staff briefings
- individual team meetings
- managers' meetings
- quarterly Health & Safety Group meetings
- quarterly meetings with on-site union representatives
- regular corporate induction briefing sessions
- Senior Management Team (SMT) meetings
- staff consultations on specific service and policy development
- two monthly Staff Focus Group meetings

### Annual appraisals

These are completed annually to coincide with beginning of the financial year, usually May/June. Employees who pass their probation part-way through the financial year will not have an annual appraisal until the next financial year; the 121 cycle will apply.

The annual appraisal will be completed on the Council's HR software system, where employees will be able to review and agree the information cited on the form.

The annual appraisal provides an opportunity to set the employee objectives for the year. It can also be used to identify any training needs which may improve overall performance.

A good annual appraisal should be a two-way discussion where success is celebrated and any issues and concerns are addressed particularly to improve an employee's performance.

### 121 meetings

These meetings should take place bi-monthly (i.e. once every 2 months).

Objectives set in the 121 should assist the employee to meet the objectives set in their annual appraisal. They should also link to the Council's agreed Vision, Values, Corporate Priorities and Service Improvement Objectives.

A useful 121 should be a two-way discussion where success is celebrated and any issues and concerns are addressed particularly to improve an employee's performance and to assist the employee in meeting their objectives.

## **Half-yearly review**

This review will take place 6 months after the annual appraisal.

This should be a two-way discussion between the line manager and employee to reflect on how the employee has met the Council's Vision and Values over the past six months. It is also an opportunity to discuss how the employee can maintain or improve on these Values moving forward, particularly where a shortfall has been identified.

## **Team meetings**

Aside of Annual Appraisals, 121s and the half-yearly review, employees will be required to participate and contribute to team meetings. Team meetings will take place every six weeks.

At these meetings items will be discussed which incorporate the Council's agreed Vision, Values, Corporate Priorities and Service Improvement Objectives.

## **Customer Alert System**

Staff safety is paramount and a proficient communication process is required especially for lone workers. The Customer Alert System is a means of sharing information throughout the Council and its partners to ensure staff safety by:

- recording incidents of a violent or threatening nature
- recording individuals who pose a genuine risk
- recording addresses where a risk has been identified

The system produces a spreadsheet of known individuals or addresses with associated risks and safety controls. Every time the spreadsheet is updated a revised version of the list will be published and made available for staff who require this information.

## **Sensitive ward issues**

Sensitive issues are potentially anything which affects a member's electoral division but it is particularly those issues which are likely to be controversial for example, changes to a service or closure of a facility.

Local ward members must be:

- invited to public meetings on local issues
- notified at the outset of a local consultation exercise for example, parks and open spaces
- notified of potentially controversial local issues within a report to Council or a committee and if requested, to supply a copy of the final report to the ward member, where they do not sit on the committee receiving the report
- notified of press releases relating to a specific ward issue

## EMAIL

This communication document has already detailed the uses of emails for external consumption – but many of the emails we send are internal.

Again – we ask for staff to consider if an email is the correct channel as opposed to a phone call or a face-to-face meeting. Similarly do all the recipients need to be included?

Use of Carbon Copy (CC) – this is intended to notify the recipient this is for information only. If you require a firm response please use 'To.'

An auto response message for CC'd emails received is NOT to be used - as this is considered impersonal by many.

Responses - it is respectful courtesy to reply within 48 hours of an internal email – even if it is as an acknowledgment.

The replies /forwards setting should be set to an email signature which only contains name, service area and job title. Example:

**Joe Harkin**  
**Communications and Performance Officer**  
Corporate Resources

Although these can sometime be less formal in nature we ask that a clear business font like Tahoma, Ariel or Calibri is used (font size 11 /12) and that salutations are not too informal.

Be careful with the language use and still maintain a good level of spelling and grammar – as these may be forwarded onto others.

We ask that emails are not printed off unless is absolutely required.

Leavers – staff leavers' email inbox will still receive email for three months. It is the responsibility of the manager to contact our Information, Communications and Technology (ICT) service desk to maintain a current up to date list and to put any diverts in place

Use of Blind Carbon Copy (BCC) is not permitted apart from when emailing a large group. If you are contacting a large group it is advised to check with the Communications Team first.

### Out of office

When you are away for longer than one working day the Out of Office Assistant should be used at all times and set up as below:

**Thank you for your email.**  
**I am currently out of the office until ENTER DATE.**  
**For any urgent enquiries please contact ENTER NAME & PHONE or EMAIL.**

For any amends or additions to any of the above email signatures please liaise with the Communications Team prior to use and they will be able to assist with your request.

It's the managers responsibility to contact the ICT service desk to update the Out of Office Assistant for staff members who are away through long term sick or other prolonged absences.

## User Groups

Internal staff members have been put into handy user groups that are designed to speed up communication transmission. These are usually by service or department and have been set up by our ICT contractors. If you wish a new user group to be set up please contact the Communications Team who will work with ICT on your behalf.

### **I\_Allusers**

One of the most common user groups is the **I\_Allusers** which delivers an email to all members of staff.

Careful consideration should be given to using this facility as it is only to be used when the information is of relevance to the vast majority of staff. If staff are not sure this an appropriate method of internal communication, please check with your line manager.

As with any communication that is external or going out to a large group internally - asking a colleague to proof read your work is advised.

All regular or scheduled **I\_Allusers** messages are governed and sanctioned in advance by the Communications Team.

## PHONE

All staff must use the 'myPortal' telephony system for all internal and external phone calls and voicemail messages.

When staff are away from their work stations each staff member is responsible for updating the correct settings within myPortal. This will allow internal staff who are trying to contact a guide on when you are back and if it is best to seek a more appropriate contact.

This is especially important for the Customer Service team who take a lot of external calls but field them internally.

Individual managers are responsible for the keeping the list of live users up to date on myPortal by completing an online form available on the Staff Intranet.

## MESSAGE FROM THE CHIEF EXECUTIVE

This is a monthly update from the Chief Executive addressed to all staff members. This can be on a variety of Council topics and is at the sole discretion of the current Chief Executive.

A back catalogue of these updates can be found electronically on the updated Staff Intranet.



## STAFF NEWSLETTERS

This is an A4 bi-monthly newsletter produced by staff for staff. It covers a wide range of formal and informal topics and is produced by staff members in conjunction with support from the Communications Team.

All staff can ask for articles to be put into the next staff newsletter with the final inclusions being decided by the Communications Team. This was delivered in print form only and has just moved to a digital delivery system (some staff with no access to email still get hard copies delivered). How this piece of communication develops will be monitored in conjunction with our new Staff Intranet site usage.

## INTERNAL MESSAGE BOARD/POSTERS

There are a number of internal message boards and poster sites in each of the Council's locations. To place a communication within these areas that are accessed by staff from other departments or members of the public, permission is needed by both the Communications Team and Service Managers. The use of posters/documents with the official Oadby & Wigston Borough Council logo header and footer is recommended when applicable.

## PRESENTATIONS

Whether it is an internal or external presentation, we advise all staff to use our official PowerPoint template.

## INTRANET

The Staff Intranet (as this document was published) is undergoing major redevelopment works and is viewed as becoming a vital tool for improving internal communication capability.

This new resource will replace the old site. A more detailed set of guidelines is being developed specifically for use of the new Staff Intranet and will be made available to all staff when available.

The Staff Intranet is divided into key areas, which are considered optimum features for all staff to be able to use:

- About Staff Intranet - an introduction and a quick guide on the sites main features.
- Useful Links - a list of the handiest links to other websites.
- Useful Docs - a list of documents and policy guides that all staff should be aware of.
- IT Systems - access to the IT systems that Oadby & Wigston Borough Council Use.
- Our Website - a link to the main website.
- External News Feed - a feed of all the Latest Council News articles.
- Internal News Feed - a feed of official internal news items.
- Message Board - an informal feed for staff to comment upon.
- Chief Exec's Messages - a catalogue of all the monthly updates from the Chief Executive.
- Calendar - one-stop-shop calendar of all important internal and external events.
- Learning Pool - a link to our e-learning resource.
- Reward & Recognition - the latest news from our Reward & Recognition scheme.
- Human Resources - a page dedicated to human resource information.


The new Staff Intranet is planned to go live in Autumn 2017 and regular feedback and development will take place post launch.

# WRITING STYLE GUIDE

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The purpose of this guide is to help all our staff to be able to confidently use consistent, accessible language and format in all our communications.

Correctly used alongside the 'Branding & Logo Usage Guide' it will help instil a professional and positive image of Oadby & Wigston Borough Council as an organisation to all our stakeholders.



The style guide primarily covers all written communications including:

- emails
- web pages
- memos
- letters
- faxes
- all reports
- policy papers
- newsletters
- leaflets
- externally produced documents
- other publications

When using a professional copywriter or designer to produce publications and marketing materials, you should make sure they abide by this style guide.

Certain posters, marketing materials or joint campaigns can have their own inherent style. Please contact the Communications Team for advice on these specific uses.

## **Fonts & font sizes**

Use 11 point Arial or Tahoma as the minimum size for body text and 14 point bold for main headings and 12 point bold (always use the same font) for sub-headings when producing regular documents. Choose a larger font size if you believe your audience have visual impairments and ensure you increase main and sub headings proportionately. In specialist documents it may be necessary to use a different font determined for example, by an external body such as a bank.

## **Abbreviations**


Never abbreviate words in free text. This suggests laziness and is not the image we want to project. In tight spaces such as tables it may be necessary to abbreviate, if so always include a key.

Space permitting, avoid the use of e.g., i.e., and etc., use: for example, such as, and so on, instead. If used, they must be properly punctuated as above otherwise screen readers will try to read them as words.

Avoid the use of a slash '/' between words, this may not be understood by screen readers, difficult to see by the partially sighted and it will combine two words into one long one and may force them to wrap round or become hyphenated. Instead of a/b use 'a or b' and instead of and/or simply replace the slash with a space, never use s/he. Exceptions to this would be in restricted space such as a table.

## **Acronyms**

Avoid acronyms where possible and always include appropriate descriptive text when they are used. Having explained the acronym it can be used without further explanation. However, to avoid the reader referring back, repeat the definition every couple of pages or for long documents provide a glossary at the start of the document. Note, it is appropriate to use the known term first, if the acronym is known follow it with a definition in brackets. However, if the full name is commonly used and you wish to abbreviate it thereafter, use the name and put the acronym in brackets.



Also note, the definition need not be the meaning of the letters in the acronym but an explanation of what the letters stand for, for example a company name may mean nothing to the reader in isolation.

Examples of acronyms with definitions:

- BBC (British Broadcasting Corporation)
- KLM (Dutch national airline) better than (Koninklijke Luchtvaart Maatschappij)
- European centre for nuclear research (CERN)

If acronyms are used in a table, provide a key.

### **Contracted words**

Do not use contracted words, such as: we've, I'd, don't and you'd, this is seen by the reader as too informal and often patronizing, it may also be seen as lazy.

### **Slang, colloquialisms & idioms**

These are not acceptable as they are likely not to be understood by all readers, words like 'phone' have proper meanings that do not relate to their slang meaning.

An idiom is a phrase that means something different to the meaning of the individual words, such as 'it cost a pretty penny' which means very expensive.

### **Americanisms, Latin & other foreign phrases**

These are not acceptable as they are likely not to be understood by all readers. Be especially careful of American words and spellings like 'around, fall, color' for which the English is 'round, autumn and colour' respectively.

Check your spelling to avoid foreign words and foreign spellings. Latin should be avoided unless you know those reading it will understand it.

### **Spelling**

Always use a spellchecker.

Many words sound the same but are spelt differently and have different meaning, like their and there and right and write. Be careful to use the correct one.

Be careful not to use 'American' English words or spellings.

There are also many words with more than one acceptable spelling permitted in 'British' English, such as connexion and connection or words ending in 'ize' and 'ise'. There are no rules at say which you should use except that it is important to be consistent throughout the document. Do not start using 'ise' and then switch to 'ize'.

New words may change spelling as they become accepted into the language for example, email is no longer hyphenated, use 'email'.

## **Between**

When specifying durations be careful using 'between', avoid it if you can in preference for 'from' and 'to'. Keep in mind 'between' is exclusive thus between Monday and Friday means Tuesday to Thursday.

## **Highlighting and emphasizing text**

Use bold and colour to highlight a particular word or phrase. Colour helps the partially sighted and boldness the colour blind. Even if the document will be printed in black and white use colour because the document will likely also be seen elsewhere such as via email or on the website.

## **Italic text**

Avoid italic text as this can be difficult to read and may not be picked up by scanners used by the blind. Only use italics where there is a formal requirement to do so.

## **Underling text**

Do not underline text as this looks untidy and is difficult to read – it will also be confused with web and email links.

## **Capital letters**

Use capital letters only for proper nouns - a particular person, place or organisation (Oadby & Wigston Borough Council) and for the start of sentences.

When we are referring to an organisation in a general way without giving its full name, we would use a lower case letter. For example: 'The neighbouring council has...'

However, when referring to Oadby & Wigston Borough Council in written text 'the Council' and 'the Borough' the stylised use of capitals is permitted, only when it is specifically shorthand of our full name and not referring to other 'councils' or 'boroughs'.

Writing full words in capital letters is like SHOUTING – please do not do it.

Do not use capital letters to highlight words, either whole words or first letters.

Only put the first letter of titles or headings in capitals, not the first letter of every word to avoid pomposity and make it easier to read. Therefore use 'When to use capital letters' rather than 'When To Use Capital Letters'.

## **Text alignment**

Only use left justification (a jagged right edge), full justification (straight right edge) is overly formal and causes hyphenation and large gaps in words both of which can make it difficult to read, especially for dyslexia sufferers.

## **Lists**

If there is no difference between importance between items on a list - always display scrolling down alphabetically.

## **Columns**

Do not use columns of free flowing text in your documents (newspaper style). Scanners used by the blind scan across the full width and will mix the two columns together. These are also difficult to read for dyslexia sufferers.

## **Numbers**

Single numbers from one to nine are usually spelt out in full, while figures are used for 10 upwards. Always use figures where commas and decimal points are required and in addresses including room numbers. Exception, spell out large multi-zeroed numbers; such as one thousand, one million instead and so on.

## **Dates**

Dates should be written with the number only and not with any additional letters, such as 28 February rather than 28th February. Months should always be spelt out and not abbreviated or written as a number unless there is not room. Similarly the year should be in full, 2009 not 09.

Adding 'th,' 'nd' or 'rd' to the date is not acceptable, such as 28th February 2002 or Thursday 28th February 2002.

## **Times**

Always use the 12 hour clock for times, these are better understood by the public. Always put a.m. and p.m. after all times. Always use from and to (not between). Always punctuate a.m. and p.m. so that the scanners used by the blind do not try to read them as words.

Separate hours and minutes using a colon such as 7:25 p.m.

From 5 to 7 p.m. – wrong (could imply either a 14 or 2 hour time span)

From 5 p.m. to 7 p.m. - okay

From 5:00 p.m. to 7 p.m. - inconsistent

From 5:00 p.m. to 7:00 p.m. - the best

## **Bulleted, numbered & lettered lists**

Lists are very useful for displaying information and breaking up large sections of text.

Highlighting these with bullets can help.

If the bullet is considered a list containing one or a few words, no full stop or capitals are required. If it is a full stand alone sentence - always use a full stop and start the sentence with a capital letter.

## Telephone & fax numbers

Do not assume readers are local. Always state if it is a low charge number such as 0845 or if it is a mobile telephone number.

Seven digit numbers should be 'nnn nnnn'.

Always provide dialling code separated by spaces (split 7 digit numbers 3 and 4) such as:

Telephone: **(0116) 288 8961**

Facsimile: **(0116) 288 7828**

## Money & decimals

In columns and tables, always align money and decimal numbers using the decimal point.

Always display groups of numbers in the same format, that is the same number of decimal places. Always display numbers within open text in the same format. It is the same with money.

Remember: The number of decimal places displayed denotes the accuracy of the figures. Except in tabled columns of figures always indicate pence and always 'p' after even zero pence.

In tabled columns of monetary figures stick to showing pence or not but do not mix.

## Sq.m, m<sup>3</sup> or m<sup>2</sup> & other dimensions

Only use metric dimensions. Use sq.m and cu.m instead of m<sup>2</sup> or m<sup>3</sup> as small superscript characters can be difficult to read and it is also easier to type.

For length use mm, metres and km (small k). Do not use 'm' for metres in free text. **Note:** centimetres are not formally in use in the United Kingdom and therefore should not be used as some may not understand them.

## Symbols

Use only approved symbols as others will not be understood or easily seen by many people.

Approved list: £, p, mm, km, kg.

Do not use mathematical symbols such as '+' and '=' or abbreviation symbols such as '%'. Only use '@' when it is part of an email address and '#' when it is part of a twitter hashtag.

When using our name 'Oadby & Wigston Borough Council' the use of '&' is to be used throughout as this is our official name, however do not use '&' to replace 'and' in body text as this is considered to be too informal.

## Graphics & clip art for decoration

Avoid all clip art as this looks amateurish. Graphics used to replace text will not be understood by scan readers used by the blind and may be difficult to read by partially sighted. Avoid using graphics for this purpose but if forced to, make sure the same wording is also stated in the text.

To comply with the Disability Discrimination Act, any image in a document that conveys any information to the viewer must also be available in the text of the same document. Photographs, cartoons, plans and so on must therefore be described in text sufficient to convey the additional information.

Where images do not convey additional information they should still be properly labelled.

## Colour & contrast

Always ensure there is ample contrast between the colour of text and the background it is over.

Light text on light backgrounds or dark text on dark background is not acceptable. This affects the partially sighted, blind scanners and colour blindness.

## Punctuation

Use speech marks ("), double quotation marks, for speech only. Emphasise words using single quotation marks (') if necessary.

We all have our own style of punctuation but the general rule is to use just enough for clarity.

The most straightforward approach is to read a sentence aloud to yourself and add punctuation to explain the pauses you would make if you were speaking.

## Sloping & vertical words

Never use sloping or vertical words, these are words not written on the horizontal but diagonally across a page.

These will not be read by scanners used by the blind and maybe difficult to read for the partially sighted.

## Our name

Many use the geographic term, the Borough of Oadby and Wigston Borough Council but this is not correct for the organization. We are:

# Oadby & Wigston

## BOROUGH COUNCIL

Do not use the Borough of Oadby and Wigston.

'The' is not part of our name, so do not capitalise the 'T'.

Never abbreviate our name unless space is an issue.

Do not use the acronym OWBC unless is an internal communication and space is tight.



## Headers & footers

These are very useful in larger documents and enable any photocopied pages to be easily identified. It is good practice to put the document title and publication date on all documents.

This information could appear at the bottom of the page.

If a document is longer than two pages, each page should be numbered.

Headers and footers should always be at least one line of space away from the main body of text, to avoid being mixed up with it. They are often in a smaller point size so that they are clearly subsidiary to the main text, 9 point Arial or Tahoma is suggested; however page numbers should be the same size as the main body font. Continued on the next page or from the previous page.

It is usually not necessary to have 'continued on the next page' when writing contiguously.

However, if used always ensure the following page has matching 'continued from the previous page'. Always ensure there is space between this label and the main body of text and that font conforms to that of the header and footer. Never only use the word 'continued'.

## Layout

Try to avoid using landscape layouts (longer edge near the reader) in a portrait publication. If it is unavoidable, place the main heading and text in landscape orientation but position the footer as for portrait orientation. It can be tricky to do this!

Mixed layouts also cause difficulties when binding pages, when photocopying and on the web.

## Duplex printing (double sided)

Always ensure your documents are set up to be printed double sided, this saves paper and reduces costs. To ensure this can be done pay particular care to borders to allow for binding.

Also consider the set up of headers and footers to ensure when printed these appear on opposite sides on alternative pages.

## Margins & lengths of lines of text

It is easier to read a line of text that contains 50-70 characters and spaces.

As a general rule, a margin of at least 20mm round the text is preferable. This is flexible, depending on the type of document. Some letterheads feature a wide left margin, and text looks neater lined up with this.

Remember that photocopiers and fax machines cannot print in the small margin around the edge of a document, and the priority is always for text to be easily read and copied. You should print and copy double-sided wherever possible. Matching margins on left and right or top and bottom makes this look neater. Do not make margins so large that very little text appears on a page. This can use more paper than necessary and make a document appear longer.

## Spacing

### After full stops

Corporate style uses only one space after full stops. Proportional fonts have built-in space which varies depending on the individual font and characters used. This is why only a single space needs to be inserted after a full stop.

It also looks more professional to use a single space after a full stop. Typesetters and printers use only a single space.

### Between lines of text

The spacing between lines of text is called leading. Leading needs to be sufficiently well spaced so that the lower strokes of characters on one line of text do not overlap with the upper strokes of characters on the following line. Otherwise the text can be difficult to read, particularly for people with visual disabilities. And the bigger the text, the larger the leading needs to be.

### Below headings

Avoid using large amounts of space between headings and subsequent paragraphs of text, otherwise they do not look as if they belong together.

If you use a line of space between headings and paragraphs, you run the risk of headings being left behind at the end of pages when the paragraph of text shifts to a new page. If you want to include some space between the two, set the space up as part of the paragraph style.

## Tables

Table design can be confusing especially if you cannot see the table. A table will be electronically read out to the blind horizontally across the page. Take great care to minimise the number of columns across the page. Put a description of the table itself (not its purpose) immediately above the table and clearly title the table. Make the column headings clear and concise so that the reader will remember them several rows down. Consider alternatives such as lists.

Make tables as uncluttered as possible and have generous amounts of space between rows to aid legibility.

Do not centre numbers in tables. Columns of numbers are much easier to read if correctly aligned. Right-align whole numbers and use decimal places tabs to align decimals.

Do not create a table by aligning columns using repeated spaces. Avoid splitting tables over two pages if possible. Where this is not possible try to split the table at a convenient place so that the reader will not have to turn back and forth between pages to follow the content. Always include column headings on every page if you split your table.

## Titles & paragraph headings

To help readers follow the flow of a document, it is important to use clear titles and headings.

Generally, you will need a new heading for each paragraph or group of paragraphs that discusses a different subject. When you change direction or introduce a new point, put in a heading to say so.

Titles and headings should be in bold type so they stand out clearly from the main body of text.

## Get the level & tone right

Do not assume the reader has prior knowledge of the subject even if you are writing to another professional, your document may still be read by others such as elected members as part of a future committee report or another officer following up the issue at a later date.

Emails can be easily forwarded to others, always be formal in work related emails and assume they will be passed on, re-read the email before you send it and check your spelling.

It is important that we write in a way that creates a favourable impression of the organization.

This means writing in a friendly tone and avoiding impersonal, bureaucratic language that might alienate our readers.

We can improve the tone of our writing in various ways: Use everyday words which your reader will understand.

Avoid unusual or complex words that can seem pompous and confuse your reader. If you have to use a technical term that your reader may not understand, explain it briefly in nontechnical language. Do not use jargon.

## Unusual Words

If there is no everyday word you can use, you need to decide what you are trying to say. Then find a different way to explain your message.

Consider using the words on the right in place of those on the left.

- designated - chosen
- concerning - about
- facilitate - help
- initiate - begin
- mandatory - compulsory
- modification - change
- reimburse - refund
- remittance - payment
- supplementary - more, extra
- utilise – use

The words and phrases listed on the right are more likely to be understood by your reader than those on the left.

- report herewith - report attached
- in respect of - about, for
- should you require assistance - if you need any help
- you are requested to complete - please fill in
- consideration has been given - we have considered
- heretofore - until now
- irrespective of - even if
- in the event of - if
- prior to - before
- indicated - said
- relating to - about
- he indicated - he said

## **Avoid old-fashioned words & phrases**

Many of these originate from legal terms and can make writing seem pompous and bureaucratic. They set a cold and impersonal tone and reflect badly on us.

Avoid the phrases shown on the left and use instead the ones on the right:

- at your earliest convenience - when convenient
- with reference to - about
- above mentioned - above
- in accordance with - because of, under
- with effect from - from
- with regard to - about, for
- forthwith - now, at once

## **Avoid verbose language (excessive words)**

Do not use too many words, especially when they do not add to your meaning. Superfluous words or phrases include the extra words often used to introduce sentences. Instead, be brief and get straight to your message. Avoid phrases such as:

- it may be of interest that
- in the circumstances
- it should not be forgotten that
- in the first instance
- it should be noted
- due to the fact that

Do not be afraid to give polite instructions or a pro-active approach, Please make the payment by ... and we will not take action - is positive and pro-active You should make the payment by ... or we will take action - is passive and negative Talk directly to the reader and use personal expressions Use straightforward commands when writing instructions.

## **Avoid sexist or discriminatory language**

The standard practice of using 'he' when the gender of the person referred to is not known, is no longer generally acceptable. He or she or his or her may seem cumbersome but is considered less offensive. Do not use s/he and avoid he/she. They, them and their are becoming increasingly acceptable in writing as well as in speech to refer to unspecified individuals of either gender. For example:

- Each applicant should use their allowance as they choose.
- Avoid using words or phrases which could be considered offensive by any sections of the community.

## **Avoid implied criticism of your reader**

- Expressions such as 'you have failed to complete the application form correctly' will get a negative response from your readers.
- In short, write naturally, as if you were talking to a friend. This will help you keep your tone friendly and positive.

# BRANDING & LOGO USAGE

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This is a guide to Oadby & Wigston Borough Council's logos, corporate colours, style devices and advice on how to use them.



**Oadby & Wigston**  
BOROUGH COUNCIL

(Stacked Portrait)



**Oadby & Wigston**  
BOROUGH COUNCIL

(Landscape)

Above are the two main Oadby & Wigston Borough Council logo formats - a 'stacked' portrait version and a landscape version.

The above logos have been made available in various different file sizes to accommodate most typical print and web use.

All logos are available from a link on the Staff Intranet.

Below are the file formats available and a brief summary on how they should be used:

- JPG (low resolution) - Low resolution files are only to be used for websites and social media. Do not use on any printed documents as this will result in a poor quality and blurred logo.
- PNG (low resolution)
- JPG (medium resolution) - Medium resolution files are suitable for use on printed material up to the size of A4.
- PNG (medium resolution)
- JPG (high resolution) - High resolution files are suitable for use on printed material up to the size of A3.
- PNG (high resolution)
- EPS (vector) - An EPS is a vector file. All printers can open this file and this is used for any large format printing such as signage, external banners and pop-up banners. You will only be able to use this file if you have design software.

In addition to the two main logos above, there are seven variations available and these are listed as follows:



**Oadby & Wigston**  
BOROUGH COUNCIL

Black and White  
(Stacked Portrait)



**Oadby & Wigston**  
BOROUGH COUNCIL

Black and White  
(Landscape)



Black and White crest only



Coloured crest only

The crest on its own, without the accompanying text should only be used when the space available is tight.



Coloured crest with white text, for use on dark backgrounds. (Stacked Portrait)



Coloured crest with white text, for use on dark backgrounds. (Landscape)



Watermark crest only



- Always allow 1cm clearance around the logo perimeter if sited with adjoining logo's.
- Only use just the crest with no accompanying text version if 2.5cm of height is not available.
- Advised not to shrink the crest below 1.5cm.

## UNACCEPTABLE APPLICATION

Do not stretch or distort the logo when resizing, see examples below of unacceptable logo presentation:



## UNACCEPTABLE APPLICATIONS

If in any doubt on any logo usage, please contact the Communications Team.

For any larger marketing campaigns please contact the Communications Team for advice prior to use.

## OADBY & WIGSTON BOROUGH COUNCIL'S CORPORATE COLOURS

Three main colours have been used in the header and footer on posters and presentations and a fourth dark green is used in the Letterbox newsletter. These are the corporate colours for Oadby & Wigston Borough Council and to be used whenever possible and appropriate.

The colour values for these four colours are as follows:



CMYK: 50/4/100/0  
RGB: 142/192/63  
Hex: BEC03F  
Pantone: 376C



CMYK: 19/100/100/11  
RGB: 182/32/37  
Hex: B62025  
Pantone: 484C



CMYK: 6/23/88/0  
RGB: 240/193/60  
Hex: F0C13C  
Pantone: 7407C



CMYK: 88/52/75/66  
RGB: 1/48/37  
Hex: 013025  
Pantone: 5535C





Oadby & Wigston Borough Council header and footers for posters, general documents



# Oadby & Wigston

BOROUGH COUNCIL


## OUR VALUES

Below are our chosen values which will help us build a stronger borough together:

- Accountability**  
Are proud to take full responsibility for actions and to see tasks through to completion. Objectively reviewing individual performance and actively looking for feedback and improvement.
- Respect**  
Act with honesty, fairness and equality at all times. Demonstrating a sensitive understanding for both staff member and residents' time and opposing views.
- Teamwork**  
Are committed to sharing information, skills and experience. Displaying a pro-active and inclusive approach to problem solving by openly inviting co-worker and stakeholder input.
- Innovation**  
Robustly strive for service improvements through effective innovation. Analysing problems and past performance to seek solutions that drive value and increase customer satisfaction.
- Customer Focus**  
Develop a mindset that aims to exceed our resident and stakeholders growing expectations. Going the extra mile to provide customer delight and re-assurance.



Posters



PowerPoint slides

# COMMUNICATION SUPPORT, RESOURCE & RESPONSIBILITIES

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This section details the resource, wider responsibilities and remit of Oadby & Wigston Borough Council's Communications Team. This will help provide an insight and understanding of other communication tasks that are undertaken and the support provided.

## THE COMMUNICATIONS TEAM

Providing effective communication in a fast-changing environment and increasingly digital age is a constant challenge for any public facing organisation. This is compounded by expectation levels rising at the same time as efficiency savings are being sought by local councils across England, including Oadby & Wigston Borough Council.

The Communications Team's operations are governed by strict financial controls and human resource restraints. This has a direct impact on the strategic communication aims and policies that are contained within this document. A pro-active approach to partnership working, with a heavy emphasis on providing training and support (which include the use of this document and other communication tools) are effective ways to raise overall communication standards to help meet out ultimate communication aim of stakeholders having an increased positive perception and experience of Oadby & Wigston Borough Council.

We are continually looking to broaden our communication resource, increase capability and provide resilience in this important area. We are always looking for better and more effective ways of working. This is why as part of this commitment to improve we actively encourage all feedback and ideas from both our external and internal stakeholders.

## PARTNERSHIP WORKING

Oadby & Wigston currently work with a number of partner organisations on a variety of communication campaigns. This is an area in which we wish to grow. Not only does it help get collective key messages out in an effective way, it is a great way to share communication best practice.

Below is a selection of some of the recent partners we have worked with:

- Active Oadby & Wigston
- East Midlands Chamber of Commerce
- Everyone Active
- Federation of Small Business
- Leicester & Leicestershire Enterprise Partnership
- Leicester City Council
- Leicester Racecourse
- Leicester-Shire & Rutland Sport
- Leicestershire County Council
- Leicestershire Fire and Rescue Service
- Leicestershire Police
- Leicestershire Rural Partnership
- Prince's Trust
- South Leicestershire College
- The Community Safety Partnership
- Voluntary Action Leicestershire

## SUPPORT FUNCTION

One of the primary responsibilities of the Communications Team is to support members of staff with any communication issues they may have. This support function can be in the form of formal or informal training or simply advice and guidance when needed.

One of our communication priorities is to help staff have a better understanding of communications in a modern setting and this element of our communication function for Oadby & Wigston Borough Council is vital.

For planned or reactive communication events that take place internally or externally the Communications Team is on hand to provide support to all staff members at the Council.

## DOCUMENT MANAGEMENT

An electronic document and records management system called IDOX is used for the safe storage and retention of electronic documents. Currently used in a number of service areas, this is due to be rolled out across the whole organisation.

## INFORMATION, COMMUNICATION & TECHNOLOGY (ICT) SUPPORT

ICT services are provided by the Leicestershire ICT Partnership through an outsourced arrangement.

## EMERGENCY MANAGEMENT

Emergencies can occur anywhere and often without warning leaving communities devastated and causing thousands of pounds worth of damage. If an emergency situation occurs that impacts the local area, Oadby & Wigston internal and external communication channels in this area will be led by a joint plan as agreed by the Leicester, Leicestershire and Rutland Partnership.

Oadby & Wigston Borough Council has the duty under the Civil Contingencies Act 2004 to ensure that if and when an emergency does happen then the council are prepared to respond to support the communities affected. Oadby & Wigston Borough Council is a member of the Resilience Partnership alongside the other 10 local authorities of Leicester, Leicestershire and Rutland. By joining with other authorities we increase our capabilities and are better able to serve the communities of the borough.

Oadby & Wigston Borough Council staff (including the Communications Team) regularly engages with members of the emergency services such as the Leicestershire Police, Fire and Rescue Service, NHS (National Health Service) health organisations and many more including some from the voluntary sector through the Local Resilience Forum. This ensures that there is a coordinated and integrated approach to protecting the communities and allows the provision of clear and consistent communication.

The types of emergencies that have been identified across Leicester, Leicestershire and Rutland as having the greatest risk include:

- human influenza pandemic
- flooding from rivers and streams
- accidents involving the transport of hazardous materials
- flooding from surface run off due to sudden heavy rainfall

- extreme weather, hot or cold
- fuel disruptions
- large fires
- public disorder

The Communications Team also work closely with Oadby & Wigston Borough Council's Resilience Officer to ensure that the Council is meeting its duties under the Civil Contingencies Act 2004. The Resilience Officer develops Emergency Plans which aim to protect the residents and communities of the Borough and Business Continuity Plans which aim to make the Council's services resilient to disruptions. These plans are then tested and exercised to make sure they work and are up to date.

For further information on our commitments to Emergency Management please visit: [www.llrprepared.org.uk/be-aware](http://www.llrprepared.org.uk/be-aware) or email: [emergency@oadby-wigston.gov.uk](mailto:emergency@oadby-wigston.gov.uk)

## **Equality & diversity**

The communication policies within this document fully adhere to our [equalities statement](#) and we endeavour where possible to use images and language that is representative of the borough we serve.

We are committed to providing equal access to all our services.

All information about our services will be clear and easy to understand and documents can be made available in other languages and also in large print, audiotape and Braille.

Interpretation services (including British Sign Language) can be arranged upon request.

### **Equalities statement:**

Oadby and Wigston Borough Council will take action to ensure that all people who visit, live or work in the Borough are treated justly and equally, are free from prejudice, fear, harassment and discrimination, and have equal access to learning, employment and social opportunities to enhance their quality of life:

The Council will have zero tolerance of, and will not permit direct or indirect discrimination on the grounds of race, religion, colour, age, gender, sexual orientation, marital status or disability either in delivery of services or employment.

- Diversity is welcomed and is promoted as a positive force in the community by the Council.
- People's differences are understood, valued and respected.
- The Council will foster, promote and empower the different communities so that positive relations can be developed between all communities and residents in the borough.
- The Council's services will be fully accessible and any barriers to this will be addressed.
- Members and employees will be appropriately trained and as far as practicable the workforce should reflect the community profile.
- The Council will consult with representatives of different groups in developing service delivery and policy.



The Council demonstrates this commitment by:

- Requiring an Equality Assessment to accompany reports to committee which ensures that all groups of people are not excluded from any proposals.
- Delivering training to all staff and offering equality and diversity training to elected members.
- The Council complies with the Equality Act 2010 in relation to allowing reasonable adjustments those employees who have a medical condition in relation to sickness absence.

## OTHER LEGAL CONSIDERATIONS

Below is a list of other legislative areas that our communication policy adheres to:

- Advertising & broadcast law
- Data Protection
- Defamation
- Disability
- Censorship
- Copyright
- Confidentiality & privacy
- Information technology & telecommunication law
- Purdah (pre-election when local government is barred from making any new announcements or comments)

## MONITORING & PERFORMANCE

A large part of the Communications Teams day-to-day function is to monitor and analyse activities with a view to increasing communication performance.

This monitoring of our communication activities provides valuable insight in to how best to interact with our intended target audiences. This allows for continual improvements and is underpinned by our commitment to listen to feedback and patterns of responses from external and internal 'customers'.

We monitor and measure a wide variety of communication metrics as part of this process. Some of our measures link to our communication priorities and some are classed as Key Performance Indicators (KPIs).

The communication KPIs are recorded on a monthly basis (alongside other KPIs from all council service areas) and published as part of Oadby & Wigston Borough Council's Performance Management Framework. This framework and its subsequent performance report are evolving pieces of work. Communication performance will play an important part of its growth, as one of our main communications aims is to get better at communicating our performance and success as an organisation.

The Communications Team will play a significant part in the development of performance management.

For more information about performance please email: [performance@oadby-wigston.gov.uk](mailto:performance@oadby-wigston.gov.uk)

# **FORWARD STRATEGY: OUR COMMUNICATION PRIORITIES**

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There are five priorities that form Oadby & Wigston Borough Council's 2017-2019 forward strategy for communications.



We have two overarching themes that cut across all our communications:

- We strive to deliver the relevant content through the most appropriate communication channel to the right audience at the right time.
- We pride ourselves as an organisation that listens and understands that communication is very much a two-way function. We aspire to truly listen and engage with our residents, staff and stakeholders.

Communication, social, economical and political landscapes are always changing and evolving and this is expected to impact Oadby & Wigston Borough Council - like all other organisations.

Although we aspire to quickly adapt to change (whilst maintaining the integrity of our two over-arching themes of communication) by listening and monitoring our activities, it is important we have a focus and forge forward in a strategic manner by creating a series of priorities. These are in communication areas we believe when achieved will best help us reach our principle communication aim.

We have limited communication resources available, which means we could not do everything at once, even if we wanted to. An effective strategic focus is paramount to enable us to meet our communication ambitions.

We have carefully selected five communication priorities to focus on over the next 18 months. These are manageable priorities, allowing time for the Communications Team to successfully deliver their day-to-day delivery and support functions.

However, the communication priority success is the responsibility of all staff members at Oadby & Wigston Borough Council not just the Communications Team and Senior Managers; we aim for all staff to be aware of our communication priorities and how everybody can play their part.

The below five communication priorities form our forward strategy for improving communications at Oadby & Wigston Borough Council 2017 -2109:

## **COMMUNICATION PRIORITY – Raising communication standards for all**

To raise the communication competency and confidence levels of all staff. For staff to understand the need and be able to apply effective communication practices internally and externally across all our available channels.

Communication planning to be embedded as a vital part of everybody's working week and it being viewed as an integral element for all project delivery.

This document (which acts as a policy guidance on a series of communication protocols, processes, branding) will be widely referenced and form an important part of a larger communication toolkit.

This toolkit (with a refreshed Staff Intranet being a vital new asset) alongside training and briefing sessions will be fully supported by the Communications Team and Senior Management to help raise communication standards for all.



## COMMUNICATION PRIORITY – Celebrating our success

We want to be better and more confident about celebrating and sharing our many successes; internally with other staff members and with local and national media outlets.

By a more focussed campaign-management approach - developing a rolling calendar of key campaigns and events that all support our strategic priorities we will be better placed to plan the communication of our good news stories to the wider audience.

We need to encourage staff to come forward with the success stories from their area on a more regular basis (this document will hopefully help break down any barriers in getting a story out) so there is a plentiful selection to choose from. We also need to make full use of our existing (or develop new) partnerships and all the external channels at our disposal.

Allied to the above will be to build better press/media relationships; getting contacts and traction can play a vital part in improving our ability in getting news items out locally and nationally.

We will look to be far more pro-active in our response to celebrating our successes.

We will investigate developing a 'place' marketing strategy with key local stakeholders.

We also wish to share and celebrate internal success on a regular basis. The Staff Intranet and a newly created 'Reward & Recognition' scheme will help to achieve this element of the communication priority.

## COMMUNICATION PRIORITY – Communicating our vision

We have a newly created vision, values, corporate priorities and performance framework. These are all connected, mutually supportive and play a part in cementing a culture of continued improvement, high performance, collective aspiration and excellence at Oadby & Wigston Borough Council.

It is important that these ideals are embedded into the working culture and understood and embraced by all staff members. We want all staff to feel part of one team, all working together and understanding how each post plays a part in realising our shared ambitions and how that plays out in the broader external landscape.

This relies on effective communication across all our service areas and making sure there is comprehension and buy-in at every level.

This is not solely an internal communication priority and challenge. We wish external stakeholders to be aware and understand our organisation's vision, priorities and how we are performing against them.

## COMMUNICATION PRIORITY – Digital Growth

We wish to grow our ability to communicate with and reach as many residents as possible - in a manner which they feel comfortable with.

To enable us to do this our social media channels are a key area in which we wish to grow.

We wish to fully develop and grow our social channels by populating them with timely and appropriate content, including engagement-rich surveys and polls. Our social channels will be fully embedded within our web environment, inter-connecting to drive growth and awareness.

The continued improvement of the quality and frequency of content on our social platforms; working more effectively with partner agencies; utilising non-digital channels to advertise our online presence and enlisting staff to drive word-of-mouth will help us meet our ambitions in this priority area.

By continuing to develop our online user experience and awareness we aspire to increase our social following which in turn will positively impact our web visitor numbers and our overall digital reach.

## COMMUNICATION PRIORITY – Increasing our image bank

For engaging and effective communications good quality images are essential.

We aim to build our image bank to support our digital growth ambitions, supplement our new branding and enliven any future print requirements we may have.

A minimum of four high-resolution print quality images (landscape and portrait) of the below would be desirable:

- Brock Hills Country Park & Visitors Centre
- Bushloe House
- Customer Service Centre, Bell Street
- Oadby Town Centre
- our two leisure centres
- places of note – leicester racecourse, south leicester college
- South Wigston Town Centre
- staff in action
- Wigston town centre

When we are out celebrating our success and creating a news story going forward the collection of quality images for these occasions is to be deemed essential. This will also help increase our image bank and subsequent communication engagement.

# CONCLUSION & REVISIONS

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Thank you for reading and taking an interest in 'Oadby & Wigston Borough Council's COMMUNICATION POLICY GUIDE & STRATEGY 2017-2019' document.

We hope you found it an easy to understand document, whether you are a staff member, local resident or an interested member of the public.

As was discussed in a few areas, we strive to continually improve our communication capability. This will mean policies, new communication methods and practices will develop and evolve all the time.

This document was correct at the time of its issue and any subsequent amendments to policy or priority areas of significance will be recorded in the revisions section.

This document is designed to give easy reference, advice and detail general policies on a number of communication issues, but is not an exhaustive list or a complete training manual.

For more detailed information about any aspects of this document, please feel free to contact the Communications Team on:

[communications@oadby-wigston.gov.uk](mailto:communications@oadby-wigston.gov.uk)



## REVISIONS - DOCUMENT CONTROL

| NAME | REVISION(S) | DATE |
|------|-------------|------|
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[oadby-wigston.gov.uk](http://oadby-wigston.gov.uk)



[OadbyWigstonBC](https://www.facebook.com/OadbyWigstonBC)



[@Oadby\\_Wigston](https://twitter.com/Oadby_Wigston)



**Oadby & Wigston**  
BOROUGH COUNCIL

## **EQUALITY ASSESSMENT**

### **PART 1 - INITIAL SCREENING**

|   |                                     |  |
|---|-------------------------------------|--|
| <b>Name of Policy/Function:</b><br><br><b>Communication Policy Guide &amp; Strategy 2017-2019</b> | <input checked="" type="checkbox"/> | This is <b>new</b> policy  |
|   | <input type="checkbox"/>            | This is a <b>change</b> to an existing policy                        |
|   | <input type="checkbox"/>            | This is an <b>existing</b> policy, Function, not previously assessed |

|                          |                |
|--------------------------|----------------|
| <b>Date of screening</b> | 24 August 2017 |
|--------------------------|----------------|

#### **1. Briefly describe its aims & objectives**

This report introduces 'Oadby & Wigston Borough Council's Communication Policy Guide & Strategy 2017-2019' document. This document details proposals for our short-term strategy for communication, alongside policy and best-practice advice for staff.

#### **2. Are there external considerations?**

*e.g. Legislation/government directive etc*

Data Protection. Copyright, Defamation Legislation and Equality Act 2010

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

Council employees, resident and Members  
Residents will be interested in how the Council will engage with them through the three Forums and other engagement mechanisms.

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

Adopting the strategy and policy guidelines will provide a consistency of written communication and branding. Which will help create a professional, modern and

cohesive appearance for internal and external stakeholders. It will provide a valuable training aid for staff. Increasing the understanding and confidence in using communication best-practice, which will help improve our capacity to share organisational success - both internally and externally. It will help improve internal communication and the sharing of information across different services. The document will help staff have an understanding of the need and the preferred protocols for effective internal communication, which will help build a 'one team' culture and break up any potential silo working.

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

Consultation with Managers on content. Research with other organisations and centres of excellence. Small working focus group of senior managers, including a member of Senior Management Team.

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

There are no concerns about any negative impacts. The document is in Plain English so it is accessible to all. Anyone who needs special arrangements such as Braille, audio and different language or large print can request them.

**7. Could a particular group be affected differently in either a negative or positive way?**

**Positive** – *It could benefit*

**Negative** – *It could disadvantage*

**Neutral** – *Neither positive nor negative impact or not sure.*

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

**8. Could other socio-economic groups be affected?**

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

No

**9. Are there any human rights implications?**

No

**10. Is there an opportunity to promote equality and/or good community relations?**

By improved communications that is accessible to all should encourage better relationships with our partners and residents. The use of improved images used on our website will reflect the local community. Under the Equality Act 2010 , Section 149 implementation of the PSED (Public Sector Equality Duty) three aims, noting it will support the Authority`s engagement with our stakeholders.

**11. If you have indicated a negative impact for any group is that impact legal?**

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

No

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

Yes

**13. Is a Part 2 full Equality Assessment required?**

No

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

N/A

**Please note that you should proceed to a Part 2, the full Equality Impact Assessment if you have identified actual, or the potential to cause, adverse impact or discrimination against different groups in the community.**



We are satisfied that an initial screening has been carried out and a full equality assessment **is not required\*** (please delete as appropriate).

Completed by Karen Pollard Date 24/08/2017  
(Policy/Function/Report written)

Countersigned by Anne Court Date 24/08/17  
(*Head of Service*)

Screened by: Veronika Quintyne Date 24/8/2017  
Community Engagement Officer

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

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

# Agenda Item 14



|                |                                       |                            |
|----------------|---------------------------------------|----------------------------|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for Decision</b> |
|----------------|---------------------------------------|----------------------------|

**Title:** **East Midlands Rail Franchise Public Consultation (July 2017)**

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

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## **1. Introduction**

This report concerns the East Midlands Rail Franchise (EMRF) Public Consultation document, which sets out proposals to improve the train services on the East Midlands rail network. A new contract is to be let for the right to run the East Midlands services and a public consultation is being undertaken as part of this process.

## **2. Recommendation(s)**

2.1. That the following comments be forwarded to the EMRF Consultation Coordinator:

*"An improved frequency of service between Birmingham, South Wigston and Leicester, in order to improve the job prospects for the residents of this Borough, should be included within the Stakeholder Briefing document."*

2.2. That the overall aspirations and content of this document be welcomed.

## **3. Information**

3.1. The East Midlands franchise serves the heart of England linking cities including Sheffield, Nottingham, Leicester, Lincoln and Derby and from these there is a network of long distance and local trains.

3.2. The document sets out the aims for improving train services and seeks views on these aims and the options for improving services. In particular it sets out a vision for the future as follows:

- Continuing to deliver a steady programme of improvements and enhancements;
- Integrated planning to deliver an improved passenger service to keep track and signals running well;
- Looking at ways of running more trains to more places and making journeys, that are difficult today, easier;
- Harnessing new technology to improve the ways our railways work; and
- Reducing costs across the East Midlands network.

3.3. The document poses a number of questions of which the most relevant to this Borough is: 'How could the next franchise operator make better use of stations for community and commercial purposes'. In this context an improved frequency of service between Birmingham, South Wigston and Leicester would help to improve the job prospects for the residents of this Borough.

3.4. The new franchise is scheduled to start in August 2019.

## **4. Conclusion**

The 12 week consultation period for this report ends on the 11 October 2017. A summary of responses will be included in the Stakeholder Briefing document, which will be published alongside the Invitation to Tender for the franchise, planned for April 2018.

**Background Documents:**

None.

**E-mail:** [judith.sturley@oadby-wigston.gov.uk](mailto:judith.sturley@oadby-wigston.gov.uk)

**Tel:** (0116) 257 2644

| <b>Implications</b>   East Midlands Rail Franchise Public Consultation (July 2017)  |   |
|---|---|
| <b>Finance</b><br><b>Chris Raymakers</b><br>(Head of Finance, Revenues and Benefits)  | There are no implications from the contents of this consultation document.  |
| <b>Legal</b><br><b>Anne Court</b><br>(Director of Services / Monitoring Officer)  | There are no implications from the contents of this consultation document.  |
| <b>Corporate Risk(s) (CR)</b><br><b>Adrian Thorpe</b><br>(Head of Planning, Development and Regeneration)                       | <input checked="" type="checkbox"/> <b>No Corporate Risk(s) Identified</b>  |
| <b>Corporate Priorities (CP)</b><br><b>Adrian Thorpe</b><br>(Head of Planning, Development and Regeneration)                    | <input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b><br><input checked="" type="checkbox"/> <b>Balanced Economic Development (CP3)</b>    |
| <b>Vision &amp; Values (V)</b><br><b>Adrian Thorpe</b><br>(Head of Planning, Development and Regeneration)                      | <input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>  |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b><br><b>Adrian Thorpe</b><br>(Head of Planning, Development and Regeneration) | Community and stakeholder consultation and involvement are key to the content of this document.<br><input checked="" type="checkbox"/> <b>Not Applicable (EA)</b> |



|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:** **Proposed Adoption of the International Holocaust Remembrance Alliance (IHRA) Working Definition of Anti-Semitism**

**Author(s):** **Mark Hall (Chief Executive)**

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**1. Introduction**

This report asks Members to consider formally adopting the International Holocaust Remembrance Alliance's (IHRA) working definition of anti-Semitism.

**2. Recommendation(s)**

That Members debate formally adopting the IHRA's working definition of anti-semitism with a view to consider its application in all working areas of the Council.

**3. Information**

3.1. In letter addressed to all local authority leaders, the Rt Hon Sajid Javid MP, Secretary of State for (the Department of) Communities and Local Government invited all leaders to formally adopt the IHRA's working definition of anti-Semitism and to consider its application in each authority. A copy of this letter is attached at **Appendix 1** and the full text of the definition is attached at **Appendix 2**.

3.2. In summary, the IHRA is an 'intergovernmental body whose purpose is to place political and social leaders' support behind the need for Holocaust education, remembrance and research both nationally and internationally'.<sup>1</sup>

3.3. In considering the Secretary's invitation, Members are asked to provide direction and policy guidance to Officers as to whether, for example, the Council should either:

- (i)** formally adopt the working definition into existing policy documents;
- (ii)** formulate its own all-encompassing definition to address all manifestations of discrimination and hate crime, including anti-Semitism; or
- (iii)** decide not formally adopt the working definition and simply note the same.

3.4. It is understood that other Borough and District Councils in Leicester/shire are considering option (i) and that the subject has also been discussed at meetings of the Leicestershire Equalities Forum at which this Council is represented. Council may also be minded to refer the matter to this its own Community Engagement Forum.

**Background Documents:**

Letter to Local Authority Leaders dated 30 January 2017 (Appendix 1)  
 IHRA's Working Definition of Anti-Semitism (Press Release Document) (Appendix 2)

**E-mail:** veronika.quintyne@oadby-wigston.gov.uk

**Tel:** (0116) 257 2648

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<sup>1</sup> IHRA , 'About Us' <[www.holocaustremembrance.com/about-us](http://www.holocaustremembrance.com/about-us)> accessed 24 August 2017

| <b>Implications</b>   Proposed Adoption of the International Holocaust Remembrance Alliance (IHRA) Working Definition of Anti-Semitism |  |
|--|--|
| <b>Finance</b>   | There are no financial implications.   |
| <b>Chris Raymakers</b><br>Head of Finance, Revenues, and Benefits.   |  |
| <b>Legal</b>   | The adoption of the working definition is not mandatory and, if adopted, is non-legally binding.   |
| <b>Anne Court</b><br>Director of Services / Monitoring Officer   |  |
| <b>Corporate Risk(s) (CR)</b>  | <input checked="" type="checkbox"/> <b>No Corporate Risk(s) Identified</b>   |
| <b>Mark Hall</b><br>Chief Executive  |  |
| <b>Corporate Priorities (CP)</b>   | <input checked="" type="checkbox"/> <b>An Inclusive and Engaged Borough (CP1)</b>  |
| <b>Mark Hall</b><br>Chief Executive  | <input checked="" type="checkbox"/> <b>Wellbeing for All (CP5)</b>   |
| <b>Vision &amp; Values (V)</b>   | <input checked="" type="checkbox"/> <b>"A Strong Borough Together" (Vision)</b>  |
| <b>Mark Hall</b><br>Chief Executive  | <input checked="" type="checkbox"/> <b>Respect (V2)</b>  |
|  | <input checked="" type="checkbox"/> <b>Teamwork (V3)</b>   |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>  | The formal adoption of the working definition, as a measure of good practice, would have a positive impact on community cohesion and our commemoration annually on Holocaust Memorial Day. It will also place this Council at the forefront of being proactive in supporting fairness and diversity. |
| <b>Veronika Quintyne</b><br>Community Engagement Officer   |  |
|  | <input checked="" type="checkbox"/> <b>Not Applicable (EA)</b>   |



Department for  
Communities and  
Local Government

Local Authority Leaders

**The Rt Hon Sajid Javid MP**

*Secretary of State for Communities and Local  
Government*

***Department for Communities and Local  
Government***

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[www.gov.uk/dclg](http://www.gov.uk/dclg)

30 January 2017

Dear Leader,

### **Adoption of the IHRA working definition of anti-Semitism**

In December 2016, the Government formally adopted the International Holocaust Remembrance Alliance working definition of anti-Semitism; the first European Union country to do so.

The definition, although legally non-binding, is an important tool for public bodies to understand how anti-Semitism manifests itself in the 21st century, as it gives examples of the kind of behaviours which depending on the circumstances could constitute anti-Semitism. The full text of the definition can be found at:

[https://www.holocaustremembrance.com/sites/default/files/press\\_release\\_document\\_antisemitism.pdf](https://www.holocaustremembrance.com/sites/default/files/press_release_document_antisemitism.pdf)

We are well aware that anti-Semitism continues to be a problem in this country. It is therefore right that, as a Government, we are able to demonstrate the seriousness with which we take it, as for all forms of hate crime. Anti-Semitism must be understood for what it is – an attack on the identity of people who live, contribute and are valued in our society. In light of this, I would like to take this opportunity to strongly encourage you to formally adopt the definition and consider its application in your own authority.

**THE RT HON SAJID JAVID MP**



Romanian  
Chairmanship  
2016

Bucharest, 26 May 2016

In the spirit of the Stockholm Declaration that states: “With humanity still scarred by ...antisemitism and xenophobia the international community shares a solemn responsibility to fight those evils” the committee on Antisemitism and Holocaust Denial called the IHRA Plenary in Budapest 2015 to adopt the following working definition of antisemitism.

On 26 May 2016, the Plenary in Bucharest decided to:

**Adopt the following non-legally binding working definition of antisemitism:**

**“Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities.”**

To guide IHRA in its work, the following examples may serve as illustrations:

Manifestations might include the targeting of the state of Israel, conceived as a Jewish collectivity. However, criticism of Israel similar to that leveled against any other country cannot be regarded as antisemitic. Antisemitism frequently charges Jews with conspiring to harm humanity, and it is often used to blame Jews for “why things go wrong.” It is expressed in speech, writing, visual forms and action, and employs sinister stereotypes and negative character traits.

Contemporary examples of antisemitism in public life, the media, schools, the workplace, and in the religious sphere could, taking into account the overall context, include, but are not limited to:

- Calling for, aiding, or justifying the killing or harming of Jews in the name of a radical ideology or an extremist view of religion.
- Making mendacious, dehumanizing, demonizing, or stereotypical allegations about Jews as such or the power of Jews as collective — such as, especially but not exclusively, the myth about a world Jewish conspiracy or of Jews controlling the media, economy, government or other societal institutions.
- Accusing Jews as a people of being responsible for real or imagined wrongdoing committed by a single Jewish person or group, or even for acts committed by non-Jews.
- Denying the fact, scope, mechanisms (e.g. gas chambers) or intentionality of the genocide of the Jewish people at the hands of National Socialist Germany and its supporters and accomplices during World War II (the Holocaust).



- Accusing the Jews as a people, or Israel as a state, of inventing or exaggerating the Holocaust.
- Accusing Jewish citizens of being more loyal to Israel, or to the alleged priorities of Jews worldwide, than to the interests of their own nations.
- Denying the Jewish people their right to self-determination, e.g., by claiming that the existence of a State of Israel is a racist endeavor.
- Applying double standards by requiring of it a behavior not expected or demanded of any other democratic nation.
- Using the symbols and images associated with classic antisemitism (e.g., claims of Jews killing Jesus or blood libel) to characterize Israel or Israelis.
- Drawing comparisons of contemporary Israeli policy to that of the Nazis.
- Holding Jews collectively responsible for actions of the state of Israel.

**Antisemitic acts are criminal** when they are so defined by law (for example, denial of the Holocaust or distribution of antisemitic materials in some countries).

**Criminal acts are antisemitic** when the targets of attacks, whether they are people or property – such as buildings, schools, places of worship and cemeteries – are selected because they are, or are perceived to be, Jewish or linked to Jews.

**Antisemitic discrimination** is the denial to Jews of opportunities or services available to others and is illegal in many countries.

# Agenda Item 16



|                |                                       |  |
|----------------|---------------------------------------|--|
| <b>Council</b> | <b>Tuesday, 05<br/>September 2017</b> | <b>Matter for<br/>Information and<br/>Decision</b> |
|----------------|---------------------------------------|--|

**Title:** **Summary of the Organisational Structure**

**Author(s):** **Mark Hall (Chief Executive)**

---

## **1. Introduction**

- 1.1. As its meetings on 20 June 2017 and 6 July 2017 the Council considered reports relating to the organisational structure of the Council.
- 1.2. This report provides an overall summary of the present position for Member's information.

## **2. Recommendation(s)**

- 1.2. That Members note the information as set out in the report.
- 2.2. That Members resolve that the role of Monitoring Officer, is more appropriate to, and now forms part of the role of the Head of Legal Services.

## **3. Senior Management Team (SMT)**

- 3.1. The Chief Executive retires from the Council on 30 September 2017.
- 3.2. Members have unanimously resolved that the present Director of Services will become Interim Chief Executive from 1 October 2017.
- 3.4. A five Member panel has been established to look at the longer term options in relation to SMT such as the future role of the Chief Executive position and this is due to meet in September.
- 3.5. The New Director of Finance & Transformation, Stephen Hinds, who will be the Council's Section 151 Officer, will be starting with the Council on 18 September 2017.
- 3.6. Martin Hone, the present Interim Director of Finance will remain with the Council during this interim period in order to provide additional continuity and capacity at SMT level. He will primarily work on various ongoing projects such as the review of waste services. He will completely relinquish his role as Interim Director of Finance on 18 September when it will pass to the new Director.

## **4. Heads of Service**

- 4.1. It can be confirmed that the Heads of Service that have been appointed into permanent posts are:

**Head of Customer Service & Transformation**  
**Head of Finance, Revenues & Benefits**  
**Head of Health & Leisure Services**  
**Head of Operations & Street Scene**  
**Head of People & Performance**

Jacky Griffith  
Chris Raymakers  
Avril Lennox  
Brian Kew  
Karen Pollard

**Head of Planning, Development & Regeneration**      Adrian Thorpe

4.2.    **Head of Legal Services**

This is a new position and is being advertised externally which brings the legal service in house. It is proposed that this position incorporates the Council's Monitoring Officer role.

4.3.    **Head of Communities**

Stephen Glazebrook will be staying with the Council until at least the end of the financial year in order to primarily drive forward the Council's new Housing & Development Company and deliver the key projects in Communities.

4.4.    Organisational charts and key contact numbers will be circulated to Members.

**Background Documents:**

Reports to Council on 20 June 2017 06 July 2017

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| <b>Implications</b>   Summary of the Organisational Structure               |  |
|---|--|
| <b>Finance</b>  | All of the above posts' salaries and financial implications are fully built into the 2017/18 budget. |
| <b>Martin Hone</b><br>(Interim Chief Finance Officer / Section 151 Officer) |  |
| <b>Legal</b>  | No significant implications.   |
| <b>Anne Court</b><br>(Director of Services / Monitoring Officer)            |  |
| <b>Corporate Risk(s) (CR)</b>   | <input checked="" type="checkbox"/> <b>Organisational/Transformational Change (CR8)</b>              |
| <b>Mark Hall</b><br>(Chief Executive)                                       |  |
| <b>Corporate Priorities (CP)</b>  | <input checked="" type="checkbox"/> <b>Effective Service Provision (CP2)</b>                         |
| <b>Mark Hall</b><br>(Chief Executive)                                       |  |
| <b>Vision &amp; Values (V)</b>  | <input checked="" type="checkbox"/> <b>Accountability (V1)</b>                                       |
| <b>Mark Hall</b><br>(Chief Executive)                                       | <input checked="" type="checkbox"/> <b>Teamwork (V3)</b>   |
|   | <input checked="" type="checkbox"/> <b>Innovation (V4)</b>   |
|   | <input checked="" type="checkbox"/> <b>Customer Focus (V5)</b>                                       |
| <b>Equalities &amp; Equality Assessment(s) (EA)</b>                         | The Council is an 'Equal Opportunities' employer.  |
| <b>Mark Hall</b><br>(Chief Executive)                                       | <input checked="" type="checkbox"/> <b>Not Applicable (EA)</b>                                       |

**MINUTES OF THE MEETING OF THE COMMUNITY SAFETY PARTNERSHIP HELD AT THE WIGSTON POLICE STATION, BULL HEAD STREET, WIGSTON, LE18 1WX ON MONDAY, 12 JUNE 2017 COMMENCING AT 2.00 PM**

**PRESENT**

Councillor K J Loydall JP (Chair)

**OFFICERS IN ATTENDANCE**

Ms V Quintyne (Community Engagement Officer)  
M Smith (Community Safety & Youth Coordinator)

**OTHERS IN ATTENDANCE**

Insp. M Cawley (Leicestershire Police)  
Insp. M Freer (Leicestershire Police)  
Sgt. L Booth (Leicestershire Police)  
D Harrison (Leicestershire Police) - Minutes  
S Penny (Leicestershire County Council)  
R Lobel (Supporting Leicestershire Families)  
P Richardson (Women's Aid Leicestershire Ltd)

**1. APOLOGIES FOR ABSENCE**

S Glazebrook (OWBC), W Gale (Leicestershire Fire and Rescue Service), S Mahay (Women's Aid Leicestershire Ltd), C Woodward (Leicestershire Police)

**2. MINUTES OF THE PREVIOUS MEETING HELD ON 24 APRIL 2017**

**RESOLVED THAT:**

**The Minutes of the Meeting held on 24 April 2017 be taken as read and confirmed.**

**3. FINANCIAL POSITION**

MS informed the Partnership that **£28,724.22** of the 2017/18 budget has been spent, or earmarked against Delivery Plan actions, to date. This expenditure includes;

- **£11,000.00** for Diversionary Activities, earmarked to the 'Something to DO!' project comprising of the following;
  - **£6,000.00** to enable Leicester City Football Club to undertake the 'KICKS Project' in the Borough for 40 weeks, beginning early September 2017, and
  - **£5,000.00** to continue the Football, Basketball, Dodgeball, and Boxing activities that formed the pilot scheme of the 'Something to DO!' project from June to September 2017,
- **£11,000.00** to fund the KIDVA service provided by Women's Aid Leicestershire Ltd,
- **£5,224.22** as the Borough's Sentinel contribution for 2017/18, and
- **£1,500.00** to date toward expenses relating to the upcoming 'Big Lunch' event on Sunday, 18 June 2017.

MS also noted that the Partnership has a reserve fund, inclusive of the contingency

funding allocated within the 2017/18 Delivery Plan and carry forward from financial year 2015/16, of £4,408.55. This money is earmarked for overspend against current Delivery Plan actions, and for use against any new action brought to the Partnership with 2017/18.

MS asked for an additional **£1,000.00** from the above reserve fund to be allocated to the Diversionary Activities budget allocation which is currently **£10,000.50**; this is in light of securing Leicester City Football Club as partners in respect of the KICKS Project. No objections were raised and the additional funding was granted.

VQ asked if there was any provision for disabled young people within the Borough for 2017/18. MS replied that all provision provided takes accessibility into account, but for information relating to specific activities for disabled young people it would be necessary to speak to Kane Radford, the Council's Physical Activities Development Officer, to clarify as the Leisure Team provide additional activities outside of the diversionary activities within the Delivery Plan.

#### **4. DELIVERY PLANS 2017/18**

Monitoring returns to the OPCC will, for 2017/18, now take place 6 monthly and not quarterly. MS is expecting the first return to be required by the OPCC on, or by, 29 September 2017.

MC Spoke about the Grow out Crime Sunflower competition project that has been ran through 24 local schools aiming to highlight Garden Crime, from last year's funds.

MC also spoke about a Safeguarding project to run in September for Leicester University, whose students live within the Borough, around campus security. MC will get banners and leaflets with safeguarding messages costed and report back at the next meeting.

MC then spoke of **£3,000.00** 'Bluelight' Project and asked if there was any scope that could be put towards training of the police cadets, first aid and defibrillator training, or the Duke of Edinburgh Award scheme. It was agreed that funding within the Bluelight Project's action could be used for this purpose. VQ stated that she has a contact that can help with training of the defibrillator, and will pass on her name to MC.

#### **5. CSP THREE YEAR PLAN**

MS informed the Partnership that CW had brought to his attention the requirement of the Partnership to provide a Strategic Plan for 2017-2020, and that this is now overdue. It is apparent that emails regarding the Strategic Plan were still being sent to MS' predecessor, and no action was taken whenever the emails bounced back to them.

MS is now drafting the Strategic Plan for 2017-2020 with the aid of plans from other Leicestershire Partnerships provided by CW. Once drafted MS will circulate the plan to partners for comments before its final submission. MF asked for the Strategic Plan to also be submitted to SP once complete.

VQ suggested that the Strategic Plan may also need to be submitted to an Equalities Assessment before it is formally adopted by the Partnership.

#### **6. OWBC ANTI-SOCIAL BEHAVIOUR RESPONSE**

This agenda item was raised with regards to the Council seeking to employ an ASB Officer due to an identified gap in service. This now needs discussing outside the Partnership as it is an organisational issue for the Council, and a more localised matter. An update will be

provided on this at the next meeting if there has been any progression.

## **7. JAG UPDATE**

MS informed the Partnership that a new JAG format was trailed at the previous week's meeting; MC then went on to explain how the JAG has adopted the format used at the Blaby JAG, with a view to the Borough's JAG and the 'city side' JAG (both of which fall under the South Leicester NPA) being consistent in their structure. MS and MC will both be revisiting the Blaby JAG to see if there are other items, such as High Risk Sentinel cases, Community Triggers, etc. that would be of a benefit to adopt, along with comparing membership at both JAGs.

VQ asked if the JAG deals with PREVENT. MC replied that IOM will now be attending on a regular basis, but the changing structure needs to be looked at. Domestic Violence is picked up by MARAC. KL added that PREVENT funding for the Borough has stopped as it is not a 'high risk' area; the Chair of the Safer Communities Strategy Board would like to see additional funding put into PREVENT however.

MS stated that due to foreknowledge of the PREVENT situation an allocation of funding was made to the PREVENT agenda for the Borough within the 2017/18 Deliver Plans. There is currently **£4,647.00** allocated to PREVENT within the Borough which includes carry forward from 2016/17, and an allocation from 2017/18's budget.

MS will be contacting Turning Point to remind them of their required attendance at both the JAG and CSP meetings.

## **8. LCC UPDATE**

SP updated the Partnership on changes at the Leicestershire Safer Communities Strategy Board where Ivan Ould has taken over as Chair from Joe Orson, who is now chairing the Police Crime Panel. Trevor Pendleton remains as Vice Chair.

Numerous training sessions on a variety of different Domestic Abuse subjects are being provided free of charge by UAVA, a schedule of which can be viewed at the following address: [www.lrsb.org.uk/llr-training](http://www.lrsb.org.uk/llr-training).

The Partnership also heard from SP how a call handling script, for partners across Leicestershire, is being developed to ensure a consistent service in respect of ASB case management is received by members of the public. At present the service received varies dramatically across the County. The call handling script will need to be signed off at the Strategy Group before it is rolled out. MC expressed an interest in obtaining a copy of the script and was asked to contact Marian Hooper in order to do so.

ASB training is also being organised for all partners to ensure consistency in all aspects of ASB work across the County. This will be delivered in two parts; one for lower level ASB, and another for Police Legal Services, CBOs, Civil Injunctions, etc. All front line Policing staff, and officers from relevant Council sections will be invited to attend, and Jed Keen will ensure all front line officers can attend. This training will take place at Force HQ from the end of the summer.

The Celebrate Safely campaign for 2017/18 is being chaired by WG and plans are progressing well. Launch events are being set up, and all literature relating to the campaign is being made 'universal' to ensure it can be used in any locality. SP will provide MS with a link to the main Celebrate Safely website. The next meeting for the campaign takes place on Wednesday, 12 July at 2:30pm, taking place at Leicester Central Fire

Station; MC and MS intend to attend this meeting to discuss budget costs and which funding pot the expenditure will come from.

SP also spoke to the Partnership about an eLearning package being developed, for Countywide rollout, regarding Hate Crime. This eLearning package is aimed at all staff, with a pilot taking place in October. The Hate Crime Action Plan has also been revised.

Hate Crime figures are now being produced as part of the dashboard; SP asked if these figures would be useful to have at future CSP meetings. As the figures are available online it's possible to see where the Hate Crime hotspots are at any time, with information collated from Sentinel and Niche. Karen Earp is the analyst for the data. SP will send a link to the online data to MF.

The Partnership also heard that the Big Lunch event in Wigston, on Sunday, 18 June, is being supported by IMPACT Team.

## **9. UAVA / KIDVA UPDATE**

Sujata Mahay will be attending the CSP on behalf of Women's Aid (WALL) in the future.

PR gave the Partnership an update on WALL's case work between 01/03/17 and 09/06/17. This included work with;

- 12 children,
- 8 families,
- 31 additional clients receiving advice on special housing,
- 22 high risk cases,
- 14 UAVA outreach cases, and
- 13 ISVA sexual violence cases.

An additional detailed report was also circulated around partners.

The KIDVA service offers children help at the point of crisis, short term specialist intervention and advocacy, ensures child victims of high risk domestic abuse remain visible throughout the crisis, and during the MARAC process.

VQ enquired as to whether men can be referred through the UAVA service. PR agreed to check and provide an answer at the next meeting.

## **10. SLF UPDATE**

RL gave an update report which was an overview of the current delivery provided by SLF. MS will circulate this around partners, and feedback on it is invited for the next meeting.

KL asked if the schools were aware of SLF, and where are the links? In light of this questions KL will be inviting SLF to attend a future Governors meeting at Wigston College.

RL also spoke about conferring with the Police and working together, referrals and JAG. She will also be attending a mental health meeting on 13/06/17.

KL asked for a report on any funding needed for the next meeting for additional one to one support.

## **11. POLICE UPDATE**



MC discussed the Performance Data for the current period. This showed;

- Current areas of concern are shown to be Safeguarding, Domestic Violence, Knife Crime, and Violent Crime,
- ASB is under reported,
- Delivery by the Police on Knife Crime around the schools is required.

MF suggested looking at dashboards during the meeting as they have more relevant information.

## **12. CCTV / CITY WATCH**

MC stated that this is an ongoing issue with regards to retail crime, and that the whole package needs arranging including CCTV cameras and retail radio.

We currently have 5 dome cameras, these need to be replaced with 4G linked dome cameras, we need dummy cameras that can be moved about.

MC is currently seeking quotes and will report back to the CSP with funding costs.

## **13. ANY OTHER BUSINESS**

MS raised that when asking the Council's Comms Team about creating a high quality version of the CSP's logo, it was suggested that now might be a good time to refresh the current logo with a new design. MS asked if the CSP would be interested in exploring this. KL is happy for this to go ahead, and has suggested that South Wigston is explicitly named in any new logo. MS will take this back to the Comms Team for follow up.

Due to several CSP meeting dates for the remainder of the year clashing with the Borough's JAG meeting it has been necessary to rearrange them. The revised dates for CSP meetings are as follows;

- 31 July 2017
- 16 October 2017
- 11 December 2017
- 12 February 2018
- 16 April 2018

MS will advise of any changed meeting venues during July's meeting.

### **THE MEETING CLOSED AT 4.30 PM**



.....  
**Chair**  
.....

**Monday, 31 July 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR on behalf of the Oadby and  
Wigston Community Safety Partnership*

# Agenda Item 17b

## **MINUTES OF THE MEETING OF THE CHILDREN AND YOUNG PEOPLES' FORUM HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 14 JUNE 2017 COMMENCING AT 7.00 PM**

### **PRESENT**

Councillor R E R Morris (Chair)

### **COUNCILLORS**

Miss M V Chamberlain  
R E Fahey (Substitute for B Dave)

### **OFFICERS IN ATTENDANCE**

M Smith (Community Safety & Youth Coordinator)

### **1. APOLOGIES FOR ABSENCE**

Cllr Mrs S B Morris, G White (Youth Offending Service - IMPACT Team), M McAllister (Reality Bus Project), J Crane (Wigston Club for Young People).

### **2. REALITY BUS UPDATE**

In light of apologies given, M McAllister provided the following update to the forum via email:

"In contrast to some sessions young people have engaged very positively with the Reality Bus from the outset in Wigston. This quickly dispelled a worry we had around being somewhat hidden away and therefore hard to find. Initially Wednesday's sessions started quieter than Friday but this balanced itself out within the first week or two. Now the average numbers across the last half term have leveled out.

On Wednesdays we have ranged from 15 to mid 30's of numbers attending and Friday has been between 17 and low 40's. The average for the two sessions is 26 for Wednesday and 27 for Friday.

We have positive engagement with the DJ mixing decks upstairs and chill out area as well as both the racing games and FIFA on the XBOX and PS4. Laptops have been popular for both internet access to things like Facebook, and multi-player games in addition to pre-installed games.

Downstairs the nail bar has been very well used as has the facility to have hot and cold drinks. The 'Just Dance' game which is played outside the bus by viewing the TV screen through the window inside had been popular with younger members.

The sessions have been supported by members of the Life Church at times, this has been especially useful as they are already known to, and have some sort of relationships with, children and young people attending the bus. This has helped us too in building relationships. Furthermore, we have worked with the IMPACT team when they have been out while we have been operating. This has allowed a more holistic approach to working with children and young people in the area and we can both signpost young people towards times and sessions we are both working.

A challenge of the sessions, on both days, has been the wide age range of children and young people attending, some of the younger children being siblings of the young people.

We have been working hard to develop a format which works for both groups while still giving the young people much needed time and space away from the younger ones.

One addition we are hoping to make soon is some additional board and card games on the bus to offer an alternative to electronic games and give further opportunities to chat to the young people. This would also be of benefit for the children who regularly engage with us. We have also spoken with the IMPACT team about them trying to facilitate some more structured times on the bus around issues affecting young people, for example using the 'drugs awareness box'.

One the whole it has been a very positive start to working in the borough."

### **3. IMPACT TEAM UPDATE**

In light of apologies given, M McAllister provided the following update to the forum via email:

**"Football sessions on Blaby Road Park:** Following a hugely successful 12 week programme at Wigston College on a Friday evening from Jan - April, the IMPACT team have been commissioned by OWBC to continue the football sessions at Blaby Road Park weekly on Friday evenings through the summer from 6:30pm. Sessions are free to young people and are run by our specialist sports workers.

**IMPACT Street Based sessions:** IMPACT workers Ajit and Louise continue to deliver street based work throughout Wigston on a weekly basis having worked in the area on and off for many years building up a vast knowledge of the community and the young people who hang out there. We have seen a reduction in the numbers of young people getting involved in ASB of late and have delivered work jointly with the local neighbourhood team and Council with key perpetrators. The IMPACT staff will continue to work with local businesses, most notably McDonalds and Sainsburys as well as various small businesses carrying out reassurance visits and passing on relevant information.

We will be supporting the Big Lunch event on Sunday 18<sup>th</sup> June with local residents being able to have a go at some of our street based diversionary game. If you are attending we look forward to seeing you there!"

### **4. POLICE UPDATE**

Due to a Police representative being unavailable this agenda item was deferred until the Forum taking place on 23 August 2017.

### **5. WIGSTON ANTI-SOCIAL BEHAVIOUR**

M Smith provided the Forum with an update on the outcome of the Acceptable Behaviour Contracts (ABCs) that had been issued to the most predominant, anti-social behaviour (ASB) linked young people in the Borough. Of the ten that were issued with ABCs all have now come off of them, although only one has done so with a positive change in behaviour noted.

The other ABC young people either removed themselves from the voluntary agreement, or their behaviour has escalated to a point where legal action was the required route. At least two of these young people are looking at receiving a Criminal Behaviour Order. The Joint Action Group will now be looking at these young people individually instead of the reported ASB issues as a whole in Wigston.

Joint working with local schools regarding ASB is improving, and having a positive impact on the reduction of ASB in the Borough. The reporting of ASB by the public is also improving, allowing for ASB to be dealt with appropriately, and in a timely manner. This may be linked to increased promotion of the work of the Oadby & Wigston Community Safety Partnership, and in the targeting of its work around ASB following the results of its last annual community safety survey.

## **6. OPCC DIVERSIONARY FUNDING**

M Smith informed the Council that through funding available from the Police and Crime Commissioner, via the Oadby & Wigston Community Safety Partnership, the 12 week 'Something to DO!' Project pilot scheme has successfully been renewed for a full year's worth of diversionary activities for young people in the Borough.

Uptake from young people in the pilot scheme was sufficient in numbers to demonstrate a continued need for diversionary activities in the Borough. At present these include Dodgeball, Football, Basketball, and a Boxing Boot Camp.

M Smith and Kane Radford, the Council's Physical Activities Development Officer, will now be looking at developing a three year plan to grow the 'Something to DO!' Project in to a recognised brand within the Borough. Their view is that the 'brand' can be used to both commission its own projects, which will expand in to other activities alongside sports, and to support existing youth provision in the area by allowing such provision access to the project's marketing and advertising, promoting provision as a 'Something to DO!' branded activity. This approach is intended to develop a signposting and partnership network amongst youth provision and diversionary activities in the Borough.

The Forum also heard that, in growing the 'Something to DO!' Project, that Leicester City FC will be launching their 'Kicks Project' in the Borough for September, running for 40 weeks. This has also been funded via the Oadby & Wigston Community Safety Partnership.

## **7. YOUTH COUNCIL UPDATE**

The Forum heard that the Youth Council are once again progressing their Arriva Campaign, in addition to supporting national and local campaigns lead by the UK Youth Parliament. Transport issues are seen as a predominant problem for young people.

The Youth Council has also recently launched an updated version of its website that will shortly be hosting a young person's survey. This is designed to highlight the issues that young people living within Oadby, Wigston, and South Wigston are currently experiencing, and allow the Youth Council to see where their resources and focus will be best placed.

Several new members have joined the Youth Council in recent months, the majority of which have been recruited from Beauchamp College. M Smith and Cllr. R Morris have continued to work with Wigston Academy's School Council and fully expect representatives from the Academy to join the Youth Council in due course.

Of further encouragement for young people to join the Youth Council is the fact that doing so contributes towards the 'Service' section of the Duke of Edinburgh's Award Scheme. This is a fact that has been promoted to both Wigston College's and Beauchamp College's award scheme leaders.

## **8. CURRICULUM FOR LIFE MOTION**

The calling of a General Election delayed action on the Curriculum for Life motion that was

passed during the last full Council meeting; this was due to actions requiring letters to be sent to the Secretary of State for Education who the outcome of the election may have changed. These actions are now progressing, including writing to the new MP for Harborough.

It is believed that Oadby & Wigston Borough Council is the first Council in the country to have publicly declared its support of the UK Youth Parliament's 'Curriculum for Life' motion. This is something that should be celebrated.

**9. SUPERSONIC BOOM 2017**

Supersonic Boom 2017 will be taking place on Wednesday, 16 August 2017, 1pm-5pm on Blaby Road Park, South Wigston. This time, date and location have been chosen by members of the Oadby & Wigston Youth Council and event planning is now in progress. Youth Council meetings are now commencing at 6pm to allow for an hour dedicated to Supersonic Boom, with a view to providing a relaxed atmosphere in which to showcase local talent.

It is the duty of the Borough Council to facilitate the Youth Council's vision of the event which, although the event's budget has been decreased by £200.00, is still the primary intention of the money allocated to Supersonic Boom by the Council.

The charity that will benefit from monies raised at Supersonic Boom will be nominated by the Youth Council at their next meeting.

**10. ANY OTHER BUSINESS**

None raised.

**THE MEETING CLOSED AT 8.00 PM**



.....  
**Chair**  
.....

**Wednesday, 23 August 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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# Agenda Item 17c

## **MINUTES OF THE MEETING OF THE DEVELOPMENT CONTROL COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON THURSDAY, 15 JUNE 2017 COMMENCING AT 7.00 PM**

### **PRESENT**

Councillor L A Bentley (Chair)  
Councillor Mrs L M Broadley (Vice Chair)

### **COUNCILLORS**

G A Boulter  
F S Broadley  
D M Carter  
B Dave  
R E Fahey  
J Kaufman  
Mrs H E Loydall  
R E R Morris

### **OFFICERS IN ATTENDANCE**

S J Ball (Senior Democratic Services Officer / Legal Officer)  
T Boswell (Senior Planning Control Officer)  
D Gill (Legal Advisor)  
Ms S Lane (Democratic Services Officer / Compliance Officer)  
R Redford (Planning Control Team Leader)  
A Thorpe (Planning, Development and Regeneration Manager)

### **OTHERS IN ATTENDANCE**

L Burgess (Public Speaker)  
Cllr M H Charlesworth (Ward Councillor, Speaker)  
Mrs P Dunckley (Public Speaker)  
A Endall (Public Speaker)  
N Hardy (Applicant/Agent, Speaker)  
R Moore (Public Speaker)  
J Pugh (Public Speaker)  
Mrs C Sutton (Public Speaker)

### **1. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor D A Gamble.

The Senior Democratic Services Officer / Legal Officer declared Councillors Gurpal S Atwal and Dr Teck K Khong absent from the meeting as neither Member was eligible to take their seat on the Committee until such time that they had undergone basic training on the law and procedure relating to the functions of the same.

### **2. APPOINTMENT OF SUBSTITUTES**

None.

### **3. DECLARATIONS OF INTEREST**

In respect of planning application number 16/00575/OUT, Councillors G A Boulter and R E

R Morris declared a non-pecuniary interest insofar as they had been contacted by local residents and objectors regarding the same in their respective capacities as County and Ward Councillor(s).

In respect of planning application number 17/00084/FUL:

- (i) Councillor Mrs H E Loydall declared a non-pecuniary interest insofar as her residential property was deemed to be within the application area of the site and that she had been contacted by objectors regarding the application; and
- (ii) Councillor G A Boulter declared a non-pecuniary interest insofar as the applicant was personally known to him.

In respect of planning application number 17/000109/COU:

- (i) Councillor G A Boulter declared a non-pecuniary interest as Chair of the Services Delivery Committee insofar as the proposed use of the building in question fell under the remit of the said Committee;
- (ii) The Chair and Councillor R E R Morris declared a non-pecuniary interest insofar as they had attended a public consultation meeting held regarding the same.

In respect of planning application number 17/00115/FUL, Councillor Mrs H E Loydall declared a non-pecuniary interest insofar she had been contacted by objectors regarding the same.

All Members' confirmed that they attended the meeting without prejudice and with an open-mind.

#### **4. MINUTES OF THE PREVIOUS MEETING HELD ON 13 APRIL 2017**

The minutes of the Committee held on Tuesday, 13 April 2017 shall stand as an item to be received at the next meeting of the Committee due to be held on Thursday, 20 July 2017.

#### **5. PETITIONS AND DEPUTATIONS**

None.

#### **6. HOUSING WHITE PAPER: INCREASE IN PLANNING FEES IN THE BOROUGH**

The Committee gave consideration to the report (at pages 1- 2) as delivered and summarised by the Planning, Development and Regeneration Manager which should be read together with these minutes as a composite document.

The Committee welcomed the report yet emphasised the need for the Council's Chief Finance Officer / Section 151 Officer and Planning Officers to continue to work and to seek new ways to improve the Borough's housing market, particularly in view of the government's misguided ambition to build new homes at the cost of compromised dwelling living standards and, ultimately, to the detriment of residents.

#### **RESOLVED THAT:**

**A 20% increase in planning fees in the Borough with effect from July 2017 in order to invest this additional fee income in the planning department be noted.**

#### **7. CONFIRMATION OF THE BOROUGH COUNCIL OF OADBY & WIGSTON TREE PRESERVATION ORDER(S) (TPO'S)**

The Committee gave consideration to the three foregoing reports and appendices (at pages 3 - 31) as delivered and summarised by the Planning Control Team Leader which should be read together with these minutes as a composite document.

**7a. LAND AT BRIAR WALK, OADBY, LEICESTERSHIRE**

It was moved by the Chair, seconded by Councillor Mrs H E Loydall and

**UNANIMOUSLY RESOLVED THAT:**

**The Borough Council of Oadby & Wigston (Land at Briar Walk, Oadby, Leicestershire) Tree Preservation Order 2016 be confirmed with modifications.**

**7b. LAND AT GARTREE ROAD, OADBY, LEICESTERSHIRE**

It was moved by the Chair, seconded by Councillor Mrs H E Loydall and

**UNANIMOUSLY RESOLVED THAT:**

The Borough Council of Oadby & Wigston (Land at Gartree Road, Oadby, Leicestershire) Tree Preservation Order 2016 be confirmed with modifications.

**7c. THE GRANGE, HIGHFIELD DRIVE, WIGSTON, LEICESTERSHIRE, LE18 1PP**

Mr Liam Burgess of 159 Leicester Road, Wigston (an adjacent landowner) spoke upon the TPO in question objecting to its confirmation citing concerns in relation to the tree marked T1 that included falling debris, lack of sunlight, bird faeces, root damage, poor maintenance and issues of liability potentially arising therefrom.

A debate thereon was had by Members whereby it was generally agreed that any perceived issues concerning TPO's ought to be carefully and properly assessed and that in this instance, and although previous assessments were reported to have deemed T1 to be in a safe condition, further investigations should be undertaken to gather certain evidence to confirm, or otherwise, Mr Burgess' said concerns.

In reaching this decision, the Committee was advised that local authorities are (in certain circumstances and subject to strict criteria and limitations) liable to pay compensation for loss or damage caused or incurred in consequence of it refusing consent for works to trees protected under a TPO. It was reiterated that owners of both un/protected trees were responsible for the proper maintenance thereof.

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

**UNANIMOUSLY RESOLVED THAT:**

The Borough Council of Oadby & Wigston (The Grange, Highfield Drive, Wigston, Leicestershire, LE18 1PP) Tree Preservation Order 2016 be confirmed with the exception of the tree marked T1 at the present time.

**8. REPORT OF THE PLANNING CONTROL TEAM LEADER**

**1. Application No. 16/00575/OUT - HM Young Offenders Institute Glen Parva, Tigers Road, Wigston, Leicestershire, LE18 4TN**



Mrs Caroline Sutton spoke upon the application on behalf of those residents living in the immediate (unadopted) private-estate adjacent to the application site as an objector. Mrs Sutton raised concerns as to the removal of the courtesy fence and its relocation nearer to the estate stating that space was needed for replanting and to avoid tree root damage to closeby drains, roads and houses. She insisted that the existing fence be repaired and remain in situ and that additional screening was essential to lessen noise and light pollution. Mrs Sutton also stated that any vehicular parking and access to/from the site should be via Tigers Road only.

Mr Nick Hardy, Ministry of Justice (MoJ) spokesperson, spoke upon the application on behalf of the applicant. He explained that the application formed part of a £1.3bn programme aimed to transform the estate to support prisoner rehabilitation, to modernise and make prisons safer and more efficient and to create jobs. Acknowledging residents' concerns, he said that full details of the boundary treatment were to be worked up and agreed at the next stage of the planning process. He stated that the Transport Assessment prepared by Atkins ("the Atkins TA") concluded less traffic generation, that no vehicular access from Crete Avenue would be permitted and that ample parking provision for staff and visitors was to be provided on-site. It was said that the old buildings were to be demolished and new buildings set further back from the boundary to improve residential amenity.

In response to questions put to Mr Hardy by Members, he advised that the Atkins TA was carried week commencing 25 October during school term-time, that in discussion with Blaby District Council ("the lead authority") the preferred access route was Tigers Road to protect and preserve green public open-space land and that the choice of consultation venue (within the city's boundary) was taken upon considerations of suitability, capacity and convenience to all affected stakeholders.

The Committee gave consideration to the application (at pages 33 - 58), the agenda update (at pages 1 - 4) and a further e-mail dated 14 June from Leicestershire County Council as Highways Authority (HA) (a transcript of which is filed at the end of these minutes) as delivered and summarised by the Planning Control Team Leader ("the Team Leader") which should be read together with these minutes as a composite document. It was added for clarity by the Team Leader that proposed conditions 6, 9 and 15 operated prior to demolition and conditions 11, 17 and 21 operated after demolition but for information thereon was to be received thereafter.

A debate thereon was had whereby although it was acknowledged that the scope for consideration was duly limited to access and scale, the Committee sitting as a panel of elected Members considered it their collective duty to best protect the interests of the Borough and its residents as far as reasonably practicable. In doing so, the Committee believed that, on balance, not enough information on material aspects of the application had been provided which possibly justified a deferral and, or, a tightening up of the proposed conditions was essential for residents' protection.

In relation matters regarding access, the Committee raised concerns in respect to possible increased traffic generation to/from the application site and the wider impacts on the highway network. Members were also somewhat sceptical of the conclusions drawn by the Aktins TA and critical of the HA's dismissal of traffic data collected by residents due to the alleged and invalid methodology used.

Members also felt that the structural integrity of the sole access route via Tigers Road was not fully established over alternative access options and that, if it was to be used, additional safeguards were required to ensure that construction traffic did not enter or exit the site via the private-estate's roads. The Committee too emphasised the need for

appropriate hours of construction. The Team Leader advised that little information as to the road's structural integrity had been received from the HA but could be addressed as part of the traffic management plan (condition 9). A new condition could be added to prohibit construction traffic from the using private-estates' road and construction hours were limited (condition 19).

In relation to matters regarding scale, the Committee agreed that a continuous solid boundary with adequate planting or other screening was required along the eastern site boundary to preserve security and residential amenity. In providing so, Members insisted that the existing boundary structure was to remain in situ until, and replaced at, the latter end of construction. In particular, this was said to deter inconsiderate parking and improper access to the application site from the private-estate. The Team Leader so advised that such requests were possible (conditions 2, 6 and 7).

In reaching a decision, Team Leader offered assurances that with robust conditions, as set out and to be added and amended as above, both residents' and Members' concerns could be allayed. The Legal Advisor reassured Members' that planning permission would fall if the planning authority was not satisfied by the information, or lack thereof, received by way of condition. The Committee was further reminded of a prospective appeal directly to the Planning Inspectorate by the applicant for a decision should it be minded to defer the application without substantive reason(s).

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

**RESOLVED THAT:**

**The application be GRANTED planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions as to be added to and, or, amended under delegated authority accordingly.**

|                      |   |
|----------------------|---|
| <b>Votes For</b>     | 8 |
| <b>Votes Against</b> | 2 |
| <b>Abstentions</b>   | 0 |

**2. Application No. 17/00084/FUL – Nautical William, Aylestone Lane, Wigston, Leicestershire, LE18 1BA**

Mr Andrew Endall spoke upon the application as an objector. Mr Endall stated that although he did not object to the development of the site in principle, he did object to the height and size of the proposed building. He said it was not in-keeping with the street scene, it would dominant the corner of the junction and invade adjacent residents' privacy with views from the proposed balconies and large glass installations. He further raised concerns as to ratio of car parking spaces to proposed dwelling-flats and therefore the potential for overspill onto the busy junction.

Having declared a non-pecuniary interest and having been cautioned by the Legal Advisor, Councillor Mrs H E Loydall voluntarily left the Chamber at 8:58 pm and took no part in the debate on the item of business and voting thereon save as to reiterating similar concerns as a public speaker before leaving the Chamber.

The Committee gave consideration to the application (at pages 59 - 64) and the agenda update (at pages 4 - 7) as delivered and summarised by the Senior Planning Control Officer which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby it was agreed that the application

represented an overdevelopment of the site. The Committee shared concerns in respect of the dominate scale of the three-storey proposed building and, consequently, the detrimental impact on the existing street scene and skyline. The proposed building was said to present opportunities of overlooking onto the north side of Aylestone Lane impacting on residents' privacy and residential amenity and, particularly, an unacceptable loss of light and outlook to 67 Rolleston Road. Complications arising from the potential re-location of the nearby bus stop and insufficient parking provision were also cited as additional concerns.

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

**UNANIMOUSLY DEFEATED THAT:**

The application be granted planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions.

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

**UNANIMOUSLY RESOLVED THAT:**

**The application be REFUSED planning permission for the foregoing reasons.**

Councillor Mrs H E Loydall returned to the Chamber at 9:23 pm.

**3. Application No. 17/00109/COU - 134 Station Road, Wigston, Leicestershire, LE18 2DL**

Councillor M H Charlesworth spoke upon the application as Ward Councillor for the Wigston All Saints Ward who relayed concerns raised by local residents as to the perceived demeanour of those occupants likely to be housed in the hostel.

The Committee gave consideration to the application (at pages 65 - 69) as delivered and summarised by the Senior Planning Control Officer which should be read together with these minutes as a composite document.

A debate thereon was had whereby Members acknowledged the importance of homelessness provision within the Borough and the statutory duty of care owed to those people who were increasing and more often that not unintentionally finding themselves homeless. Acknowledging the legitimate concerns of residents, Members offered assurances that given the location of the proposed hostel, the Council was best placed to closely monitor and deal with any incidents promptly. In reaching a decision, the Committee was advised that prospective occupants would be housed under a licence, as opposed to a tenancy, agreement which could be terminated at any point upon immediate relief sought by a mandatory order from the courts.

It was moved by the Chair, seconded by Councillor J Kaufman and

**UNANIMOUSLY RESOLVED THAT:**

**The application be GRANTED planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions.**

**4. Application No. 17/00115/FUL – 17 Granville Road, Wigston, Leicestershire, LE18 1JQ**

Mrs P Dunckley and Mr J Pugh each spoke upon the application as objectors who raised similar concerns regarding the close proximity of the proposed extension to their respective property boundaries and the resultant loss of privacy, light and amenity. They further objected to the size, layout and density of the extension.

The Committee gave consideration to the application (at pages 70 - 75) as delivered and summarised by the Senior Planning Control Officer which should be read together with these minutes as a composite document.

A debate thereon was had by Members whereby it was agreed that the application represented an overdevelopment of the site and would impact significantly on neighbours' privacy, residential amenity and access to light. As such, it was requested that further conditions to be added to restrict any permitted development rights in relation to the dwelling and to insist that the gap between the proposed extension wall and the boundary of 19 Granville Road be at least one metre.

Some Members were of the opinion that the added conditions were not sufficient to allay their or the neighbours' concerns, that the proposed extension was not in-keeping with the main dwelling and, therefore, could not support the application.

It was moved by the Chair, seconded by the Councillor B Dave and

**RESOLVED THAT:**

**The application be GRANTED planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions as to be added to and, or, amended under delegated authority accordingly.**

|                      |   |
|----------------------|---|
| <b>Votes For</b>     | 5 |
| <b>Votes Against</b> | 3 |
| <b>Abstentions</b>   | 2 |

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

**UNANIMOUSLY RESOLVED THAT:**

**In accordance with Rule 21.1 of Part 4 of the Constitution, Rule 9 of the same Part be suspended to allow the meeting to continue beyond three hours for the purposes of disposing of the remaining item of business at this meeting.**

**5. Application No. 17/00151/FUL – 253 Aylestone Lane, Wigston, Leicestershire, LE18 1BE**

Mr R Moore spoke upon the application as an objector. Mr Moore stated that the footprint of the two ground floor flats provided inadequate levels of amenity to future occupants, that the development was not in-keeping with the existing street scene and there were insufficient parking spaces to effectively service three additional dwellings thus impacting on the adjacent properties and small slip-road.

The Committee gave consideration to the application (at pages 76 - 78) as delivered and summarised by the Planning Control Team Leader ("the Team Leader") which should be read together with these minutes as a composite document.

A debate thereon was had whereby Members felt that the applicant had not gone far enough to revise the size, layout, quality and density of the (previously refused)

application to render it acceptable at the present time. In particular, there were shared concerns that the proposed internal layouts of the dwelling-flats provided for inadequate levels of living-space and amenity. The reported poor brickwork of the extension was also said to not match the existing building which, as advised, could not be rectified nor enforced by condition. There was also a general consensus that a serious need existed for family homes to be retained and built within the Borough.

It was moved by the Chair, seconded by Councillor F S Broadley and

**DEFEATED THAT:**

The application be granted planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions.

|                      |   |
|----------------------|---|
| <b>Votes For</b>     | 2 |
| <b>Votes Against</b> | 7 |
| <b>Abstentions</b>   | 1 |

It was moved by the Councillor G A Boulter, seconded by the Vice Chair and

**RESOLVED THAT:**

**The application be DEFERRED.**

|                      |   |
|----------------------|---|
| <b>Votes For</b>     | 9 |
| <b>Votes Against</b> | 1 |
| <b>Abstentions</b>   | 0 |

**THE MEETING CLOSED AT 10.31 PM**



.....  
**Chair**  
.....

**Thursday, 24 August 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR*

**E-mail dated 14 June from Leicestershire County Council as Highways Authority**  
(Minute Ref. 8 at para. 4)

**From:** George Nock [mailto:George.Nock@leics.gov.uk]  
**Sent:** 14 June 2017 14:49  
**To:** Richard Redford  
**Subject:** Re: F.A.O. Mr G Nock - 16/00575/OUT - Glen Parva YOI Application –  
Additional Traffic Information  
**Importance:** High

Dear Richard

Thank you for the email.

Leicestershire County Council, as Highway Authority, endeavours to respond to consultations within 14 days. All supporting submissions and supplementary documentation must follow due process and be publically available.

I have had a brief look at the document reference. My first comment relates to the data verification. All supporting data, when considered as part of any application, must accord with industry standard data collection techniques. I am unsure at this stage where this data has been collected, by what means (tubes? ATC? counters?) and how it has been presented (PCUs or vehicles) etc. Full verification of the data is at this stage not possible and therefore the Highway Authority is unable to provide full response in absence of this information. I also note that the data is unidirectional. A Transport Assessment/ Scope/ Specification typically accompanies a data submission.

For information, as part the Highway Authority's analysis of the submission of the planning application supporting documentation the CTC data collected at the Saffron Road/ Tigers Road Junction was compared against a verified LCC permanent automated traffic-counter. This counter is positioned between the Namur Road and Dorset Avenue junctions on the B582. This data indicates that the CTC, contained within the Transport Assessment, is representative of daily traffic movements on the B582. This does however have to allow for some variation due to conversion to PCUs.

Should Members require LCC to be formally consulted, the Highway Authority request additional information with regards to the verification of data presented .

Kind Regards

George Nock  
Senior Transportation Engineer  
Highways Development Management

Leicestershire County Council  
County Hall  
Glenfield  
Leicestershire  
LE3 8RJ

**MINUTES OF THE MEETING OF THE PLACE SHAPING WORKING GROUP HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 21 JUNE 2017 COMMENCING AT 6.30 PM**

**PRESENT**

Councillor J W Boyce (Chair)

**COUNCILLORS**

L A Bentley  
G A Boulter  
Mrs H E Loydall

**OFFICERS IN ATTENDANCE**

J Carr (Planning Policy Team Leader)  
M Hryniw (Town Centre Manager)  
A Thorpe (Head of Planning, Development and Regeneration)

**1. APOLOGIES FOR ABSENCE**

Councillor Bond, Councillor Darr, Councillor Kevin Loydall, Councillor Sharon Morris, Councillor Bhupendra Dave, Edward Morgan, Judith Sturley.

**2. MINUTES OF THE PREVIOUS MEETING HELD ON 15 SEPTEMBER 2016**

Agreed.

**3. TOWN CENTRE MANAGER'S REPORT**

Mark Hryniw mentioned that the empty unit rate in Wigston was 4%. In Oadby, since his report was written Tippets Florists and the Co-op have closed. However, The Tipu Sultan has opened. In South Wigston, the empty unit rate remains steady with a rise of just one empty unit.

Councillor Helen Loydall commented that often new units are not retail and although this may create a 'night time economy' it does not help encourage shoppers and neither does it help if they are cafes and are closed in the evening.

Councillor John Boyce suggested that we need larger anchor stores in the centres of Wigston and Oadby and that this would only be achieved through redevelopment. Mark Hryniw said that Wigston has been buoyed by the new occupiers in the former Co-op unit on Bell Street.

In response to a question about the digital signs Mark Hryniw said that the rates bill received at the end of the last year was higher than anticipated. Rates are set by The Valuation Office. The cost is about £600 per year per sign. Despite this, it was agreed to progress with the additional sign in South Wigston. It was noted that this will be located outside the chip shop/Millers which was an agreed location. Mark Hryniw will also explore methods of increasing commercial advertising, such as use of an agent. Councillor Helen Loydall suggested 'Commercial Break' or 'Local Ads'.

The annual road closure application has been submitted but there are delays with Leicestershire County Council requiring lots of information and generally being slow in

providing a response. Councillor John Boyce suggested that we need to consider recent incidents as part of risk assessments. Councillor Bill Boulter said that he would raise the issue of slow response with the County Council at his next meeting with Phil Crossland.

The Council has supported town centre groups in purchasing their own signage for events and will store these on behalf of the groups.

Mark Hryniw provided details of forthcoming events including the Oadby Car Show and Christmas events.

In relation to Farmers Markets, Mark Hryniw reported that in Oadby the market is now being operated by two traders and has moved to outside the former Co-op. It is doing well. Wigston market is being operated by a trader and there is confidence that there will be an upturn in trade during the rest of the year.

Regarding Christmas lights, Mark Hryniw said that it is impossible to guarantee that all lights will be on all or the time. However, work is taking place during this year which it is hoped will improve the reliability and resilience of the lights, such as new wiring and sockets. Faulty timers have also been replaced.

Councillor Helen Loydall asked if the contractor was properly checking the equipment before it is erected. Mark Hryniw confirmed that it is but lights and associated infrastructure can be damaged once up. There was some discussion about whether there had ever been red lights in the Wigston Christmas Tree. Councillor John Boyce asked if further lights could be put into the Wigston Christmas Tree.

Mark Hryniw confirmed that all Christmas lights will be turned off by the 6<sup>th</sup> January.

Councillor Helen Loydall asked if the oak tree on the Wakes Road roundabout could be decorated instead and the cone Christmas Tree on the roundabout moved to another location. Mark Hryniw said that a request had previously been made to move it to adjacent to the Pocket Park on Bell Street and this was agreed.

#### **4. LOCAL PLAN UPDATE (VERBAL)**

At the recent All Members Briefing a discussion took place about whether the plan period would go to 2031 or 2036. Jamie Carr confirmed that it is only possible to go to 2031 because that is all our transport evidence will enable us to do. Councillor John Boyce queried whether there was a risk in only going to 2031. It was accepted there was, but this would be less of a risk than going to 2036 without sufficient transport evidence.

Sites that were potentially going to be allocated within the Local Plan were discussed. All of the sites that were to be proposed within the Local Plan (subject to evidence) were accepted as appropriate. It was acknowledged that due to the levels of development that the Borough needs up to 2031, all sites have to be developed, including town centre sites.

It was reported that the current programme is for the Local Plan will go to Committee in September / October, with consultation to follow.

Councillor Lee Bentley asked about minimum size standards in relation to houses being converted to flats.

It was agreed that officers would undertake some work on need and demand regarding conversion of family homes to flats. Officers will also investigate the use of minimum space



standards and establish whether they would be appropriate for the Borough. Councillor Helen Loydall also noted that the Council should encourage more bungalows. Councillor Lee Bentley asked the extent to which the Council would protect garden land for development. Jamie Carr mentioned that officers are looking at this through the Landscape Character Assessment and the new Local Plan.

**5. STRATEGIC GROWTH PLAN UPDATE (VERBAL)**

Adrian Thorpe talked through a presentation slideshow regarding the Strategic Growth Plan and where the favoured growth options were.

Members asked if the Strategic Growth Plan was planning for now or for the future. Adrian Thorpe confirmed that the Strategic Growth Plan was planning for growth post 2031 and up to 2050, due to all Local Authorities involved in the preparation of the Strategic Growth Plan, having or preparing Local Plans that already plan up to 2031.

**6. REGENERATION PROJECTS UPDATE (VERBAL)**

Nothing was discussed on this matter.

**7. DATE OF NEXT MEETING**

Thursday 14th September 2017

**THE MEETING CLOSED AT 8.00 PM**



.....  
**Chair**  
.....

**Thursday, 14 September 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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# Agenda Item 17e

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

## **PRESENT**

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

## **COUNCILLORS**

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

## **OFFICERS IN ATTENDANCE**

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

### **1. APOLOGIES FOR ABSENCE**

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

### **2. APPOINTMENT OF SUBSTITUTES**

None.

### **3. DECLARATIONS OF INTEREST**

None.

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

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

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

**RESOLVED THAT:**

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

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

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

**RESOLVED THAT:**

**The Action List be noted by Members.**

**6. PETITIONS AND DEPUTATIONS**

None.

**7. PROVISIONAL COMMITTEE OUTTURN REPORT (2016/17)**

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

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

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

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

**RESOLVED THAT:**

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

**8. COMMUNITY SERVICES UPDATE**

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

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

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

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

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

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

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

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

**UNANIMOUSLY RESOLVED THAT:**

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

**9. FIRE SAFETY IN THE BOROUGH (VERBAL UPDATE)**

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

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

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

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

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

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

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

**RESOLVED THAT:**

**The verbal update be noted by Members.**

**10. HOUSING OPTIONS FOR FORMER ASYLUM SEEKERS**

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

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

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

**UNANIMOUSLY RESOLVED THAT:**

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

**11. REVIEW OF PEST CONTROL SERVICE UPDATE**

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

read together with these minutes as a composite document.

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

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

**UNANIMOUSLY RESOLVED THAT:**

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

**12. CORPORATE ENFORCEMENT UPDATE**

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

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

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

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

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

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

**RESOLVED THAT:**

**The contents of the report be noted by Members.**

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

**RESOLVED THAT:**

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

**13. SERVICE PERFORMANCE MANAGEMENT FRAMEWORK**

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

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

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

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

**UNANIMOUSLY RESOLVED THAT:**

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

**14. LEISURE SERVICES UPDATE**

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

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

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

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

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

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

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

**UNANIMOUSLY RESOLVED THAT:**

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

**15. FACILITIES SERVICES UPDATE**

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

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

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

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



**RESOLVED THAT:**

**The contents of the report be noted by Members.**

**16. PLAY AREAS - ROLLING PROGRAMME OF REFURBISHMENT**

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

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

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

**RESOLVED THAT:**

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

**17. OPERATIONAL SERVICES UPDATE**

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

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

**RESOLVED THAT:**

**The contents of the report be noted by Members.**

**18. CUSTOMER SERVICE TRANSFORMATION UPDATE**

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

**RESOLVED THAT:**

**The contents of the report be noted by Members.**

**19. GREENING OF THE BOROUGH UPDATE**

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

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

**RESOLVED THAT:**

**The contents of the report be noted by Members.**

**THE MEETING CLOSED AT 9.09 PM**



.....  
**Chair**  
.....

**Tuesday, 10 October 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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**MINUTES OF THE MEETING OF THE SOUTH WIGSTON RESIDENTS' FORUM HELD AT THE FAIRFIELD COMMUNITY PRIMARY SCHOOL, CHESHIRE DRIVE, SOUTH WIGSTON, LEICESTERSHIRE, LE18 4WA ON WEDNESDAY, 28 JUNE 2017 COMMENCING AT 7.30 PM**

**PRESENT**

Councillor Mrs S B Morris (Chair)

**COUNCILLORS**

J W Boyce  
R E R Morris

**OFFICERS IN ATTENDANCE**

Ms V Quintyne (Community Engagement Officer)

**OTHERS IN ATTENDANCE**

3 Borough Councillors (Oadby)  
1 Police Representative  
18 Residents

**1. APOLOGIES FOR ABSENCE**

Councillor Bill Boulter  
Jessie Cook (The Conservation Volunteers)

**2. LOCAL POLICING ISSUES**

Police Constable Damien Hyatt introduced himself as the new beat officer for South Wigston. He is based at Wigston Police Station. PC Hyatt gave an outline of his policing experience. He gained policing experience with communities across Leicester and Leicestershire.

The following crime figures were reported and cover the past twenty eight days:  
Four vehicle crimes including, two thefts of motor cycles and two burglaries of dwellings. One of the burglaries was aggravated. Police have a lead on this.

**3. MINUTES OF THE PREVIOUS MEETING HELD ON 07 MARCH 2017**

Residents provided a list of amendments to the minutes of March 7th 2017.

**Action:**

Include the amendments received to the minutes of March 7 2017 and circulate.

**4. DEFRA AIR QUALITY ANNUAL STATUS REPORT UPDATE**

A slide presentation titled, Air Quality Status Report 2017 was received by Residents. Hard copies of the presentation were circulated.

Key points were made, observations noted and answers to Resident questions received as follows:

DEFRA directed this report be shared with Residents. It requires the Council to involve and

advise Residents on the findings of the report.

The data set is complete. It refers to the 2016 statistics. All reports are available on the Council website.

The meaning of the term Air Quality was outlined, in relation to pollutants and the measurement and the effects on peoples' health state.

Nitrous Oxide sampling was measured borough wide using diffusion tubes. A photo of a diffusion tube was shown.

Previous collection sites were highlighted. These have now been removed from monitoring as results were low.

51.58 was the raw data measurement in South Wigston. Canal Street facade had an exposure limit of 39.72.

Additional monitoring was being done on: Aylestone Lane, Shakerdale Road and Blaby Road. Additional tubes were added.

Residents enquired about the monitoring of traffic pollution levels on Saffron Road.

A Resident expressed the view that Blaby Road was one of the worst polluted areas, due to traffic flows most of the day. Monitoring was done near to the Tigers training ground. This had now ceased.

A Resident suggested that the Council should be made aware of the rise in pollution levels with the building of Glen Parva prison. The Resident asked if the Council could request DEFRA to measure pollution levels.

The Officer said in his personal opinion, DEFRA was unlikely to , as this would be a matter for the Local Authority to address in its draft Air Quality Plan.

**Action:**

The Chair agreed to discuss the matter of raising a petition to DEFRA with Councillor Bill Boulter, noting the potential increase in pollution with the building of Glen Parva jail.

An in depth study was necessary to address what needed to be monitored, especially as Blaby Road was a cut through road.

Suggestions made by Residents for monitoring in South Wigston.

- Monitor the air quality on Saffron Road and Tigers Road.
- Place monitoring tubes at roundabout.
- Monitor acceleration and change points, namely roads going uphill and at traffic lights
- With heavy traffic on Saffron Road, would the Council write to Leicester and Blaby Councils to devise a strategy to monitor the pollution levels during construction of the proposed new prison, and once the prison opens.
- Implement a twenty mile an hour speed restriction to cut deaths caused by pollution.

In concluding the presentation, the Officer said the Council had received £25,000 for monitoring equipment. There was shared monitoring in South Wigston of Magna Road to

Blaby Road. The Officer would be requesting monitoring from further up Saffron Road.

Residents were requested to send comments and observations by email to:  
[enviromental.health@oadby-wigston.gov.uk](mailto:enviromental.health@oadby-wigston.gov.uk)

**Action:**

Circulate the presentation to Residents.

**5. WASTE SURVEY CONSULTATION FEEDBACK (INFORMATION ONLY)**

The following results were shared from the Waste Survey feedback by Councillor Boyce. The survey results were shared electronically and by post with Residents. on the South Wigston Forum database.

- Two questions were asked on ranking of what residents wanted.
- Overall Residents wanted to keep weekly bin collections.
- On the third question regarding green waste, the recycling rate was less important.
- On the question of introducing wheelie bins the strongly agree and agrees and the strongly disagree and disagree views were almost identical.
- A report was out today which addressed the Council`s budgetary position and the potential changes to be made.
- Once a plan was in place Councillor Boyce said the Council would reconsult Residents.
- Over 2,300 residents responded to the consultation. A resident pointed out that is less than 5 percent of the Borough population.
- A Resident asked about the use of wheelie bins for the collection of normal waste. The response received for their introduction was fifty-fifty.
- Forty percent of responses were by paper and the remainder by email.

37% of respondents strongly agreed that a fortnightly waste collection would cause them hardship.

**6. SOUTH WIGSTON TRADERS' UPDATE**

The South Wigston Trader`s Representative in his update report covered the following issues:

**Declining Business in the South Wigston Town Centre**

The South Wigston Trader`s Representative said the Town centre businesses needed to be better supported. This was due to the imminent closure of seven shops. The sentiment was, the Town Centre Manager`s presence in South Wigston should be more obvious. At present this was felt not to be the case.

It was suggested Councillor Boulter contact the Town Centre Manager to discuss this matter.

**Community Centre**

There will be a new South Wigston Community Centre. It will be open for use by all in the community. A Resident commented that the hall still required more resources to assist its development.

**Electronic Notice Board**

An electronic notice board will soon be erected in South Wigston town centre The Town Centre Manager was progressing this .It should be in place by the Autumn. These boards are subject to a high rate of tax but this is to be challenged by the Council.

6a. **CHRISTMAS CAPERS 2017**

See minute reference 8c.

**7. ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS**

**Changes to Bus Routes 44 and 49a**

A Resident said that the bus services cuts have affected the South Wigston area creating a travelling divide and community isolation.

The general sentiment was that Arriva Bus Company did not care about the travel needs of South Wigston Residents or the impact of cuts on local business.

A Resident said that without the service some elderly Residents were, having to use taxis or were stranded.

South Wigston Traders were said to be contacting the Arriva Bus Company Services Manager to discuss the transport cuts and the impact on the Town.

The Chair said Councillor Boulter was in dialogue with the Arriva Bus company.

**Changes to the Forum**

The following questions, observations and exchanges of information were shared under this heading as follows.

A Resident said the draft minutes of March 7th 2017were inaccurate. A typed sheet of amendments were proffered as the amendments .The Chair said the minutes were not meant to be verbatim and long. The Resident requested putting the proposed amendments to the draft minutes to a vote. The Chair stated this was not necessary and to note they were accepted.

The Chair said a hard copy of the Local Government Association Peer Review was available for residents to take. The link to an electronic copy was also included in the Chair`s Update paper.

A Resident questioned whether matters arising from the last meeting were completed; namely consultation with the conservatives and why the changes requested by Residents at the last meeting could not be voted on in the meeting.

A Resident stated each Forum was different and the Resident was merely asking for the suggested changes to South Wigston Forum be agreed.

Councillor Boyce stated that, as all the forums all worked the same any changes to the Terms of Reference would require the other two Forums be consulted on any changes.

A resident replied to Councillor Boyce that the changes residents had asked for didn't need any change to the Forum Terms of Reference, and read aloud from the constitution that the remit for the Forum is to:

ˆ...give local residents a greater say in Council affairs; increase public involvement in

public services; help shape council policies; challenge and give feedback on performance; and promote community cohesion.”

The resident also said that the changes to the Forum that residents had asked for were consistent with the Council’s new Corporate Vision, which read,

‘Work with existing forums and forge new relationships in order to strengthen community engagement and cohesion throughout the Borough.’

A Resident said that as it was only minor changes that were asked for and the changes did not need to go to the other Forums.

A Resident from Oadby said, in the past he had attended all three Resident Forums. He said that a change in the way South Wigston’s Forum ran its business could lead to a change in the Terms of Reference for Oadby and Wigston Resident Forums. He further stated that sometimes proposals for funding were brought to the three Forums and change could make it difficult in the future for people to access funds for joint projects.

A Resident said money must be properly accounted and applied for. If this was not the case a Forum would not be needed.

A Resident said, at the previous meeting the manner of how the agenda was set was questioned. Local issues tended to be “bunched up” under any other business and presentations took away time from proper discussion.

A Resident queried why Councillors were seated at tables, when it was agreed for this meeting they would not be.

**Action:**

For the September meeting , the Chair has agreed to sit in front of Residents and the other Councillors have agreed to sit amongst the Residents.

On the query raised by a Resident as to why the previous changes put to the Forum in March were not implemented; the Chair said this would be addressed following the consultation on change going to Wigston and Oadby Forums on the 12<sup>th</sup> and 27<sup>th</sup> of July. Following collation of the results on 4<sup>th</sup> September, 2017, they would be shared.

A Resident expressed some confusion as to what item had been reached on the Agenda .The confusion was caused because the Chair had moved around some items to allow the DEFRA Air Quality item to be placed further up the agenda. This was to allow the presenting Officer to leave the meeting, to make a three hour journey home.

A Resident said neither the Chair nor Councillor Boyce had attempted to contact anyone about the changes requested and added, where do Residents move forward with this agenda.

The Chair said the issue had gone to the Oadby and Wigston Forums. A report following the consultations in July would be shared in September This would help clarify next steps.

A resident stated that a Freedom of Information request had been made to the Council on the costs of the staffing, and management problems. The costs from May 2015 to the end of March 2017 were £793,000 – including legal and investigation costs, staff suspensions and agency staff, and the Change Management Programme to improve the organization and management.

The resident went on to say since asking for information about the grievance, there was a sense of the Council "closing down" on Residents and "things" having become more difficult. A question was then raised on when an update was to come to the Forum on the crisis in the Council.

Councillor Boyce challenged anyone to show where Council services have not been delivered. It was promised that public services would not suffer due to the grievance and they have not.

The issue was still ongoing and other issues which predate the grievance. Information placed in the public domain was said to be more than the lawyers had agreed there should be. The Local Government Association (LGA) Peer Review report was on the website.

The Chair added, once there was a conclusion to the Grievance a meeting would be called.

Councillor Boyce said, the Council would share what it could when it could. Savings other than £700,000 will be the cut to be met.

The Council was already thinking of how to raise revenue. The accounts showed the Council had turnover money in reserve, plus £2 million.

A Resident questioned when the outcome of talks with Councillor Dave, about changes to the Forum would be shared with this Forum.

**Action:**

The Chair agreed to update Residents on the outcome of talks held about changes to the Forum, with Conservative Councillor, Bhupen Dave.

**Three Seats Are Missing In The Park**

A Resident said three seats were missing from the Park .He gave photographs of the seats to the Chair.

**Action:**

The Chair assured the Resident she would pass the photographs to the Operational Team to investigate.

**Taxidermist Practice Generating Unpleasant Smell**

A Resident observed that on Saffron Road, where North cottage is located, a taxidermist has disposed of dead carcasses into a ditch. This smelt dreadful and was a potential hazard to people and motorists. There was a risk of people falling into the ditch.

The Resident suggested the smell be placed on the list of DEFRA monitoring of pollution sites.

The Resident asked why the carcasses could not be incinerated.

**Action:**

The Chair agreed to address the Resident`s concern on this matter.

**Blocked Drainage on Gloucester Road**



A Resident reported there was blocked drainage at Gloucester Road. The Resident requested the County Council be instructed to remove the blockage. This blockage was viewed to be a danger to both the public and motorists.

**Action:**

Councillor John Boyce agreed to raise this at the next County Council Meeting.

**Parking By Fairfield Primary School**

Between the hours of 3pm till 4pm a fire engine will be requested to park partly on the pavement. This is in order to show parents how the current blockage of the road affects the flow of traffic. Councillor Richard Morris was working on organising this. He has spoken to the police about parents' inconsiderate parking which was causing obstruction to the flow of traffic. The school was also working to address this issue.

Items to be Raised for the Next Forum Agenda

Residents and Decision-making.

**8. CHAIR'S UPDATES**

**The Chair`s Update paper, agenda item 7 was presented.**

**8a. CAPITAL PROJECTS UPDATE**

The following capital projects were endorsed by the Policy and Finance Committee and progressed by Finance.

- Phoenix Therapies Take the Weight Off Your Mind workshops award of £1000
- The Community First Responders award of £180.
- 

An update report is to be received from Families Foodies project. The update was to be presented to a future Residents Forum meeting

**8b. FORUM BUDGET UPDATE**

The Forum Update budget was received by the Residents. The balance currently stands at £8,481.

**8c. SPENDING REQUESTS**

**Pw Circuits Factory Request For Two Bins**

PW Circuits factory on Canal Street requested the installation of two wall mounted litter bin outside the factory premises and to the southern part of Countesthorpe Street.

**Action:**

The Chair agreed to follow up this request.

**A Request For A Bin On Saffron Road**

The proposal for a dog mess bin was put to the Residents. Eleven Residents were in favour. There were two abstentions and no votes against. The proposal was carried.

**Action:**

It was agreed to fix a bin on the green near to Saffron Road to stop people binning their dog mess in a residents plants.

**Christmas Capers**

Christmas Capers will be held on Saturday 2nd December 2017. The South Wigston Traders' representative asked for a grant of £3,500 for the event, saying he was 'letting the Forum off lightly this year, as he will be coming back for more later'.

The Leader of the Council stated that Forum awards are up to residents, not up to Councillors, and he was waiting for someone to propose making an award.

A resident proposed an award for Christmas Capers.

One resident stood up and said it had been agreed at the March meeting that proposals should be brought to a meeting with proper paperwork and accounts before any funding was awarded, and that no vote would be taken until the following meeting. She stated that the proposal didn't fit those criteria and emphasized that the Forum should stick to those principles of what had been agreed and information should come to the Forum before any vote. She felt that the proposal for Christmas Capers went against openness and accountability. She spoke directly to the traders' representative stating that this wasn't anything personal to the traders but she felt unable to stay for the vote and couldn't attend Forum meetings if they were run in this way. She left the meeting.

Two other residents then asked what they were being asked to vote for, as they were unclear.

Residents then took a vote by a show of hands on allocating this award. Seven residents were in favour, seven were against, and there was one abstention. The vote was not carried.

**Forum Budget - General Discussion**

A Resident expressed the view that proposals should be sustainable – not one-off projects. There had never been a proper discussion about the purpose of Forum funding, or the importance of making sure that projects are good value for money with lasting benefit to the community. There should be time on the next agenda to discuss properly what residents want from Forum spending.

The Chair said the Finance Director, Martin Hone was working on an updated process for how proposals were to be brought to the three Forums.

The Chair said she wanted Residents to have a say in decision making and agreed this would be placed as an agenda item for the next meeting in September.

The Chair said the Policy and Finance Committee was the final arbiter for endorsing funds awarded. There were checks and balances in place for approving or not approving the funding awarded at Forum meetings.

**Action:**

Place discussion of the purpose of Forum budget, and residents' involvement in decision making, as items on the September Forum agenda.

**9. DATE OF THE NEXT MEETING**

Wednesday 13<sup>th</sup> September 2017, 7.30pm at Bassett Street Community Hub, Bassett Street, South Wigston.

**THE MEETING CLOSED AT 9.20 PM**



.....  
**Chair**  
.....

.....  
**Wednesday, 13 September 2017**  
.....

*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR*

# Agenda Item 17g

## MINUTES OF THE MEETING OF THE WIGSTON RESIDENTS' FORUM HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 12 JULY 2017 COMMENCING AT 7.00 PM

### **PRESENT**

Councillor G A Boulter (Chair)

### **COUNCILLORS**

E R Barr  
L A Bentley  
Mrs L M Broadley  
F S Broadley  
Miss M V Chamberlain  
R F Eaton  
Mrs L Eaton JP  
Mrs H E Loydall  
K J Loydall JP

### **OFFICERS IN ATTENDANCE**

T Cawthorne (Environmental Health Officer)  
Ms V Quintyne (Community Engagement Officer)

### **OTHERS IN ATTENDANCE**

1 Borough Councillor (Oadby)  
1 Police Representative  
24 Residents

### **1. APOLOGIES FOR ABSENCE**

Four apologies were received from residents.

### **2. MINUTES OF THE PREVIOUS MEETING HELD ON 13 MARCH 2017**

#### **RESOLVED THAT:**

The minutes were accepted as a true and accurate record noting the following three amendments.

- (i) Mr M Harrington attended the meeting held 13 March 2017.
- (ii) The Premier Drum building application was for Lidl and Wickes stores, not solely Lidl.
- (iii) Regarding the award of £500 to the Civic Orchestra, a request was made for a check to be made with the Finance Department as to whether this was allocated.

### **3. LOCAL POLICING ISSUES**

The Police crime statistics were shared with residents.

Four burglaries - these were to dwellings and sheds and 18 push bikes were stolen. The Police advised residents to security mark their bikes and place locks on all shed doors. Two robberies took place. Thirty eight vehicles were damaged. This damage related slashed tyres and break-ins.

The break-ins mainly related to vans. Residents were reminded to take tools out of the back of vans.

Anti-social behaviour of children playing on the top of the roofs of premises was reported. This was in the areas of Long Street and Bell Street. Children were seen on the roof top of the Sainsbury store in Bell Street.

Young people were reported smoking cannabis and drinking alcohol on the Little Hill Estate.

It is planned for plain clothed Police Officers to carry out searches on the Little Hill estate. The Polices informed residents they would be looking into anti-social behaviour issues on the green area.

#### **4. DEFRA AIR QUALITY ANNUAL STATUS REPORT UPDATE**

A slide presentation entitled Air Quality Status Report 2017 was received by residents. Hard copies of the presentation were circulated at the meeting.

Key points were made; observations noted and answers to resident questions given as follows:

DEFRA directed the report be shared with residents. It required the Council to involve and advise residents on the findings of the report.

The data set shared was complete and cannot be changed. It referred to 2016 statistics. Any issues raised could affect the report. All reports could be accessed from the Council's website. The data layout followed DEFRA's guidance.

The meaning of the term air quality was outlined, in relation to pollutants and the measurement and the effects on peoples' health.

Nitrous Oxide sampling was measured borough wide using diffusion tubes. A photo of a Nox diffusion tube was shown. An example of one can be seen placed on the Tesco roundabout in South Wigston.

Previous collection sites were highlighted. These have now been removed from monitoring as results were low.

51.58 was the raw data measurement in South Wigston. Canal Street facade had an exposure limit of 39.72. Passive data tubes are being used to measure pollution levels.

Additional monitoring was being done on Aylestone Lane, Shakerdale Road and Blaby Road, South Wigston. An air quality station is to be put in place by Canal Street. There were now 10 tubes down on Blaby Road.

All Nox samples were sent to Government laboratories to be tested for accuracy. At the end of the year they receive a factor. The factor adjusts the raw data number.

Residents were informed that South Wigston residents had already provided comments and suggestions which would be added to the report and shared. The next reporting period would be the end of July 2018.

At the end of 2013, it was noted that with the building of South Leicester College, the pollution level was above 40 milligrams. The result meant extra monitoring took place.

Suggestions made by residents of South Wigston were incorporated into the feedback report to DEFRA.

To conclude the presentation, the Officer said the Council had received £25,000 for monitoring equipment. This would help to buy the air quality monitoring in South Wigston, near to the Health Centre. There is monitoring in South Wigston of Magna Road to Blaby Road. The Officer would be requesting monitoring from further up Saffron Road.

Residents were requested to send comments and observations by email to: [enviromental.health@oadby-wigston.gov.uk](mailto:enviromental.health@oadby-wigston.gov.uk)

**Action:**

Circulate the presentation to residents electronically.

**5. WASTE SURVEY CONSULTATION FEEDBACK (INFORMATION ONLY)**

The resident's attention was drawn to the paper circulated electronically and as a hard copy at the meeting. It was marked "for information only".

The survey results were also shared by post to residents who did not have an email address listed on the Wigston Resident's Forum database and it was unknown whether they would be attending the Forum meeting.

Overall residents wanted to keep weekly bin collections.

On the third question regarding green waste, the recycling rate was less important.

On the question of introducing wheelie bins, the strongly agree and agrees and the strongly disagree and disagree views were almost the same.

A report was out today which addressed the Council's budgetary position and the potential changes to be made. The Chair said once a plan was in place residents would be consulted again.

- Over 2300 residents responded to the consultation survey.
- A resident asked about the use of wheelie bins for the collection of normal waste. The response received for their introduction was fifty- fifty.
- There was a forty percent response by paper and the remainder by email.
- 37% of residents strongly agreed that a fortnightly waste collection would cause them hardship.
- As a priority residents valued the frequency of collection for household and recycling waste.

From the Waste Survey feedback, options were being addressed as to what residents suggested should be done. Some residents want a waste garden collection and some do not.

Some residents said they were willing to pay for garden waste to be collected and some do not wish to pay.

If the Town goes for wheelie bins the Council will pay for them. Charging for the collection of garden waste was an option to consider.

On the practicalities of recycling, the Chair said if residents were in doubt whether to put

in a specific item it was better to put it in than to leave it out. For clarity on what could be recycled, a resident could ring Customer Services for confirmation.

## **6. CHANGING THE FORUM - TELL US WHAT YOU THINK**

The Chair invited residents to complete a paper copy of a three question survey brought to tonight's meeting. Residents were requested to return their replies no later than 4 September 2017. All responses were to be sent to the Community Engagement Officer by the following email address: [veronika.quintyne@oadby-wigston.gov.uk](mailto:veronika.quintyne@oadby-wigston.gov.uk)

Residents were invited to take a card, containing the three questions which they did. Replies could also be returned by post.

The survey was instigated by this Council not the County Council. It provides a mechanism to hear the views and suggestions of residents on how best residents wanted the Forum to run.

The Chair added that there was now no means for residents to raise petitions to the County Council unless there were ten thousand signatories.

## **7. PRIDE OF THE BOROUGH**

A representative for Pride of the Borough was unable to attend this evening's meeting. The Chair gave a brief update on their behalf.

Britain in Bloom came to visit the Borough last week. It was hoped their judging would lead to an award. Another inspection is planned for this August. The Chair will report the outcome to residents in due course.

Green Flag inspection took place for this year. The result will be shared soon.

Pride of the Borough was in the process of installing marble planter containers. One will be placed near the pet shop on Leicester Road. These have been paid for by Pride of the Borough and sponsorship received.

## **8. WIGSTON TRADERS' UPDATE**

It was reported that the Oadby and Wigston Lions were taking on the Christmas lights switch on. Richard Darlaston, the present Treasurer of the Wigston Lions will be talking to schools for a contribution of festive songs for this event. The event takes place on 2 November 2017.

## **9. CHAIR'S UPDATES**

The Chair's Update paper was presented to residents.

## **9a. CAPITAL PROJECTS UPDATE**

The following capital projects were endorsed by the Council's Policy, Finance and Development Committee.

The Community First Responders award of £180. This sum was for the purchase of two fluorescent jackets, one of which should fit a female.

A request for the purchase of a cooker for Friends of Peace Park was agreed. Clarification

on the type and dimensions of the cooker was yet to be agreed.

A defibrillator will be bought and fitted to the wall of the Sainsbury's store in Bell Street. Permission for the fitting was given by the Manager of Sainsbury's store.

The Council agreed to provide a top up of funds to the three forums for the new financial year. Wigston was allocated £29,000, Oadby £29,000 and South Wigston £15,000. Allocations were based on the populations within each area.

**9b. FORUM BUDGET UPDATE**

The Forum update budget was received by the residents the balance currently stands at £23,603.

**9c. SPENDING REQUESTS**

**Proposal for the Purchase of a Gazebo by Oadby & Wigston Lion's Group**

The Lions pitched a written proposal for funding to purchase a Gazebo. Each pound the Lions raised must go to charity; therefore there were no funds available for a gazebo. Administrative costs were also paid by fundraising. A payment also had to be paid to the Lions international.

The Gazebo will help raise the profile of the Lions and would serve to recruit new members.

Last year funding was raised for Motor Neurone Disease, Parkinson's, the Gateway Clubs, Friends of Peace Park and Mapplethorpe Children's Home. The Lions reported that they were working with the Town Centre Manager to organise this year's Christmas event.

The cost of the Gazebo was stated to be £1000. It would be used to raise funds for the benefit of all. The Gazebo measured some 3 metres squared. It came with side panels, in colours of blue and yellow.

The Chair outlined the procedure for requests for funding to be brought to the Forum. He also emphasised that checks and balances were in place for approving or not approving funding proposals.

Residents suggested the Lions approach Oadby Residents Forum for a contribution, consider Crowd Funding and approach Voluntary Action Leicestershire for funding.

**Action:**

A written proposal for the Gazebo, with all the attendant costs will be brought to the next Resident Forum meeting in September.

**Oadby Memorial Seat**

Oadby were successful in getting a memorial seat. They cost £1400 including fitting. It was proposed the Forum consider if a similar seat bid could be made. This was discussed at the Armed Forces Group. The proposal is to purchase such a seat for each of the Town Centres. This should happen 2018.

**Pinfold Trough Seat**



A funding grant was requested for Pinfold. Pride of the Borough (PoB) were said to be putting forward a design for a trough seat with an explanation board.

PoB will bring a written proposal for consideration to the next Forum meeting in September.

### **Two Bins for Stanhope Road**

Two bins were proposed for Stanhope Road. The bins cost £350.

This proposal will be considered at the September Forum.

The County Council charges a sum of money for any item fixed to the Highway. Oadby and Wigston Council will dispute some of the costs. The Council will require the exact location where the item will be placed.

## **10. ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS**

### **Bus Service 49a Stoppage**

The stoppage of the bus service 49a will be addressed through the County Council. It was stated that the stoppage was causing disadvantage to residents who must catch two buses.

### **Falling Leaves on Trees in Bell Street**

It was noted that the leaves on trees in Bell Street were falling off. A maintenance period was included in purchase of the trees. The trees have been watered and this should rectify the issue.

The question was raised as to how much Harborough Car Parking officers are paid for ticketing vehicles. The Harborough Council charge over £35. Monitoring was done on one and a half days a week. There was also an extra charge for coming out at weekends. The whole system of car parking is under review.

## **11. DATE OF THE NEXT MEETING**

Monday, 11 September 2017, 7:00 pm at Council Offices, Station Road, Wigston.

**THE MEETING CLOSED AT 8.00 PM**



.....  
**Chair**  
.....

**Monday, 11 September 2017**  
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*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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# Agenda Item 17i

**MINUTES OF THE MEETING OF THE DEVELOPMENT CONTROL COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON THURSDAY, 20 JULY 2017 COMMENCING AT 7.00 PM**

**PRESENT**

Councillor Mrs L M Broadley (Vice Chair, in the Chair)

**COUNCILLORS**

G A Boulter  
F S Broadley  
B Dave  
Mrs H E Loydall

**OFFICERS IN ATTENDANCE**

S J Ball (Senior Democratic Services Officer / Legal Officer)  
T Boswell (Senior Planning Control Officer)  
D Gill (Legal Advisor)  
R Redford (Planning Control Team Leader)

**OTHERS IN ATTENDANCE**

L Moore (Public Speaker)  
M Roe (Applicant/Agent, Speaker)  
C Towell (Public Speaker)

**9. APOLOGIES FOR ABSENCE**

An apology for absence was received from the Chair, Councillor L A Bentley, and Councillors D M Carter, R Fahey, J Kaufman, Dr T K Khong and R E R Morris.

**10. DECLARATIONS OF INTEREST**

None.

**11. READING, CONFIRMATION AND SIGNING OF MINUTES**

**11a. MINUTES OF THE PREVIOUS MEETING HELD ON 13 APRIL 2017**

**RESOLVED THAT:**

**The minutes of the previous meeting of the Committee held on 13 April 2017 be taken as read, confirmed and signed.**

**11b. MINUTES OF THE PREVIOUS MEETING HELD ON 15 JUNE 2017**

The minutes of the Committee held on Thursday, 15 June 2017 shall stand as an item to be received at the next meeting of the Committee due to be held on Thursday, 24 August 2017.

**12. PETITIONS AND DEPUTATIONS**

None.

**13. REPORT OF THE PLANNING CONTROL TEAM LEADER**

**1. Application No. 17/00070/OUT – Merano, 52 Stoughton Road, Oadby, Leicestershire, LE2 4FL**

The Committee was advised that application no. 17/00070/OUT had been withdrawn.

**2. Application No. 17/00122/FUL – 1-80 Elizabeth Court, Wigston, Leicestershire, LE18 2AE**

The Committee gave consideration to the application (at pages 17 - 20) as delivered and summarised by the Senior Planning Control Officer which should be read together with these minutes as a composite document.

In reaching a decision, the Committee were given express assurances that the new external cladding was a British Board of Agrément (BBA) certified "non-combustible" material that was fully tested to and complaint with all fire safety standards and regulations and that the fire-stop was to apply to all storeys of the building. These assurances were to be read in conjunction with the verbal statement delivered by the Interim Head of Community Services made in respect of fire safety in the Borough as minuted at a meeting of the Service Delivery Committee on 27 June (at min. ref. 9).

It was moved by the Chair, seconded by Councillor G A Boulter and

**UNANIMOUSLY RESOLVED THAT:**

**The application be GRANTED planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions.**

**3. Application No. 17/00151/FUL - 253 Aylestone Lane, Wigston, Leicestershire, LE18 1BE**

Mr L Moore spoke upon the application as an objector who reiterated the same concerns raised at a previous meeting of the Committee on 15 June. Mr Moore stated that the footprint of the two ground floor flats provided inadequate levels of amenity to future occupants, that the development was not in-keeping with the existing street scene and there were insufficient parking spaces to effectively service three additional dwellings thus impacting on the adjacent properties and small slip-road. He further opined that the applicant had manipulated due planning process.

The Committee gave consideration to the application (at pages 21 - 29) as delivered and summarised by the Planning Control Team Leader which should be read together with these minutes as a composite document.

A debate thereon was had whereby it was agreed that there was no difference of opinion to that expressed at its previous meeting. It was agreed that the proposed development would, due to the number of units proposed and the confined space for parking provision, limited storage area for bins required by the dwelling-flats and the materials used in the construction of the two-storey side extension, represented an overintensification of the built form and site and the development, as a whole, was out of keeping with the visual character and amenities of the area.

The Committee requested that the Technical Housing Standards (Nationally Described Space Standard) published by the Department for Communities and Local Government

(DCLG) on 27 March 2015 - including but not limited to introducing minimum floor area dimensions for dwellings - be adopted as a technical planning standard by the Council as a planning authority as soon as reasonably practicable.

In reaching a decision, the Committee was advised that, if it was minded to refuse planning permission against recommendations, the applicant enjoyed permitted development rights to convert the existing building into a house of multiple occupation (HMO) with upto six occupants and vehicles and, or, upon any successful appeal lodged by the applicant, the costs thereof may be awarded against the Council.

It was moved by the Chair, seconded by Councillor F S Broadley and

**UNANIMOUSLY RESOLVED THAT:**

**The application be REFUSED planning permission for the foregoing reasons.**

**4. Application No. 17/00192/FUL - Horse & Trumpet, Bull Head Street, Wigston, Leicestershire, LE18 1PB**

Mr M Roe, Planner at Marrons Planning, spoke upon the application on behalf of the applicant. Mr Roe stated that the revised scheme had reduced the distance of pedestrian travel, retained and improved levels of access and safety to the site and proposed barriers between the diverted footpath and car park. It was reported that the walled area and decking incorporated a considerate palette of materials respecting local character and patterns of development. Mr Roe opined that the revised scheme addressed all concerns relating to visual amenity, pedestrian safety and accessibility and traffic impacts.

Mr C Towell spoke upon the application on behalf of the Wigston Civic Society (WCS) as an objector. Mr Towell stated that the walled area and decking would have an adverse effect on the street scene and visual amenity, intimidate pedestrians passing-by, distract road users and cause a nuisance to adjacent residents. It was said that it did not respect the Borough's distinctive landscape of historical character particularly given site's close proximity to conservation areas and a listed dwelling located nearby. Most notably, it was opined that the diversion of historic footpath Z17 would be detrimental to Wigston's rich antecedents and heritage.

The Committee gave consideration to the application (at pages 30 - 39) and the agenda update (at pages 1 - 3) as delivered and summarised by the Planning Control Team Leader which should be read together with these minutes as a composite document.

A debate thereon was had whereby the majority of Members did not object to the application however expressed some provisional concerns regarding the height of the decking and its proposed hours of use insofar as it could potentially cause a nuisance to pedestrians passing-by and residents. In reaching a decision, the Committee was advised that the height of the decking from ground level to patrons' feet was two feet and that, in addition to condition 4, other robust enforcement regimes were available to the Council to regulate any unauthorised and, or, nuisance activities.

Councillor G A Boulter stated he shared the concerns of the WCS and, for those reasons, could not support the application. Citing from 'The Midland Peasant' by historian W G Hoskins, the footpath Z17 was said to be of significant historical importance forming part of the ancient highway of the former road to London.

It was moved by the Chair, seconded by Councillor B Dave and

**RESOLVED THAT:**

**The application be GRANTED planning permission in accordance with the submitted documents and plans and subject to the prescribed conditions.**

|                      |   |
|----------------------|---|
| <b>Votes For</b>     | 4 |
| <b>Votes Against</b> | 1 |
| <b>Abstentions</b>   | 0 |

**THE MEETING CLOSED AT 8.10 PM**



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**Chair**  
.....

**Thursday, 24 August 2017**  
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*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR*

# Agenda Item 17k

## MINUTES OF THE MEETING OF THE CHANGE MANAGEMENT COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 26 JULY 2017 COMMENCING AT 6.30 PM

### **PRESENT**

Councillor M H Charlesworth (Chair)

### **COUNCILLORS**

Mrs L M Broadley  
M L Darr  
B Dave  
K J Loydall JP

### **OFFICERS IN ATTENDANCE**

M W L Hall (Chief Executive)  
M Hone (Interim Chief Finance Officer / Section 151 Officer)  
Ms S Lane (Democratic Services Officer / Compliance Officer)

### **OTHERS IN ATTENDANCE**

B Couth (Technical Director, SLR Consulting Ltd – Presenter)

#### **1. APPOINTMENT OF SUBSTITUTES**

None.

#### **2. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors E R Barr, J Kaufman and Mrs S B Morris.

#### **3. DECLARATIONS OF INTEREST**

None.

#### **4. MINUTES OF THE PREVIOUS MEETING HELD ON 05 APRIL 2017**

The Committee requested that under 'One Public Estate Programme' (OPEP), paragraph 3 (at min. ref. 27) (LCC) in brackets be corrected to read (DCLG).

The Committee was advised that the Council was on target to achieve all indicators when the Investors in People (IiP) reassessment was to take place in December 2017 and that a joint-response was outstanding from Leicestershire County Council and Leicester City Council in respect of the OPEP.

#### **RESOLVED THAT:**

The minutes of the meeting of the previous Committee held on 5 April 2017 be taken as read, confirmed and signed (as amended).

#### **5. ACTION LIST ARISING FROM THE MEETING HELD ON 05 APRIL 2017**

The Committee commended the IiP summary document that had been produced.

**RESOLVED THAT:**

**The Action List be noted by Members.**

**6. PETITIONS AND DEPUTATIONS**

None.

**7. ACTION PLAN: LOCAL GOVERNMENT ASSOCIATION (LGA) CORPORATE PEER CHALLENGE**

The Committee gave consideration to the report and attachment (at pages 10 – 29) as delivered by the Interim Chief Financial Officer / Section 151 Officer which should be read together with these minutes as a composite document.

A debate thereon was had whereby it was agreed by Members that in delivering any programme of modernisation, the Council ought to widely assess all its existing assets and not too-narrowly focus of efficiency-saving exclusively. The Committee heard that these projects were to be jointly-led by the incoming Director of Finance and Transformation and the Head of Customer Service and Business Transformation.

In particular, and although it was generally acknowledged that at the present time there were numerous problems with existing IT arrangements and infrastructure, Members expressed reservations that any investment and improvements thereto as the primary means to drive-up efficiency should not necessarily nor inevitably result in a reduction of staff. The suggestion of hot-desking and home-working raised further concerns and implications in terms of local access to necessary resources.

The Committee also acknowledged that, although Bushloe House was not presently ideal for modern-working, the Council needed to explore a long-term solution(s) to provide improved working environments, for example, optimising its existing layout and, or, considering development onsite at Station Road but in any case retaining Bushloe House for another function(s). Members were also agreeable to consider other potential uses for which the Depot could be used for in the future.

The Committee requested that the Senior Management Team (SMT) ascertain the memberships of the two panels established to review the SMT structure and role of the Chief Executive and to review the award of grants for discretionary services, respectively, with the possible inclusion of a representative from the County Council.

**RESOLVED THAT:**

**The contents of the report, the actions taken to date and agreed next steps as set out in the report be noted by Members.**

**8. REVIEW OF REFUSE, RECYCLING AND GREEN WASTE SERVICES: BUDGET OPTIONS 2018/19 AND 2019/20**

The Committee gave consideration to the report (at pages 30 - 32) as delivered by the Interim Chief Financial Officer / Section 151 Officer which should be read together with these minutes as a composite document.

A presentation was delivered by Mr B Couth, Technical Director at SLR Consulting Ltd (SLR), a paper copy of which was tabled at the meeting. Mr Couth stated that SLR had previously worked with Harborough District Council. He advised that this Council's current

recycling rate was 50% which is above the national average. He gave examples of other Councils that had undergone a consultation process with SLR, the changes that they had adopted and the savings that they were now achieving. He also advised Members that 25% of waste was food waste, and if this collection was adopted, that it could be collected at the same time as green waste. He advised that the average take up for green waste collection was 35-40%. The present trend was said to now not outsource waste collections.

A debate thereon was had whereby the Committee agreed that a full debate was needed once the preferred appointed consultancy had undertaken the project and the full facts were known. All examples given by SLR, who had all moved away from weekly collections, raised concerns for Members in addition to the prospect of outsourcing. Members were not, however, against fortnightly recycling or green waste collections or the charging for green waste collections. It was requested that the consultancy project be undertaken rigorously and that all available options should be considered. The Committee were also advised that the recycling fleet was now approximately 10 years old and the project would assist in knowing what vehicles to purchase using existing capital funds when they came to their end of life. The Committee also said that the outcome of what the County Council would be doing with recycled waste needed to be known and included in the project data.

The Committee agreed that SMT would undertake an initial piece of work to identify the Borough's needs and draft appropriate terms of reference for the consultancy project after which a procurement process to appoint consultants under the ESPO framework would take place. It was said that the appointed consultants would be broadly expected to make up a base case and provide the Council with an array of options for which a Members' workshop session would be held to assess the same.

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

**UNANIMOUSLY RESOLVED THAT:**

**The contents of the report and agree to the appointment of suitably qualified consultants to assist in the review of refuse, recycling and green waste services.**

**THE MEETING CLOSED AT 7.48 PM**



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**Chair**  
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**Wednesday, 25 October 2017**  
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*Printed and published by Democratic Services, Oadby and Wigston Borough Council  
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**MINUTES OF THE MEETING OF THE OADBY RESIDENTS' FORUM HELD AT THE BARNABAS CENTRE, ST PAUL'S CLOSE, OADBY, LEICESTER, LE2 4LZ ON THURSDAY, 27 JULY 2017 COMMENCING AT 6.30 PM**

**PRESENT**

Councillor M L Darr (Chair)

**COUNCILLORS**

D M Carter  
D A Gamble

**OFFICERS IN ATTENDANCE**

T Cawthorne (Environmental Health Officer)  
Ms V Quintyne (Community Engagement Officer)

**OTHERS IN ATTENDANCE**

29 Residents  
2 Police Representatives

**1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillors B Dave, Mrs A R Bond, B Fahey and J Kaufman and 5 residents.

**2. MINUTES OF THE PREVIOUS MEETING HELD ON 28 FEBRUARY 2017**

The minutes were accepted as a true and accurate record following being checked for points of accuracy. No points of accuracy were raised.

**3. LOCAL POLICING ISSUES**

PS Lindsey Booth and PCSO Len Browne introduced themselves. PS Booth stated a new PCSO, Kevin Balady, would soon be covering Oadby. Residents were then up dated with the crime statistics since the last quarter.

Crime has decreased. It was emphasised that residents can ring the 101 phone line to report crime and that policing is demand led.

Over the past two weeks there were three burglaries targeting high performance cars and Asian gold jewellery.

Over the summer season, a Stay Safer Campaign has focussed on young people.

The car park in front of the Co-op gates has been closed resulting in some anti-social behaviour.

Paper copies of the crime statistics are available on request. Burglaries and damage to cars have occurred around the Woodfield Road area.

The Police have no statistics on whether the early switch-off of lighting has contributed to burglaries. Burglaries have mainly occurred in daylight hours. Currently it is not possible for the Police to share the outcome of the burglary which occurred on Pinfold Drive.

Residents have filmed attempted burglaries taking place in daylight hours.

The success of Police operations is placed on the Police website. The Police go through the reports of crime daily and can receive a response directly. Reports of non urgent crime can be made to a Police Officer's voicemail.

Young people have been observed breaking into vehicles on the Sandhurst Street Car Park.

The Police reminded residents to lock their car, garage and shed doors. The Mosque cameras cover a proportion of the car park and Police also patrol the area.

The Police have received no reports of speeding offences around Florence Wragg Way, where motorists are said to be coming off at the roundabout.

The Police log sites as safe sites and said they would address the issue of speeding. Speeding was also reported on Hunters Way and Fludes Lane.

Leicestershire County Council has made speed checks along Florence Wragg Way. The Chair stated speeding along the A6 was reducing.

The incident reported of a house and a car being "egged" in Fairfield Road was dealt with under Community Safety. The issue was passed to the Youth Offending Service. The person responsible no longer resides in the Borough.

Residents thanked PCSO Len Browne for his vigilance around Uplands Park.

#### **4. DEFRA AIR QUALITY ANNUAL STATUS REPORT UPDATE**

A slide presentation titled, Air Quality Status Report 2017, was received by residents. Hard copies of the presentation were circulated at the meeting, electronic copies were also circulated.

Key points were made; observations noted and answers to resident questions provided.

A question was raised about risk to areas like schools and the recording of air quality on the A6 and air density around areas like the Manor School. Planners have requested Enviromental Health flag up any problems around the A6. This report is to be shared with the Health and Wellbeing Board.

To conclude the presentation, the Officer said the Council had received £25,000 for monitoring equipment. Residents were invited to send comments and observations by email to: [Enviromental.Health@oadby-wigston.gov.uk](mailto:Enviromental.Health@oadby-wigston.gov.uk)

#### **Action:**

The Officer agreed to return to the next Forum with figures around the Launde School and A6.

#### **5. WASTE SURVEY CONSULTATION FEEDBACK (FOR INFORMATION)**

The residents' attention was drawn to the Waste Survey Results feedback. The paper was circulated electronically, and as a hard copy at the meeting.

The survey results were also shared by post to residents who did not have an email address listed on the Oadby Resident Forum database as it was unknown whether they

would be attending the Forum meeting.

From the Waste Survey feedback, the Council is currently considering the results.

**Action:**

A further update on the Waste Survey will be brought back to the Forum meeting in September.

**6. CHANGING THE FORUM - TELL US WHAT YOU THINK**

Residents were invited to take a consultation card which listed three questions to elicit their views, comments and suggestions for change with regard to the Forum. The card was shared by post with residents who are listed on the Forum database but do not have access to an email address.

The feedback from the questions will be shared with residents at the next Residents Forum meeting. The deadline for returning responses by post or email to the Council's Community Engagement Officer is 4 September 2017. The email address is: [veronika.quintyne@oadby-wigston.gov.uk](mailto:veronika.quintyne@oadby-wigston.gov.uk).

**7. PRIDE OF THE BOROUGH**

Graham Lamb from Pride of the Borough was unable to attend and therefore Councillor Carter gave a brief update.

Pride of the Borough has 700 members.

The judges from East Midlands in Bloom will be visiting key areas in the Borough on Wednesday 9 August 2017.

Some of the key areas to be judged are: Oadby Wigston Road, Parklands, Brock Hills Park and Conservation Centre, Ash Tree Road, Portland Walk, back along Richmond, Fairstone Hill, through the village and the Botanical Gardens.

Pride of the Borough is in the process of installing three marble planters. One will be placed near the Legion Club, another by Epic Accessories and one by East Street car park. These have been paid for by Pride of the Borough and sponsorship received.

**8. OADBY TRADERS' UPDATE**

The Oadby Festive Lights Switch-On will be held on 11 November 2017 from 3pm - 7pm.

The Oadby Car Festival on The Parade will take place 13 August 2017.

A burger place has now leased out what previously was a noodle bar.

The Co-op building is to be divided up to host a range of units.

Residents requested the Town Centre Manager and the Traders Co-ordinator to put up signage to inform residents in, a timely manner as to the closure of The Parade for events and where residents can access buses.

**9. CHAIR'S UPDATES**

The Chairs' update paper, agenda item 7, was presented to residents.

**9a. CAPITAL PROJECTS UPDATE**

**Phoenix Therapies 'Take the Weight off your Mind' Project Update Report**

The return of an update report by Phoenix Therapies on the project 'Take the Weight off your Mind' was requested. Concern was expressed that the outcome of this project offered to potentially vulnerable people must be shared.

**Action:**

The facilitators are to be requested to present an update report to residents at the next forum meeting. It was suggested if Phoenix Therapies did not provide an update the Council should be open to taking other action.

**9b. FORUM BUDGET UPDATE**

The Forum Update Budget was received by the residents. The balance currently stands at £11,911.

A draft paper outlining the future process for how proposals are to be presented to the resident forums was circulated. This draft paper follows up on the Council's previous audits and suggestions received on developing greater accountability for money spent and the monitoring and evaluation of proposals.

**9c. SPENDING REQUESTS**

None.

**10. ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS**

**Removal of Grey Post Boxes**

The grey post boxes are still in situ and are decaying further. The Post Office is responsible for their removal.

**Commemorative Stones**

It was concluded that a lot of discussion has taken place over a few years as to where to place these stones with a board. The stones were once part of the Sandhurst Primary School, which now houses the Poundstretcher store.

The Civic Society considered taking on this Project but as the lettering on the stones were faded and required attention at a cost, it has agreed it could not take forward the project.

Councillor Kaufman was carrying forward the project. It appeared the discussion had come to an impasse and a suggestion was made to discontinue the project.

**Oadby Swimming Pool Site**

The Council is still considering the best options for the use of this site.

**Stoughton Road Double Yellow Road Markings**

The double yellow markings have now been completed.

### **Oadby Cemetery**

It was reported that there was no sign of damage caused by a fallen tree. A resident stated cemetery was untidy and the top end looked "scruffy".

### **Launde School and Parent Parking on Grass Verges**

The Police have patrolled this area. They saw no one parked on the grass verges. On the Launde School on Uplands Road significant damage was seen. The Police have been informed.

### **A Proposal for a Seat by the A6**

A resident brought in a written proposal for the purchase and fitting of a refurbished seat. The seat works out cheaper than buying a new one. Buying more than one seat would not alter the cost.

The seat is to be placed on land adjacent to the A6 traffic island and Florence Wragg Way. It will act as a resting point for tired walkers. The proposal costs £875. A vote was taken on the proposal. The proposal was accepted.

### **Two Bins Requested on the A6**

A resident requested two bins to be placed on the A6. One city bound and one county bound. Photographs were received of the proposed area where the bins are to be placed.

#### **Action:**

Costings are to be sent to the resident to support the proposal. The resident is expected to return with a costed proposal to the September meeting.

### **A Dustbin Proposed for Fairfield Road**

A dustbin was proposed at the previous meeting to be placed on a lamp post at the bottom of Fairfield Road jitty.

#### **Action:**

Check with the street furniture officer whether dustbins can be mounted on lampposts.

### **Fludes Lane Path Repair**

The gravel has degraded on parts of the path. It becomes muddy and impassable with flood on a rainy day. It was reported that the path repair will be in the 2018 Capital Programme.

#### **Action:**

Check which part of the 2018 Capital Funding Programme the repair falls under and report back to the Forum.

### **Community First Responders Jackets**

An award to purchase two fluorescent jackets costing £80 each was given to the Community First Responders. One of the jackets should be able to fit a female Responder.

## **Funding and Installing a Defibrillator on Oadby Parade**

There was discussion on the purchase and installation of a Defibrillator which was meant to be placed on the Parade. The Co-op has since purchased and installed a Defibrillator in the area previously identified. It was suggested that residents may feel some apprehension at operating this machine without some kind of training.

### **Action**

Bring an update report on the status of the award for purchasing and fitting the machine, in an audit of where other defibrillators have been fitted and find out what training exists that can be provided on how to use them.

## **Concern of Residents about a Derelict House and Residents' Safety**

A group of residents have expressed concern about the state of a property which is a potential safety risk, particularly to children.

Two Ward Councillors have been made aware of this concern. The external walls have been down. It is also a site for fly-tipping. The Police have been involved as this is seen as an example of anti-social behaviour issue.

The residents are to write to the owner to request responsibility be taken for the maintenance of the property.

## **Parking Issues on the 31 and 31a Bus Routes**

Residents have expressed concern about the buses and emergency vehicles being kept waiting due to inconsiderate parking on The Parade. This has the potential to endanger life especially if the emergency vehicles are blocked from progressing to emergencies in good time.

This issue was previously raised with Leicestershire County Council which responded by saying there was nothing they could do.

### **Action:**

Residents requested the Chair send a letter of concern on behalf of the residents about this issue and emergency services.

## **Damaged equipment in the little park at Morwoods**

Sharp metal pieces sticking out of damaged play equipment in the park was reported.

### **Action:**

This is to be reported to the Council's Clean and Green Team.

## **Public Space Protection Orders**

The current Dog Control Orders, which place restrictions on persons in control of dogs, are to be replaced. The Council wants residents' thoughts on what should replace them.

Under the Anti-social Behaviour, Crime and Policing Act 2014, local councils have a new power available to them called Public Space Protection Orders (PSPOs). These Orders are intended to deal with a particular nuisance or problem in particular areas, for example, parks green spaces and estates.

The protection order can be defined by a local council and can be enforced by a Police office authorised council officers. A breach of an order is a criminal offence.

Oadby & Wigston Borough Council proposes to introduce a PSPO to replace the existing Dog Control Orders that will expire at the end of September. Residents' thoughts are invited to h the Council decide what the byelaws should be replaced with.

To have your say on the new proposed Dog Control Orders ,complete the Council's short sur

The survey closes at Midday, Friday 8 September 2017. Click the following link to open the survey.

<https://www.surveymonkey.co.uk/r/2ZLTBPD>.

For information about the Dog Control Order click the following link.

<http://www.oadby-wigston.gov.uk/>

## **11. DATE OF THE NEXT MEETING**

Tuesday 20<sup>th</sup> September 2017, 6.30pm at Oadby Trinity Methodist Church, Open Space, Harborough Road, Oadby LE2 4LA.

**THE MEETING CLOSED AT 8.43 PM**



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**Chair**  
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**Wednesday, 20 September 2017**  
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# Agenda Item 17m

## MINUTES OF THE MEETING OF THE COMMUNITY SAFETY PARTNERSHIP HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON MONDAY, 31 JULY 2017 COMMENCING AT 2.00 PM

### **PRESENT**

Councillor K J Loydall JP (Chair)

### **OFFICERS IN ATTENDANCE**

S Glazebrook (Interim Head of Community Services)  
M Smith (Community Safety & Youth Coordinator)

### **OTHERS IN ATTENDANCE**

Insp. M Cawley (Leicestershire Police)  
Ms S Penny (Leicestershire County Council)

### **14. APOLOGIES FOR ABSENCE**

C Woodward (Leicestershire Police), R Lobel (Supporting Leicestershire Families), V Quintyne (OWBC)

**The Chair wishes to note that no further apologies were received, and that the lack of attendance at this meeting was disappointing.**

### **15. MINUTES OF THE PREVIOUS MEETING HELD ON 12 JUNE 2017**

#### **RESOLVED THAT:**

**The minutes of the meeting held on Wednesday, 12 July 2017 be taken as read and confirmed.**

### **16. FINANCIAL POSITION - MARK SMITH**

MS reports that there is no change in the figures relating to the Partnership's budget from the previous meeting, but notes that the OPCC have approved the Partnership's Delivery Plans for 2017/18. This means that the monies allocated to the Partnership via the OPCC are now available to be drawn down for use. At present MS is awaiting a purchase order number from the OPCC in order to raise the relevant invoice for the monies.

MC presented the Partnership with a number of bids, from his Officers, for funding via the monies allocated to Leicestershire Police in the 2017/18 Delivery Plans. These are detailed below and are to be approved at the next meeting;

#### **'Bluelight' Partnership:**

Under the 'Bluelight' Partnership, Officers would like to purchase security items (including fire alarms) that can be fitted 'on the day' totalling **£2,380.00** in expenditure. The scheme is currently allocated **£3,000.00** in the 2017/18 Delivery Plans, and would include training for volunteers within the Community.

MC notes that under the sister scheme run on the 'city side' of the Neighbourhood Policing Area (NPA), the attendance of an ambulance to 'Bluelight' events is funded by their own Community Safety Partnership. MC enquired as to whether the same could take place in the Borough which was agreed by those present.



### **Purchase of a Defibrillator:**

A replacement defibrillator for the one currently allocated to PCSO Preston, which is nearing the end of its effective lifetime, has been requested. The Police are unable to fund this item as it would effectively be a resource for the Borough only given the area of the NPA patrolled by PCSO Preston.

Should the defibrillator be purchased a caveat will be added whereby PCSO Preston would be required to provide training in defibrillator use for OWBC staff and volunteers, upping the number of individuals trained in the use of defibrillators (of which several are permanently located in the town centres) present in the Borough. The Chair notes that a number of trained 'First Responders' already exist within the Borough.

**\*ACTIONS\*:** **MC** was asked to fully scope the details of the request which has been deferred until the next meeting of the Partnership. **KL** will contact the existing 'First Responders' regarding the offer of training. **MS** was asked to prepare an article for Letterbox regarding the use of the defibrillators currently located within the Borough.

### **Drone:**

A bid for **£7,000.00** was received in order to purchase a drone for use with local policing. It is noted that a drone would have practical applications within the Borough such as assisting in missing person searches. Given the cost of a drone it was suggested that neighbouring Community Safety Partnerships may also contribute towards it should the bid be approved, with a view to it also being used as a resource to assist in their own NPAs.

**\*ACTIONS\*:** **MC** to circulate the drone bid to partners. **MS** to invite PCSO Preston to give a drone demonstration to the Partnership.

### **Halls of Residence:**

The Leicester University Halls of Residence, being located in Oadby, means that our NPA has an Officer allocated as a dedicated point of contact to them. With Fresher's Week coming up soon Officers are wanting **£1,080.00** to purchase some 'freebies' for students, including branded pens and 'fuzzy bugs', that will include crime prevention information and messages regarding consent, sexual offences, and theft amongst others. This scheme has previously been run in the area to great effect.

### **Personal Alarms, Purse Bells, Etc.**

The Partnership would like to restock on items that can be used as giveaways at events, and incentives to participate in surveys etc., such as personal alarms and purse bells. Also being considered is the purchase of 'dots' that react visibly to presence of CO2 by changing colour; these would be a great early warning device for Borough residents whose properties have gas cookers etc.

New roller banners, possibly featuring the Partnership's redesigned logo if adopted once finalised, will also be purchased. MC notes that the Police would be able to design the banners in house.

**\*ACTIONS\*:** **KL** to send **MC** a design concept for the roller banners.

### **'NeighbourHub'**

MS informed the Partnership that the 'NeighbourHub's' committee has now provided the required proofs (bank statement, constitution) in order to access the funding made

available to them via the 'Grassroots' element of the Partnership's 2017/18 Delivery Plans. In light of this the Partnership has now approved the release of funding to them, across multiple payments instead of one lump sum, once a Service Level Agreement has been drafted and agreed.

**\*ACTIONS\*: MS** to draft a Service Level Agreement for the 'NeighbourHub' and to make arrangements for payment.

### **Herbert Protocol**

MC presented to the Partnership a demonstration of the 'Herbert Protocol'; a scheme promoted by the Alzheimer's Society where a tube, containing medical details, GP details, and locations where the individual may be found if missing, is stored in either the individual's fridge or freezer which is marked by a Herbert Protocol sticker.

When a person is reported missing standard Police procedure is to search their home address; the 'message in a bottle' presented by the Herbert Protocol would save time and assist Officers in locating the missing person.

Whilst the Alzheimer's Society would need to approve the use of the Herbert Protocol in this manner, MC would like to see it rolled out wider than just those with Alzheimer's, and see a variation of the scheme extended to all vulnerable residents in the Borough. This would entail the tubes being made available to frontline practitioners as well as via GP surgeries.

**\*ACTIONS\*: MC** to provide further details at the next meeting.

### **17. DELIVERY PLANS 2017/18 - MARK SMITH, INSP. MIKE CAWLEY**

MS presented the Partnership with a redesigned version of the 2017/18 Delivery Plans in a new format. Whilst the Delivery Plan's content remains unchanged, the actions are now under new headers which more accurately reflect the responsibilities of the Partnership under its three year plan. It was agreed that this new format is more user friendly than the previous version, which was originally based on the PCC's 'five V's' approach.

**\*ACTIONS\*: MS** to present the Partnership's three year plan at the next meeting.

### **18. OWBC ANTI-SOCIAL BEHAVIOUR RESPONSE - STEPHEN GLAZEBROOK**

SG informed the Partnership that the need of specialist officers to deal with anti-social behaviour is accepted, but there is currently no available budget through which to employ one. The Chief Executive is supportive of the requirement, and investigations are taking place regarding the budget ahead of the next meeting.

**\*ACTIONS\*: SG** to provide an update at the next meeting.

### **19. PSPO'S - STEPHEN GLAZEBROOK**

The current by-laws in the Borough covering dog fouling, and additional dog related restrictions, have now expired. The Council has opted to replace these with a Public Spaces Protection Order (PSPO) which will come in to force from 1 October 2017; the form this PSPO takes is currently out of public consultation. Under the PSPO the Council will have the power to issue fixed penalty notices to, or bring court action against, those who breach the order.

Under the PSPO legislation, the Chief of Police and the Office of the PCC should both be

notified about any incoming PSPOs; this is non-applicable to any dog fouling related PSPO as the Police will not be enforcing it (but will make appropriate referrals), but both will be notified anyway.

There is a mid-September deadline for consultation comments to be made.

**20. CCTV / CITY WATCH - INSP. MIKE CAWLEY**

MC has undertaken additional work around the upgrade to the Borough's CCTV system, including looking at the system used by Leicester City Council being extended into the NPA. Quotes have been received for a 4G enabled system, and a system without 4G; both quotes include 20 mounting brackets, 5 dummy cameras, and 5 live cameras, and come in at **£40,900.00** and **£30,000.00** respectively.

A confirmed budget of **£20,000.00** is available for this scheme, although this may be **£38,000.00** based on additional documents, with a further **£11,500.00** possibly outstanding. It is possible that any shortfall in funding could be made up with a growth bid if required.

When a final upgrade decision is made, the cost of fitting brackets to identified lampposts also needs to be factored in to the final costs.

It has been clear for some time that the existing cameras are not used effectively, and that a multi-agency patch walk should take place in order to map out where any new cameras can be deployed to have the greatest impact. Any patch walk that takes place should also include the Council's Town Centre Manager.

**\*ACTIONS\*:** **SG** to speak to Chris Raymakers in order to fully confirm the available budget for this scheme. **SP** to find the correct point of contact for County Council Highways regarding the mounting of camera brackets.

**21. JAG UPDATE - MARK SMITH**

MS noted that the new JAG format is currently working well, and that the most recent JAG was the second meeting to utilise it to great effect.

**\*ACTIONS\*:** **KL** to attend next JAG meeting on Monday, 7 August 2017.

**22. LCC UPDATE - SALLY PENNEY**

**ASB**

SP informed the Partnership that training around the incremental approach, and case management, will begin to be delivered from September 2017. This will be delivered through 8, 3 hour sessions at County Hall which are able to be attended by frontline staff from across Leicester, Leicestershire and Rutland. The training also includes advice specifically on young people and closure orders. 'Mop up' courses will then be available every 6 months. SG has proposed that MS, Steve Nash, David Thorpe, and Faruk Bhayat attend this training, alongside members of OWBC Environmental Health.

**Sentinel**

The Sentinel V3 test site has now been launched, and set up for use by those users who

have agreed to be testers. The main test day will be taking place on Thursday, 17 August 2017.

### **Hate Dashboard**

Countywide, all CSPs are encouraged to access and utilise the data provided via the Hate Dashboard.

**\*ACTIONS\*:** **SP** to circulate the Hate Dashboard link to partners.

### **PREVENT**

The 'Going to Extremes' performance will be starting new sessions in October.

### **Domestic Violence**

UAVA have been reviewed through a 360 degree appraisal process, and an improvement plan shaped. The LLR Domestic Violence and Sexual Abuse group are further promoting their services in Boroughs and Districts through new posters and stickers that can be placed around Council owned and operated buildings.

### **Probation**

Updates from Probation are to be sought through countywide groups.

#### **23. UAVA / KIDVA UPDATE - SUJATA MAHAY**

This item was deferred until the next meeting due to absence.

#### **24. SLF UPDATE - RACHEL LOBEL**

This item was deferred until the next meeting due to apologies received.

#### **25. POLICE UPDATE - INSP. MIKE CAWLEY**

MC walked the Partnership through the revised crime data spreadsheet he presented. Crime across the Force is shown to be up by 13%, but this is in line with national trends. The increase may be linked to better reporting but is up for speculation. ASB is shown by the spreadsheet to be the most frequently raised issue in the Borough.

ASB satisfaction levels have dipped over time; this may be due to a change in how ASB call backs were handled. The handling of ASB call backs is improving however now a dedicated ASB SPOC is in place.

#### **26. ANY OTHER BUSINESS**

**\*ACTIONS\*:** **MC** to request attendance from CityWatch at the next meeting.

**THE MEETING CLOSED AT 4.40 PM**



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**Chair**  
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**Monday, 16 October 2017**  
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Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR on behalf of the Oadby and  
Wigston Community Safety Partnership*

# Agenda Item 19

By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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