



TO COUNCILLOR:

E R Barr
L A Bentley
G A Boulter (Chair)
J W Boyce

Mrs L M Broadley
F S Broadley
D M Carter
Mrs K M Chalk
Miss M V Chamberlain

Mrs L Eaton JP
Mrs S Z Haq (Vice-Chair)
Dr T K Khong
K J Loydall JP

Dear Sir or Madam

I hereby **SUMMON** you to attend a meeting of the **SERVICE DELIVERY COMMITTEE** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 10 JULY 2018** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices
Wigston
02 July 2018

Mrs Anne E Court
Chief Executive (Interim)

<u>ITEM NO.</u>	<u>AGENDA</u>	<u>PAGE NO'S</u>
1.	Apologies for Absence	
2.	Appointment of Substitutes	
	To appoint substitute Members in accordance with Rule 4 of Part 4 of the Constitution.	
3.	Declarations of Interest	
	Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.	
4.	Minutes of the Previous Meeting held on 20 March 2018	1 - 8
	To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.	
5.	Action List Arising from the Meeting held on 20 March 2018	9 - 10
	To read, confirm and note the Action List arising from the previous meeting.	
6.	Petitions and Deputations	
	To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part	



4 of the Constitution.

- | | |
|-------------------------------------------------------------------------------------------------------|----------------|
| 7. Provisional Committee Outturn (2017/18) | 11 - 17 |
| Report of the Head of Finance, Revenues and Benefits | |
| 8. Community Services Update (Q4 2017/18) | 18 - 51 |
| Joint report of the Housing Services Manager and Community Property Manager | |
| 9. Leisure Services Update (Q4 2017/18) | 52 - 61 |
| Report of the Head of Health & Leisure Services | |
| 10. Facilities Services Update (Q4 2017/18) | 62 - 66 |
| Report of the Facilities & Administration Team Leader | |
| 11. Greening of the Borough and Operational Services Update (Q4 2017/18) | 67 - 68 |
| Joint report of the Head of Health & Leisure Services and Head of Operational & Street Scene Services | |
| 12. Customer Service and Transformation Update (Q4 2017/18) | 69 - 70 |
| Report of the Head of Customer Services & Business Transformation | |
| 13. Civil Penalties under the Housing and Planning Act 2016 | 71 - 88 |
| Report of the Environmental Health Officer | |
| 14. Universal Credit (Verbal Update) | |
| Verbal update of the Head of Finance, Revenues and Benefits | |

For more information, please contact:

Democratic Services

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

t: (0116) 257 2775

e: democratic.services@oadby-wigston.gov.uk

Agenda Item 4

**MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 20 MARCH 2018
COMMENCING AT 7.00 PM**

PRESENT

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

COUNCILLORS

L A Bentley
Miss A R Bond
J W Boyce
D M Carter
R F Eaton
Mrs L Eaton JP
K J Loydall JP
R H Thakor

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
D M Gill (Head of Law & Governance / Monitoring Officer)
M Hone (Interim Director of Services)
A Thorpe (Head of Planning, Development and Regeneration)

51. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors E R Barr, Mrs L M Broadley, Miss M V Chamberlain and Mrs S Z Haq.

52. APPOINTMENT OF SUBSTITUTES

None.

53. DECLARATIONS OF INTEREST

Councillor K J Loydall declared a non-pecuniary interest in agenda item 11 insofar as he was a member of the Oadby and Wigston Lions Club, an organisation named as being a co-sponsor of the 'Message in a Bottle' campaign (at para. 3.1 at page 74).

54. MINUTES OF THE PREVIOUS MEETING HELD ON 23 JANUARY 2018

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting of the Committee held on 23 January 2018 to be taken as read, confirmed and signed.

55. ACTION LIST ARISING FROM THE MEETING HELD ON 23 JANUARY 2018

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The Action List be noted by Members.

56. PETITIONS AND DEPUTATIONS

None.

57. COMMUNITY SERVICES UPDATE

The Committee gave consideration to the report and appendices (at pages 11 - 54) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

Current and Former Tenant Arrears

It was raised by the Committee and advised upon by Officers that plans were in place to consolidate the Council's four debt recovery officers, currently assigned to different service-areas, and including the officer responsible for the collection of tenant arrears, into a single team. This restructure was said to hopefully provide additional income, result in less debt being written-off and build resilience. It was also noted by Members that a cost benefit analysis ought to be carried out in order to balance the sum of any given debt owed against the costs incurred in its recovery.

Housing Allocations Policy

It was raised by the Committee and advised upon by Officers that the proposed clarification of part-time work of less than 16 hours a week as not being sufficiently meaningful to create a "local connection" for the purposes of appearing on the Housing Register was a benchmark of reasonable in-work activity emphasising that residency within the Borough remained crucial to "qualifying persons" status.

It was requested by Members that evidence be gathered on the 16-hour limit by monitoring the numbers of persons who presented themselves under this criterion.

Council's Tenancy Agreement

In respect of the Council's draft Tenancy Agreement (TA) at Appendix 1, Members made a number of comments regarding: the lack of narrative detailing the approach to be taken against breaches of garden maintenance (at para. 10.1 at page 26); the prescriptive nature as to the number of animals to be kept (at para. 14.1 at page 27); and the use of legalese to describe the serving of notices (at para. 19.1 at page 30).

Accordingly, the Committee was advised that: any obligation contained in the TA that was broken or not performed by the tenant(s) were grounds on which the court may order possession; consent would not be unreasonably withheld if permission to keep more animals than that prescribed was sought; and it was necessary to exhaustively set out the legal requirements for what amounted to the effective service of notices. As a whole, assurances were given that the TA was to be applied pragmatically.

Capital Programme Update 2017/18

For clarification, it was raised by the Committee and accepted by Officers that, contrary to what was stated in Appendix 2, planning permission had not yet been obtained for the HRA Capital Project at 14 Junction Road, Wigston (at page 33).

Disabled Facility Grants and the Lightbulb Project

Whilst it was acknowledged by the Committee that this Council remained statutorily-responsible for the delivery of adaptations to homes through Disabled Facility Grants (DFG's), Members raised serious concerns regarding the implications arising from and between the Council's statutory duty, the integration of the Better Care Fund (BCF) and the Leicestershire-wide provision of DFG's by the Lightbulb Project (LbP).

In summary, it was mentioned that the Council's exposure to risk was significant should there be inconsistencies in performance across the Districts and Boroughs or widespread service-failure on the part of the LbP. There was also little explanation regarding the ring-fencing of allocations and, in particular, if there were any under or overspends across the County, whether the redistribution of allocations was legally-permissible. In view of these concerns, Members were of the opinion that robust overview, scrutiny and monitoring arrangements were essential to mitigate the risks.

The Committee was advised that whilst the objective behind participation in the LbP was to secure better value for money from the perspective of the Council's client-role, a commensurate need for the LbP to demonstrate good and sufficient governance was justified. It was emphasised that every effort would be made to ensure that the Borough's full DFG allocation was to be spent, and spent within the Borough, so as not to jeopardise future funding cuts and that, as the LbP was a separate entity, if cuts to grants were made, the LbP would need to revise its business plan accordingly.

It was requested that a further report be brought back to the next meeting of the Committee addressing Members' aforementioned concerns. As such, the report was to include, but not be limited to, information regarding the LbP's responsibilities, liabilities, decision-making capacity and ability to be held accountable, in addition to a comparative, year-on-year analysis of this Council's DFG allocation and spend.

The Committee also requested that a representative of the LbP be in attendance at the next meeting so to answer any further questions Members may have.

Borough Wide Cleaning Contract

The Committee was advised that the Cleaning Contract did not feature on this meeting's agenda due to an ongoing audit review into its letting and monitoring currently being undertaken by the Council's Internal Auditors. It was reported that audit's findings would be reported to a subsequent meeting of the Policy, Finance and Development Committee as per the usual Internal Audit reporting process.

It was noted that complaints were still being received regarding the substandard quality of cleanliness being delivered under the Cleaning Contract.

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

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted, however subject to serious concerns being raised by Members regarding the governance of the Lightbulb Project and the implications thereof upon the Council;**
- (ii) The clarification to the Housing Allocations Policy (at paragraph 3.11 of the report) providing Officers with a clearer working definition when dealing with housing applicants not relying on residence criteria be approved; and**
- (iii) The process for updating and the amendment of the Council's Tenancy Agreement (as set out at paragraph 3.4. of the report) be approved.**

58. SECTION 106 OPEN SPACE, SPORT AND RECREATION CONTRIBUTIONS

The Committee gave consideration to the report and appendix (at pages 55 - 63) as delivered and summarised by the Head of Planning, Development and Regeneration which should be read together with these minutes as a composite document.

Whilst the Committee commended the up-to-date list as a sound forwarding-planning resource to be oft-used by planners and the mechanism to identify infrastructure requirements and funding, it was recommended that more Member input was required at the early negotiation stages of section 106 agreements in order to benefit from Members' intimate knowledge of infrastructure requirements in their wards.

The Committee was advised that further Member involvement would be built-in to develop existing processes, emphasising that Members were invited at any time to suggest adding/removing projects to/from the list and providing that any suggestion satisfies the rules as set out at paragraph 4.2 of the report (at page 56). It was reported that an Infrastructure Delivery Plan, as part of the Council's emerging Local Plan, was expedient when taking into account future development in the Borough.

Councillor Miss A R Bond requested that an update be provided to her outside the meeting regarding the provision on new play equipment at Ellis Park in Oadby.

It was moved by Councillor L A Bentley, seconded by the Chair and

UNANIMOUSLY RESOLVED THAT:

- (i) The list of potential open space, sport and recreation infrastructure requirements (as set out at Appendix A) be approved; and**
- (ii) Members note that projects will be progressed in line with Council's Capital Programme process.**

59. ADULT FITNESS EQUIPMENT AT UPLANDS PARK, OADBY

The Committee gave consideration to the report (at pages 64 - 65) as delivered and summarised by the Head of Planning, Development and Regeneration which should be read together with these minutes as a composite document.

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

UNANIMOUSLY RESOLVED THAT:

A capital budget of up to £20,000 to install new adult fitness equipment at Uplands Park in Oadby be approved.

60. LEICESTERSHIRE COUNTY COUNCIL: 'EARLY HELP' SERVICES REVIEW

The Committee gave consideration to the report and appendix (at pages 66 - 73) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

It was the opinion of most Members that the proposals put forward by Leicestershire County Council were a foregone conclusion and there was little, if any, consequence in consulting on the same. The Committee noted its opposition to the proposals.

By affirmation of the meeting, it was

RESOLVED THAT:

- (i) The proposals contained in the consultation document (as set out in the Appendix) be considered; and**
- (ii) Guidance to allow the Interim Director of Services to draft a response to Leicestershire County Council, in consultation with the Chair of the Committee and the Community Safety and Youth Coordinator, be provided.**

Votes For	8
Votes Against	1
Abstentions	1

61. LEISURE SERVICES UPDATE

The Committee gave consideration to the report (at pages 74 - 81) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

The Committee was advised that the recent developments at Parklands Leisure Centre (PLC) and Brocks Hill (BH), Oadby were unique in Leicestershire attracting more visitors and therefore generating additional revenue for Council under the profit-share arrangements with its leisure services provider, Sports and Leisure Management, which currently were not yet build-in nor reflected in existing budgets.

Members commended the developments at PLC and BH and recognised the pre-emptive need to support and accommodate sustained growth into the future.

It was requested that an update be provided to the next meeting of the Committee regarding the profit-share and additional revenue generated from PLC and BH and the funding bid submitted to the County Sport and Physical Activity Commission Group.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

- (i) The contents of the report be noted by Members; and**
- (ii) The range of opportunities available be endorsed and promoted by Members to the wider audience.**

62. FACILITIES SERVICES UPDATE

The Committee gave consideration to the report (at pages 82 - 86) as delivered and summarised by the Head of Planning, Development and Regeneration which should be read together with these minutes as a composite document.

The Committee commended the progress made towards the installation of the footbridge at Ervins Lock, South Wigston and anticipated its completion to timetable.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

63. GREENING OF THE BOROUGH AND OPERATIONAL SERVICES UPDATE

The Committee gave consideration to the report and appendices (at pages 87 - 91) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

The Committee commended the various project outlined in the report and recognised the contribution of, and investment in, volunteers and the role of the wider community in achieving the successful outcomes of the Greening the Borough Initiative. Members were hopeful of maintaining the positive momentum and the taking of steps to recruit new and younger volunteers to sustain future achievement.

It was agreed that a joined-up campaign between volunteers, the Community Safety Partnership and the Council via the enactment of the recently approved Public Space Protection Order (PSPO) for the Regulation of Dogs would be undertaken in order to promote responsible dog ownership in view of dog fouling at Brocks Hill County Park. This was to include the circulation of free "dog bags" and education on the PSPO.

The Committee was advised that the final stages of the PSPO's implementation required the erection of new signage in all the parks and open spaces across the Borough and publicisation of the PSPO. This was said to be actively underway and should be completed by the next quarter. An enactment date was to be confirmed.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

- (iii) The contents of the report be noted by Members; and**
- (iv) The range of opportunities available be endorsed and promoted by Members to the wider audience.**

64. CUSTOMER SERVICE AND TRANSFORMATION UPDATE

The Committee gave consideration to the report and appendices (at pages 87 - 91) as delivered and summarised by the Interim Director of Services which should be read together with these minutes as a composite document.

Garden Waste Service Update

The Committee was verbally updated regarding the most up-to-date uptake to the Garden Waste Service to be effective from the 1 April. It was reported that up to and including 19 March, 6,073 households had subscribed to the service totalling an annual income of £223,215 of which included £10,600 from additional bin requests.

It was noted that the anticipated 40% participation rate was to be met and the income generated thus far was close to bridging the £250k funding gap identified, with final projected income to be over and above £500k. It was confirmed that if uptake did reach the 66% average achieved across the East Midlands, adequate service provision was in place in order to accommodate such increased demand.

Whilst the Committee accepted that the current payments methods accepted to subscribe to the service reflected modern business efficiency, concerns were raised regarding customers' inability to pay by cash or cheque. Members felt that given the need to maximise uptake, this did not make business or financial sense but rather disenfranchised potential customers. Similarly, Members believed that the hardship scheme based on the

receipt of Discretionary Council Tax Support was too limited.

It was therefore requested that a cash payment facility (possibly via a third party) be brought forward as an interim solution and that an alternative set of means-based criteria to determine discretionary relief be further investigated.

Recycling

Members were confident that the new recycling bags effective from the 1 April had been appropriately risk-assessed in terms adequately accommodating glassware. It was also emphasised that residents ought to be made aware to take reasonable care as responsible "waste producers" to discard glassware in a safe and sensible manner.

It was requested that all Members be informed weekly as to any reported issues.

It was raised by the Committee and advised upon by Officers that this Council had no control over the destination/end-point for recycled waste as this was a contractual arrangement determined between Casepak and Leicestershire County Council as the responsible waste disposal authority.

'My Account' and Online Forms (Channel Shift)

The Committee reiterated the need for future reports to include more details on, and to specifically identify the improvements made by, channel shift projects, most notably in terms of savings and service-delivery reflected in the report's implications.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report be noted by Members.

65. EXCLUSION OF PRESS AND PUBLIC

By affirmation of the meeting, it was

UNANIMOUSLY 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, 2 and 7 of Part 1 of Schedule 12A of the Act and, in all the circumstances, the public interest in maintaining the exempt item(s) outweighed the public interest in disclosing the information.

66. ASBESTOS CONTAMINATION AT MARSTOWN AVENUE, SOUTH WIGSTON (VERBAL UPDATE)

The Committee gave consideration to exempt verbal update as delivered by the Head of Law & Governance / Monitoring Officer in closed session.

By affirmation of the meeting, it was:

UNANIMOUSLY RESOLVED THAT

The exempt verbal update be noted by Members.

THE MEETING CLOSED AT 8.55 PM



Chair

Tuesday, 10 July 2018

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

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 20 March 2018

Min. Ref.	Item of Business	*Details of Action <i>Action Due Date</i>	Responsible Officer(s)' Initials	Status / Update
57.	Community Services Update	Evidence be gathered on the 16-hour working limit under the Housing Allocations Policy by monitoring the numbers of persons who present themselves under this criterion. <i>Due by Ongoing</i>	AT SN	Ongoing
57.	Community Services Update	A further report be brought back to the next meeting of the Committee addressing Members' concerns regarding the governance of the Lightbulb Project and the implications thereof upon the Council (Refer to minutes for further details). <i>Due by Jul-18</i>	AT JS	Report Update (Agenda Item 8, para. 8)
57.	Community Services Update	A representative of the Lightbulb Project be in attendance at the next meeting of the Committee to answer any further questions Members may have. <i>Due by Jul-18</i>	AT JS	Complete (See Below)
		Taranjeet Bhaur, Service Manager at the Lightbulb Project, will be in attendance at the committee meeting on 10 July.		
61.	Leisure Services Update	An update be provided to the next meeting of the Committee regarding the profit-share and additional revenue generated from Parklands Leisure Centre and Brocks Hill and the funding bid submitted to the County Sport and Physical Activity Commission Group. <i>Due by Jan-19</i>	AL	Report Update (Agenda Item 9, para. 2.6)
64.	Customer Service and Transformation Update	A cash payment facility be brought forward as an interim solution and an alternative set of means-based criteria to	JG	Ongoing (See Below)

		determine discretionary relief be further investigated in respect of the new Garden Waste Service. <i>Due by Ongoing</i>		
		An ongoing project is being delivered to provide easy and convenient alternatives for residents to make payments for services, including the options to use 'Allpay'. Any alternative means-based criteria for discretionary relief for the Garden Waste Service will be visited under the Customer Service Review.		
64.	Customer Service and Transformation Update	All Members be informed weekly of any report issues in respect of the new recycling arrangements. <i>Due by Ongoing</i>	BK JG	Ongoing

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

Agenda Item 7



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
---------------------------------------	------------------------------	-----------------------------------

Report Title: **Provisional Committee Outturn (2017/18)**

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

Purpose of Report:	This report provides Members with details of the Committee's provisional outturn position for capital and revenue in 2017/18 along with the outturn for the Housing Revenue Account.
Report Summary:	The General Fund Revenue budgets have finished the year £74,000 above revised budget. The Housing Revenue Account has made a surplus of £202,000.
Recommendation(s):	That the contents of the report and appendices are noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 crhis.Raymakers@oadby-wigston.gov.uk
Corporate Priorities:	Effective Service Provision (CP2) Wellbeing for All (CP5) Green & Safe Places (CP4) An Inclusive and Engaged Borough (CP1) Balanced Economic Development (CP3)
Vision and Values:	"A Strong Borough Together" (Vision) Accountability (V1)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Regulatory Governance (CR6) Economy/Regeneration (CR9) Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.

Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Final Accounts Working Papers for 2017/18
Appendices:	<ol style="list-style-type: none"> 1. Provisional Committee Outturn Summary (2017/18) 2. Housing Revenue Account Provisional Outturn (2017/18) 3. Capital Programme Provisional Outturn (2017/18)

1. Introduction

- 1.1 The outturn position is still only provisional as, at the time of writing, the Council's Statement of Accounts although completed are currently under scrutiny by the Council's external auditors. As a result of audit, some technical adjustments may be necessary.

2. General Fund

- 2.1 In February 2017, the Council approved a 2017/18 General Fund budget for this Committee of £2.976 million. These estimates were later revised to £3.036 million which were approved at Council in February 2018. At the time officers were set ambitious savings targets within the budget in order for the Council to maintain a robust financial position. The provisional outturn position for 2017/18 is £3.110 million which represents a £134,000 overspend for the financial year as compared to the original budget and £74,000 overspend against the Revised Estimate reported to Committee in January 2017. The variance for each service is detailed in **Appendix 1**.
- 2.2 The provisional outturn position figures shown in the attached appendices have been adjusted to remove those technical accounting adjustments such as depreciation, impairment and the movement of unused grants into reserves that would normally be shown in the statutory year end Statement of Accounts and which do not affect the balance on the General Fund. This makes the figures comparable to the approved budgets for the year.
- 2.3 The provisional outturn position figures shown in the attached appendices have been adjusted to remove certain technical accounting adjustments such as depreciation, impairment and the movement of unused grants into reserves that would normally be shown in the statutory year end Statement of Accounts and which do not affect the balance on the General Fund. This makes the figures comparable to the approved budgets for the year.
- 2.4 The headline variances are explained below:
- Salary and Hired Staff Expenditure were reduced against revised budget by £70,000;
 - Transport costs increased £24,000 caused by a larger than expected increase in the cost of fuel over the year and higher maintenance costs of older vehicles;
 - Recycling income under performed by £47,000 as the Materials Recycling Facility was wound down before closure. This however is mitigated by staff savings included above.
 - Refuse Consultants were employed during the year to advise on service options at a cost of £18,000;
 - Refuse sacks exceeded budget by £20,000 in year due to changes in recycling methods;
 - There are notional pension adjustments of £160,000 included at service level which are neutralised elsewhere in the accounts;

- During the year the Brocks Hill Centre was moved under the management of SLM Ltd yielding savings of around £15,000;
- The Council successfully appealed the inclusion of Oadby Pool on the valuation listing allowing a credit of £48,000 to be generated for the authority; and
- The Leisure centre contract generated £68,000 more income, principally in the form of the repayment of loans as well as a reduction in management fee due to improved performance.

3. Housing Revenue Account (HRA)

3.1 In February 2018, the revised forecast for the HRA was that a contribution would be required from balances of £132,000 leaving a balance of £300,000 at 31 March 2018. However, the provisional outturn position shows a surplus of £202,000 for the year with a closing balance of £635,000. This represents a £335,000 under spend against the revised budget.

3.2 The headline variances are explained below:

- Revenue expenditure repairs and maintenance was significantly reduced this year principally due to fewer voids requiring major renovation; and
- Efficient rent arrears collection in 2017/18 has seen current tenant arrears reduce to around 2%. This in turn has meant the funds set aside for the provision of bad debts can be diverted to a Universal Credit Reserve which can be used to mitigate the impact of welfare reform on the HRA.

3.3 Overall Rental income was higher than expected which again is down to the successful reduction in void time.

3.4 The HRA Provisional Outturn 2017/18 is attached as **Appendix 2** of this report.

4. Capital Programme

4.1 The revised capital programme for this Committee included Housing schemes with a budgeted cost of £2.25m and General Fund schemes of £2.528m. The total budgeted programme is £4.778m. The provisional outturn for Housing is £1.641m, an under spend of £0.609m, and for the General Fund £1.366 which represents an under spend of £1.162. The total under spend on the programme is £1.771m. This funding is requested to be carried forward to 2017/18 and a full list of these schemes will be taken to the Policy, Finance and Delivery Committee on 17 July.

4.2 The Capital Programme Provisional Outturn 2017/18 is attached as **Appendix 3** of this report

5. HRA Reserves

5.1 2017/18 has seen the HRA make a substantial surplus due principally to a reduced maintenance programme and effective debt management. This has allowed contributions to two earmarked reserves to guard against the impact of Universal Credit as well as changes in government legislation which has recently been put on hold while it deals with Brexit.

5.2 The list of HRA reserves are listed below.

Reserve	Total	Narrative Comment
	£'000	
HRA General Reserve	644	HRA Business plan recommend a minimum of £0.300m to be held in this reserve
Major Repairs Reserve	0	The major Repairs Allowance is fully utilised each year.
Regeneration Reserve	361	For building or replacing Council Housing in the Borough
Universal Credit Reserve	140	To mitigate the impact of Universal Credit
Voids Levy Reserve	220	To mitigate the impact of changes in government legislation
1-4-1 Capital Receipts	229	To assist in the provision of new social housing in the borough.
Total HRA Reserves	1594	

- 5.3 The list of HRA reserves are listed below.
- 5.4 The 1-4-1 Capital Receipts Reserve is set aside to assist the provision of new social housing in the borough either directly by the Council or a partner organisation. The 1-4-1 receipts themselves can fund up to 30% of the total cost of the build, the rest having to be found from other sources.
- 5.5 Between now and 31 March 2021 the Council is required to build or acquire a further £0.763m of replacement social housing. All the deadlines for new build expenditure are detailed below. The first deadline of June 2019 is just one year away so it is vital that an appropriate scheme is developed to fulfil our promise to the government.

Deadline for spend	Amount of 1-4-1 receipts to spend £'000	Minimum Cumulative Required spend £'000
30 June 2019	62	208
31 March 2020	102	341
30 June 2020	183	610
31 Dec 2020	216	722
31 March 2021	229	763

Service Delivery Committee (General Fund) Provisional Outturn Summary 2017/18

Cost Centre	Service Head	Original Budget 2017/18	Revised Budget 2017/18	Actual 2017/18	Variance Revised vs. Actual (Under) / Over
		£	£	£	£
14001	Environmental Health Admin/Enforcement	284,700	256,400	268,066	11,666
14004	Environmental Protection	1,800	4,300	6,856	2,556
14006	Pest Control Service	(3,200)	0	20,251	20,251
14007	Dog Control Service	7,600	7,600	7,627	27
14008	Private Housing	(6,500)	(8,900)	(14,930)	(6,030)
14101	Community Development	87,100	107,600	114,541	6,941
14102	Health Promotion	4,900	4,600	1,392	(3,208)
14103	Grants	76,900	77,300	89,754	12,454
14104	Recreation and Leisure	82,700	83,200	87,598	4,398
14106	Multicultural	800	900	957	57
14201	Homelessness	51,900	45,000	37,481	(7,519)
14204	Improvements for People with Disabilities	300	300	304	4
14206	Boulter Crescent Community Flat	4,800	4,100	2,637	(1,463)
20001	Allotments	13,300	18,700	14,540	(4,160)
20002	Sports Grounds	169,900	173,700	191,372	17,672
20003	Parks and Open Spaces	106,200	110,300	94,755	(15,545)
20004	Wigston Fields (Frier Centre)	5,800	14,400	13,424	(976)
20005	Peace Memorial Park Pavilion	11,300	13,800	13,585	(215)
20007	Leisure Centre and Swimming Pools	44,300	56,700	(64,925)	(121,625)
20009	Water Charges Day centre	1,800	4,700	299	(4,401)
20101	Closed Churchyards	2,400	2,400	2,719	319
20102	Cemeteries	20,900	58,100	98,169	40,069
20201	Brocks Hill Country Park	133,700	180,000	165,400	(14,600)
20202	Biodiversity	8,600	0	0	0
20205	Greening The Borough	21,100	0	0	0
20301	Land Drainage	100	100	0	(100)
20401	Public Conveniences	39,300	56,200	56,168	(32)
20501	Car Parks	145,900	160,700	152,553	(8,147)
20601	Borough Engineering	52,400	82,000	68,814	(13,186)
20701	Street Cleansing	482,000	451,200	507,258	56,058
20801	Refuse Collection	542,000	509,000	562,744	53,744
20802	Recycling Collection	674,000	597,700	657,426	59,726
20803	Recycling Disposal	(138,300)	(81,800)	(49,170)	32,630
20804	Waste Minimisation	45,100	45,600	41,590	(4,010)
	Grant Funded Expenditure			(39,733)	(39,733)
	Total	2,975,600	3,035,900	3,109,521	73,621

Housing Revenue Account Provisional Outturn Report 2017/18

Service Head	Original Budget 2017/18	Revised Budget 2017/18	Actual 2017/18	Variance	Explanation
	£	£	£	£	£
Housing Revenue Account	(3,598,400)	(3,596,000)	(3,797,570)	(201,570)	Depreciation -£41,000 Rents Increased -£19,000 Use of Bad Debt Provision -£137,000
Estate Management	1,109,800	1,172,500	1,184,342	11,842	Salaries +£9,000
Older Persons Services and Community Care :					
Churchill Close	21,900	21,600	8,435	(13,165)	Emergency Warden -£7,000 Electricity -£4,000
Marriott House	47,100	46,100	48,428	2,328	
William Peardon Court (Kings Drive)	18,500	17,800	15,059	(2,741)	Electricity -£3,000
Communal Services	136,200	80,100	102,997	22,897	Emergency Warden -£12,000 Electricity +£29,000 Grounds Maintenance +£6000
Housing Support Officer	33,200	33,200	34,147	947	
Caretakers Services :					
Elizabeth Court	29,500	22,700	21,502	(1,198)	Electricity -£2,000
Bennett Way	16,200	16,800	14,120	(2,680)	Electricity -£3,000
Boulter Crescent	28,500	24,500	21,561	(2,939)	Electricity -£3,000
Burgess St, Maromme Sq, Junction Rd	16,600	14,300	7,052	(7,248)	Electricity -£7,000
TOTAL SUPERVISION & MANAGEMENT	(2,140,900)	(2,146,400)	(2,339,928)	(193,528)	
REPAIRS AND MAINTENANCE	1,380,500	1,395,600	1,197,716	(197,884)	General Repairs +£30,000 Void Property Repairs - £118,000 Gas Servicing +£10,000 Disabled Adaptations -£58,000 Planned Maintenance - £65,000
NET COSTS OF SERVICES	(760,400)	(750,800)	(1,142,211)	(391,411)	
Capital Charges	540,700	559,100	544,817	(14,283)	Interest on Borrowing -£16,000
NET OPERATING EXPENDITURE	(219,700)	(191,700)	(597,394)	(405,694)	
Appropriations	219,700	324,300	395,359	71,059	Void Sales Levy Reserve +£220,000 Universal Credit Reserve +£140,000 Revenue Contributions to Capital -£290,000
DEFICIT / (SURPLUS) FOR THE YEAR	0	132,600	(202,035)	(334,635)	
HRA DEFICIT/(SURPLUS) BOUGHT FORWARD	300,000	432,695	432,695	0	
DEFICIT / (SURPLUS) FOR THE YEAR	0	132,600	(202,035)	(334,635)	
HRA DEFICIT/(SURPLUS) CARRIED FORWARD	300,000	300,095	634,730	334,635	

OADBY AND WIGSTON BOROUGH COUNCIL CAPITAL PROGRAMME

APPENDIX 3

Project Code Reference	Scheme	Revised Budget	Actuals to 31st March 2018	Variance	Variance	Comments
			£			
Housing Revenue Account						
50002	Boulter Crescent - Whole Unit Refurbishment	0	5,934	5,934	5,934	Now complete
50003	Central Heating	100,000	42,716	(57,284)	(57,284)	Ongoing programme
50006	Front & Rear Doors	20,000	15,065	(4,935)	(4,935)	Works completed - 20 doors
50007	Car Hardstanding	12,000	12,090	90	90	Now complete
50009	Fire Safety Marriot House	50,100	9,405	(40,695)	(40,695)	Report received/under review
50010	Fire Safety Junction Maromme Burgess	141,500	76,796	(64,704)	(64,704)	Procured, on site, expected to complete by Jan
50016	Decent Homes Work	200,000	101,655	(98,345)	(98,345)	c/f to 2018/19
50017	Major Adaptations	150,000	75,593	(74,407)	(74,407)	Responsive works
50018	Orchard Upgrade	6,500	5,494	(1,006)	(1,006)	Now complete
50023	Arbitas Software Upgrade	25,000	20,500	(4,500)	(4,500)	Now complete
50024	Heating, Ventilation and Insulation	202,300	190,644	(11,656)	(11,656)	Now complete
50030	Communal Heating System William Peardon Court	116,600	(8,280)	(124,880)	(124,880)	c/f to 2018/19
50031	Refurbish Bathrooms Kings Drive / Gibson Close	88,000	47,252	(40,748)	(40,748)	Now complete
50032	Refurbish Bathrooms William Peardon Court	30,500	39,209	8,709	8,709	Now complete
50033	Garage Block Churchill Close	4,600	4,620	20	20	Now complete
50034	Queen Street - Whole Unit Refurbishment	15,700	7,736	(7,964)	(7,964)	c/f to 2018/19
50035	Kings Drive/Gibson Close	15,000	0	(15,000)	(15,000)	c/f to 2018/19
50037	Malham Way, Oadby - Refurbishment of Kitchens / Bathrooms / Heating systems & External Works	378,500	383,471	4,971	4,971	Now complete
50040	Bassett Street	0	(5,952)	(5,952)	(5,952)	Now complete
50041	15/16 Retentions	4,700	13,178	8,478	8,478	Now complete
50042	Elizabeth Court Insulation	604,400	591,094	(13,306)	(13,306)	Now complete
50043	Elizabeth Court Bin Stores	9,100	9,068	(32)	(32)	Now complete
50044	14 Junction Road - Refurbish & Convert into 2 Homes	75,000	0	(75,000)	(75,000)	Programme costs still to be agreed
50045	Conversion 2 Homes	0	3,263	3,263	3,263	Now complete
Total - HRA		2,249,500	1,640,549	(608,951)	(608,951)	
General Fund - Service Delivery						
52002	Disabled Facilities Grant	439,400	191,059	(248,341)	(248,341)	Demand led - impossible to anticipate. DFG grant much larger this year
52041	S106 Youth Grant	30,000	28,341	(1,659)	(1,659)	Elliott Hall funding
52090	Belmont House Refurbishment	150,000	58,872	(91,128)	(91,128)	Expect to complete by June
52091	Environmental Health Vehicle	10,000	10,470	470	470	Complete
54010	Play Area Refurbishments	26,400	4,767	(21,633)	(21,633)	c/f to 2018/19
54012	Cemeteries - Memorial Safety	15,300	3,574	(11,726)	(11,726)	c/f to 2018/19
54017	Xmas Decorations	6,500	6,452	(49)	(49)	Residual PO adjustment
54020	Brocks Hill Country Park Access Footpath	5,300	3,944	(1,356)	(1,356)	Part of Brocks Hill Refurbishment Project - should complete by February
54025	Grand Union Canal Footbridge	51,700	4,305	(47,395)	(47,395)	c/f to 2018/19
54037	Wigston Cemetery Wall	3,000	0	(3,000)	(3,000)	c/f to 2018/19
54055	Brocks Hill Car Park Drainage	12,800	0	(12,800)	(12,800)	Will be completed simultaneously with major car park works
54065	Brocks Hill Country Park Lighting Refurbishment	5,000	0	(5,000)	(5,000)	Expect to complete within financial year - will be scheduled along with major works
54111	Garden Waste Green Bins	50,000	49,428	(572)	(572)	
54118	Refurbishment of Bus Shelters	6,200	6,200	0	0	
54124	Cleveland Open Space Fence	0	3,173	3,173	3,173	Now complete - replacement due to car damage
54129	Sandhurst Street Car Park Boundary Wall Repairs	15,000	0	(15,000)	(15,000)	c/f 2018/19
54131	Parklands Leisure Centre, Car Park Improvement	169,400	86,153	(83,247)	(83,247)	Part of Brocks Hill Refurbishment Project - should complete by February
54132	Purchase of New Vehicles	12,240	12,240	0	0	Job complete
54134	Top Loader with Crane	161,500	154,965	(6,535)	(6,535)	Purchase completed
54136	Fiat Doblo	13,900	13,888	(12)	(12)	Now complete
54138	Grimbuster Replacement	25,000	24,000	(1,000)	(1,000)	Now complete
54139	Brocks Hill Refurbishment Project	1,037,000	704,195	(332,805)	(332,805)	Part of Brocks Hill Refurbishment Project - should complete by February
54140	Road Sweepers 17/18	201,100	0	(201,100)	(201,100)	sweepers currently on order
54543	Brocks Hill Building Redevelopment	24,200	0	(24,200)	(24,200)	Expect to complete within financial year - will be scheduled along with major works
	Replacement of children's play equipment (Brocks Hill)	22,000	0	(22,000)	(22,000)	C'f to 2018/19
	Replacement of children's play equipment (Florence Wragg)	35,000	0	(35,000)	(35,000)	c/f 2018/19
Total -Service Delivery General Fund		2,527,940	1,366,025	(1,161,915)	(1,161,915)	
TOTAL SERVICE DELIVERY		4,777,440	3,006,574	(1,770,866)	(1,770,866)	

Agenda Item 8



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
---------------------------------------	------------------------------	-----------------------------------

Report Title: **Community Services Update (Q4 2017/18)**

Report Author(s): **Steve Nash (Housing Services Manager)
John Stemp (Community Property Manager)**

Purpose of Report:	This report is to provide an update to the Committee regarding the delivery of community services primarily during the period quarter 4 2017/18 and an update relating to the period quarter 1 2018/19.
Report Summary:	This report includes standing reported items on rent arrears, voids, gas safety, capital projects and disabled facility grants etc.
Recommendation(s):	That the contents of the report and appendices be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance and Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of Planning, Development and Regeneration) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk</p> <p>Steve Nash (Housing Services Manager) (0116) 257 2662 steve.nash@oadby-wigston.gov.uk</p> <p>John Stemp (Community Property Manager) (0116) 257 2726 john.stemp@oadby-wigston.gov.uk</p>
Corporate Priorities:	<p>An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Green & Safe Places (CP4) Wellbeing for All (CP5)</p>
Vision and Values:	<p>"A Strong Borough Together" (Vision) Accountability (V1) Customer Focus (V5)</p>
Report Implications:-	
Legal:	There are no implications arising from the report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	<p>Decreasing Financial Resources (CR1) Effective Utilisation of Assets/Buildings (CR5) Regulatory Governance (CR6)</p>
Equalities and Equalities	There are no implications arising from the report.

Assessment (EA):	EA not applicable.
Human Rights:	There are no implications arising from the report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	<ol style="list-style-type: none"> 1. Final Outturn Report - Capital Programme Projects (2017/18) 2. Capital Programme (2018/19) 3. Lightbulb Project - Regulatory Reform Order (Final Draft)

1. Current Tenant Arrears

1.1 The table below shows the arrears at the end of each of each month as a monetary amount and as a percentage of the rent roll.

January 2018	February 2018	March 2018	April 2018	May 2018
£139,442.00	£155,822.00	£98,732.73	£126,991.82	£138,826.58
2.86%	3.20%	2.02%	2.65%	2.88%

1.2 Quarter 4 performance until the end of March 2018 shows that the 2% target was very nearly achieved. Rents were reduced by 1% in accordance with the government requirement from the start of Quarter 1 of 2018/19.

1.3 Universal Credit full service commenced on 13 June 2018 and Officers anticipate this will reduce the rent arrears collection performance.

2. Former Tenant Arrears

2.1 The table below shows the former tenant debt at the end of each of each month as a monetary amount and as a percentage of the rent roll. Whilst some payments are collected the majority of any reductions tend to result from the application of the corporate debt write-off procedure.

January 2018	February 2018	March 2018	April 2018	May 2018
£105,911.40	£105,743.37	£104,402.04	£110,834.64	£113,063.97
2.17%	2.17%	2.14%	2.30%	2.34%

2.2 Former Tenant Debts can involve the use of Medina Credit Management.

2.3 Quarter 4 performance shows that the 2.25% target was met.

3. Voids

- 3.1 There was a two thirds reduction in vacant Council properties for 2017/18 over the previous year 2016/17. This can be explained in part by the ending in 2016/17 of the Boulter Crescent refurbishment project and the return of several dozen properties which had been used for 'decanting' purposes. In addition 2016/17 saw the delivery of the Wright Place development at the end of Kirkdale Road by Waterloo Housing.
- 3.2 The table below shows the total available properties for the year 2017/18.

Property type	Landlord							Total
	OWBC	Waterloo	Longhurst	ASRA	Metropolitan	NCHA	Riverside	
Sheltered	17	1						18
Studio / 1 bed flat	12	4	2		1			19
2 bed flat	9	1				1	1	12
2 bed house	4		1	1				6
3 bed maisonette	10							10
3 bed house	4				1		1	6
3 bed flat								0
4 bed house								0
Totals	56	6	3	1	2	1	2	71

- 3.3 Quarter 4 performance shows a void turnaround time of 13 working days for the 3 normal void properties which became available during the quarter. Overall performance for the year is 17 working days which achieves the 20 day target.
- 3.4 Performance for the first part of Quarter 1 2018/19 is currently 12 working days.

4. Tenancy Agreement

- 4.1 There is no update since the update report brought before this Committee in March 2018. It is hoped to start the consultation with tenants during July 2018 over an 8 week period.

5. Homelessness

- 5.1 Currently the most pressing issue in homelessness in the Borough is temporary accommodation.
- 5.2 A great step forward was taken in June 2018 with the opening of the Belmont House Hostel which is designed to accommodate between 4 and 5 families.
- 5.3 As of 12 June 2018 there were 24 households in temporary accommodation.
- 5.4 Accommodation is provided in a number of formats which include temporary use of Council flats, the new Belmont House Hostel, houses in multiple occupation, self-contained nightly spot purchase arrangements and hotels.
- 5.5 At present 13 Council properties are in use for households who are homeless. A further 4 households are in the new homeless hostel with the remaining 7 households in various locations generally in Leicester City.
- 5.6 From 1 January 2018 until 31 May 2018 there has been one family sized property

advertised on the Choice Based Lettings system from Council stock and 2 others from Housing Association partners. A further 3 flats were taken for use as temporary accommodation due to the size of the families involved.

6. Gas Safety

- 6.1 100% compliance was achieved for the quarter ended 31 March 2018. In the current quarter 100% compliance has been achieved for the month of May and good progress is being made with servicing and annual safety checks due in June and July.

7. Capital Programme Update

- 7.1 The final outturn report for the 2017/18 capital programme is attached at **Appendix 1**
- 7.2 The Capital Programme for 2018/19 is attached at **Appendix 2**.

8. Lightbulb Update & Disabled Facility Grants (DFG's)

- 8.1 A copy of the final draft Regulatory Reform Order is attached at **Appendix 3**. The regulatory reform order, when in place, will empower Lightbulb, through the councils to which it provides services, to deliver the additional services listed.
- 8.2 This has been drawn up in the context that traditional DFG works will always be prioritised first as will spending in line with the relevant Councils DFG grant allocation.
- 8.3 In practice expenditure will be incurred alongside traditional DFG spend and increased funding is in place to encourage / facilitate these activities.
- 8.4 Should an overspend be forecast at any time the additional services would have to be reduced or curtailed first to ensure the strict obligation to provide DFG grants could be met.

9. Chartwell House Telecommunications Equipment Lease Update

- 9.1 Progress has been slow on moving forward with the draft head of terms for the new lease. This is dependent upon reaching agreement on the detail of equipment installed on site.
- 9.2 Members will recall there being concerns about a request to install a back-up generator and the amount of noise running this and periodically testing it may cause for residents.
- 9.3 The proposal is now to permanently locate a cabin at ground level in a corner of the site where it would be screened by an existing retaining wall and fence plus new fence on two sides. This location is not visible from the main window elevations of the building.
- 9.4 The generator itself would only be brought to site in the event of a prolonged emergency where other immediate battery back-up arrangements were not sufficient.
- 9.5 These arrangements would clearly have less potential impact on residents than a permanently fixed generator on the building itself.
- 9.6 It has been indicated that some of the heavy equipment and steel supporting structures currently on the roof can either be removed or reduced. Detailed proposals are awaited.

2017/18 Capital Programme Projects – Final Report - Full Year to 31.03.2018			
Scheme	Number of Homes	Description	Procurement Method & Update
HRA Capital Projects			
Elizabeth Court	75	<ul style="list-style-type: none"> - Extract defective cavity wall insulation and clear cavity of rubble and debris; refill with bead system. - Fit new windows and install external wall insulation to replace tiled panels between windows. - Install Positive Input Ventilation (PIV) systems to all homes. - <i>Additional work</i> – fit new gutters while buildings have scaffold erected. - <i>Additional work</i> – reconfigure and update incoming electrical supplies and switching 	<p><u>Procurement: Low Carbon Expert</u></p> <ul style="list-style-type: none"> - Planning permission obtained - Appointed Low Carbon Exchange - All properties surveyed - Resident event held - Works on site from June 2017 - Main works were - <u>Completed November 2017</u> <p>- Additional electrical works</p> <ul style="list-style-type: none"> - <u>Completed December 2017</u>
Kings Drive / Gibson Close	23	Replacement of bathrooms with low access shower rooms	<p><u>Procurement: Ridge Consultants</u></p> <ul style="list-style-type: none"> - Works on site April to July 17 - <u>Works Completed Q2</u>
Malham Way	25	Replacement kitchens, bathrooms, boilers and electrical upgrades where not already undertaken, e.g. at re-let of property	<p><u>Procurement: Ridge Consultants</u></p> <ul style="list-style-type: none"> - Tendered and awarded to: - Mercer Building Solutions - Resident event held - Works started September - <u>Completed December 2017</u>

Marriot House	27	Fire safety upgrade of existing fire stop walls in roof space and bringing common areas up to current safety standards.	<p><u>Procurement: Ridge Consultants</u></p> <ul style="list-style-type: none"> - Tenders received for work to common areas including; frames glazing and fire doors between compartments in corridors; entrance fire doors to flats and replacement kitchen windows to passages; and updating of control systems. - <u>Work did not start until first quarter of 2018/19.</u> <ul style="list-style-type: none"> - Work is also to be undertaken to improve fire stop and compartment arrangements in the roof-space. - Quotes have been obtained to consider fitting a sprinkler or mist system that would extinguish any fire at source.
Junction Rd / Maromme Sq / Burgess St	54	Fire and other safety upgrades, to include:- new flat doors, new emergency lighting, replacement of damaged gas and electricity meter box doors, closing gaps in balustrades (to comply with current building regulations), redecoration of stairwells.	<p><u>Procurement: in house.</u></p> <ul style="list-style-type: none"> Doors awarded via EEM framework Meter box covers – Direct Labour Painting - Tendered - Emergency Lighting / T sockets - Painting – communal areas - Balustrade rails – infill gaps <p>Mostly complete by end of March some painting and snagging ran over into 2018/19.</p> <p><u>Completed Q1 2018/19</u></p>
William Peardon Court	36	Mechanical and Feasibility Study carried out for	<u>Procurement: CJR Midlands</u>

		<p>replacement of communal heating system (rather than just boilers) or provision of individual heating system. Initial report received April 2017 suggesting works circa £400k. Revised report and costs of £230k received 8th September and now under review for works in 2018.</p>	<p>- Boilers were serviced and had all burners replaced for winter 17/18. Work was deferred to 2018/19 - Replacement scheme designed and tenders Q1 2018/19.</p> <p><u>Works to start on site Q2 2018/19 to complete by end of September 2018.</u></p>
14 Junction Road	2	<p>Convert large 3/4 bedroom maisonette to 2 homes. It is believed all issues have now been resolved and a programme / costs can be agreed.</p>	<p>Procurement: Ridge Consultants Planning permission obtained</p> <p>Tenders have been received and contract awarded</p> <p><u>Start on site Q2 2018/19</u></p>
Decent Homes – past refusals	3	<p>- Two houses and one flat have undergone major refurbishment following very long term tenancies (one in excess of 50 years duration).</p>	<p>Procurement: in house.</p> <p><u>Three major projects completed in 2018/19</u></p>
Central heating and boiler replacement	Approx 45 boilers	<p>- Responsive where parts are no longer available or repair uneconomical. - Planned – currently replacing at Regent Close</p>	<p>Procurement: in house. - SOR or by quotation - Mostly responsive upon major breakdown or uneconomic to repair</p> <p><u>Some planned replacements also completed in Q4.</u></p>

Major adaptations	Per OT Rec.	<ul style="list-style-type: none"> - Projects drawn up and tendered individually - Equipment procured by County e.g. stairlifts - Rate of referrals has reduced 	Procurement: Dave Barry - Referrals progressed upon receipt <u>All Works Completed by Q4</u>
Front and rear doors (composite)	20 Doors	<ul style="list-style-type: none"> - 19 doors completed at Davenport Road - 1 x fire door at Churchill Close 	Procurement: in house Awarded via LHC framework <u>All Works Completed by Q4</u>
Car hard standings	4 new hard standings	<ul style="list-style-type: none"> - Ongoing annual programme - 12 addresses currently on waiting list - Scheme not currently being actively promoted 	Procurement: in house <u>All Works Completed by Q4</u>
GF Capital Projects			
Belmont House Hostel	5 Bedrooms (up to 10 bed spaces)	Convert existing house to homeless accommodation	Procurement: in house - Start on site end January 2018 - 16 week programme <u>Completed end of May 2018. Open day held and occupied immediately as scheduled</u>
Bushloe House Meeting Rooms	3 rooms	Create new meeting rooms adjacent to reception	Procurement: tendered in house <u>Completed April 2018</u>
Bushloe House Boiler	2 boilers	Phase 2 – Replacement of remaining 2 boilers	Procurement: CJR Midlands

Replacement		<ul style="list-style-type: none"> - Remove redundant equipment from bunker - (Two oil tanks and ventilation compressor) - Controlled asbestos removal within cellar and three story asbestos external flue - Install 2 no. replacement boilers - Provide capacity to link the two systems so either can act as backup 	<p><u>Completed October 2017</u></p>
Bushloe House (Room 111)	1 room	Clear store, repair and decorate to bring back into use as an office.	Procured in house. <u>Work Completed Q3</u>
Additional Project (Room 108)	1 room	2 nd Store cleared to make interview room for HR Team – January 2018	Work being completed by Property Team direct labour <u>Work Completed Q4</u>

Cost Centre	Scheme	2018/19	Comment
	Schemes included each year		
50016	'Decent Homes' past refusals / missed	£100,000	Based on 5 majors at £20k average
50003	Central Heating and Boiler Replacements	£100,000	Based on 50 boilers reactive / planned (4% stock)
50017	Major Adaptations	£150,000	Dependant on referrals (assumes no building extensions)
50006	Front and rear doors	£20,000	Based on 40 standard doors
50007	Car Hardstanding	£20,000	Based on providing around 10 new facilities
	Total	£390,000	
	Schemes that rolled over from 2017/18		
50030	WPC : Communal Heating System – Phase 1	£229,000	Consultants CJR Midlands (boiler plant & communal interfaces) Out to tender
50009	Marriot House: Fire Safety Work + sprinkler system	£200,000	Phase 1. Work to flat doors and kitchen glazed panels onto common areas. Communal fire doors & side panels throughout. On site in first quarter progressing well.
50045	Junction Road (convert maisonette to 2 homes)	£100,000	Long term void that required gutting to shell. Tendered and awaiting start date.
	Total	£529,000	

	2018/19 New Schemes		
Project A	Kitchen Replacements to meet decent homes standard where required – not all homes (as some homes in a different cycle) in the following streets:- Orson Drive, Owston Drive, Rolleston Road, West Avenue, Wiltshire Road, Dukes Close, Elizabeth Crest, Margaret Cres, Warwick Rd.	£330,000	Estimated 60 kitchens subject to condition surveys currently being carried out. Works costs estimated at £5,500 each, including any structural work.
Project B	External Wall Insulation	£45,000	4 further properties identified
Project C	Fire Safety Work Replace standard composite doors with fire doors in a similar style (Chartwell House)	£35,000	On walkways and in open stairwells, following fire safety reviews (where walked past to exit in the event of a fire). Phase 1 x 34 doors (all at Chartwell / Churchill CI blocks)
	Total	£410,000	
	Total Schemes	£1,329,000	
	2018/19 business plan allocation	£1,273,000	Shortfall £56,000
	Assumed carry over from 2017/18	£609,000	(See below for suggested allocation)
	Shortfall projects above v business plan	£56,000	
(Project A)	Reinstate bathrooms deferred to 2019/20	£165,000	Provisional sum
(Project D)	Churchill Close Car Park	£30,000	Provisional sum – refurbish + re – open lower level
(Project E)	Timber window replacement and external entrance / fire doors	£358,000	Provisional sum - Kings Dr, Gibson Cl, Gladstone St, William Peardon Close. 64 Homes plus common areas and entrances
	Total	£609,000	Any surplus from above to be applied to boiler replacements



Regulatory Reform Order

DRAFT

Index

- Introduction
- Context
- Strategic Aims
- Key priorities
- Capital Resources
- What assistance is being offered?
- Eligibility criteria
- Means Test
- Amounts available
- Additional Charges or fees
- Application process
- Complaints and redress
- Discretion on cases that fall outside the policy
- Key service standards
- Implementation Plan
- Appendices

Key definitions, references and abbreviations

RRO – Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

<http://www.legislation.gov.uk/uksi/2002/1860/article/3/made>

The 'Act' (1996) – Housing Grants, Construction and Regeneration Act 1996

<http://www.legislation.gov.uk/ukpga/1996/53/contents>

The 'Guidance' (2003) – Circular 05/2003 from the Office of the Deputy Prime Minister (ODPM)

<http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/documents/corporate/pdf/145088.pdf>

DFG – Disabled Facilities Grant.

BCF – Better Care Fund

Reference/Research Material

Dementia-friendly housing charter – Alzheimer's Society

Making your home dementia friendly – Alzheimer's Society

Preparing a policy under the Regulatory Reform Order (2002) Housing Renewal – Foundations

Lightbulb Policy regarding the Flexible use of Disabled Facilities Grant Funding

The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (RRO), enables local authorities to use specific Disabled Facilities Grant (DFG) funding for wider purposes, to support the strategic priorities which integrate health, wellbeing and housing, for the benefit of local residents.

This Regulatory Reform Order is to enable Lightbulb to offer funding for individuals to remain living in their own home or move to another property that better suits their needs. A holistic housing needs assessment (the Housing MOT) will ensure that housing support needs are proactively identified and that the right solution is found.

Context

Lightbulb is a partnership between Leicestershire County Council and the seven district and borough councils across Leicestershire, bringing together a range of practical housing support into a single service.

Lightbulb is a pioneering programme which aims to make it easier to find and receive practical housing support to live at home. It provides a single point of contact for a range of services including:

- Access to help and advice with affordable warmth
- Technology to keep residents safe around the home
- Home adaptations and Occupational Therapy support
- Other help and advice to live well and safely at home

The overall ambition of the programme is to maximise the contribution that housing support can play in keeping vulnerable people independent in their own homes; helping to avoid unnecessary hospital admissions or GP visits and facilitating timely hospital discharge.

The development of this policy to help residents across Leicestershire is part of this.

Strategic Aims

This document supports the vision set out in the Leicestershire Better Care Fund 2017-19, delivering our vision for health and care integration in Leicestershire.

<http://www.healthandcareleicestershire.co.uk/download/Leicestershire-BCF-Plan-2017-19.pdf>

Lightbulb is part of the Better Care Fund in Leicestershire as is the Disabled Facilities Grant (DFG) Funding. The allocations for each district for the 2018/19 operational year are detailed below.

District	Amount £
Blaby	542,165
Charnwood	920,160
Harborough	418,476
Hinckley & Bosworth	472,848
Melton	281,543
North West Leicestershire	621,202
Oadby & Wigston	375,897

In the 2017/18 operational year national government identified additional DFG funding, whereas this funding had to be used to cover the costs of DFG's it provided some flexibility in terms of the original allocation.

Alongside the above Leicester, Leicestershire & Rutland have developed a Dementia Strategy.

Prime Minister's challenge on dementia 2020

"By 2020, we would like to see an increased number of people with dementia being able to live longer in their own homes when it is in their interests to do so, with a greater focus on independent living."

Key priorities

Lightbulb is a hub and spoke model, the spoke team are based in each of the seven local authority areas. The teams consist of Housing Support Coordinators (HSC's), a single point of contact for people on a range of housing and health needs, the DFG technical Officer and an Occupational Therapist.

Lightbulb uses a Housing MOT Checklist (Appendix 1) to assess an individual's needs, the areas it covers are detailed below:

- Health and Well being
- Home Environment
- Home security
- Warmth
- Personal Safety and mobility around the home
- Managing in the home
- Accessing the local community
- Identify other key needs for onward referral
- Assessment and delivery of Disabled Facilities Grants.

Following completion of the Housing MOT the Housing Support Coordinator will action any referrals that will need to be made in order to help the individual remain living within their property.

The HSC may identify several areas where the individual needs support for example that people are not walking on uneven floors or mats thus putting them at risk of a fall, or checking whether their house is warm. Our proposal is to develop the Housing MOT tool further to include areas that need to be considered for people with Dementia or a learning disability. Some examples of what could be done to help a person that has a diagnosed, permanent and substantial mental health condition or learning disability:

- Making sure the colour of switches for lights and appliances contrasts with the walls
- Check pictures and mirrors and cover or remove them if they are likely to cause confusion
- Replace furnishings that have stripes or strong patterns
- Label draws and cupboards with pictures or text so people know what is inside.
- Take the doors off cupboards and wardrobes if it is safe to do so or fit them with non reflective, transparent and shatterproof fronts.

- Flood prevention plugs in the basin and bath.
- Changing door locks so they can be easily opened in an emergency.
- Put up a white board so the person can write reminders of things they need to do.
- Use of assisted technology to identify visitors to the home.

This would be with the consent of the individual/family and/or in the best interest of the individual.

Capital Resources

Each of the seven local authority areas will receive an allocation of funding from National Government for the provision of Disabled Facilities Grants. In the autumn statement in 2015 national government said that this funding would rise to £500 million by 2019/20 and this would support the adaptation of 85,000 homes. Our proposal is to have this RRO in place from June 2018, the DFG allocation for 18/19 will be known in April 2018.

Lightbulb has set up individual cost centre codes for each of the partners where Blaby is managing their DFG Budget for them. This will allow us to provide regular information to our partners on total expenditure and how much of this has been spent on making properties suitable for people with a diagnosed, permanent and substantial mental health condition or learning disability.

For the two districts that manage their own capital money we have already set up the same recording systems in order that the information can be produced for their individual districts and their data can feed into a county wide report.

In terms of the Lightbulb Home Support Grant we would be looking at allocating £30,000 from the Disabled Facilities Grant for each area.

What assistance is being offered?

The table below details what will be offered through the Better Care Fund Grant to help people to remain living independently in their own home.

Initiative	Eligibility	Financial limits	Conditions	Outcome
Relocation Grant	Means tested, same criteria as a DFG	Up to £5,000 to cover removal costs	When a property cannot be adapted or when a property can be adapted but relocation is a more cost effective option and the service users preferred option is to move.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.
Supporting individuals with a diagnosed, permanent and substantial mental health condition or learning disability.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Assessment by a mental health professional. Linked to helping the service user to	To enable residents with a diagnosed, permanent and substantial

			<p>remain in their property. Supporting carers to maintain their caring role. Most cost effective way to meet the service users needs.</p>	<p>mental health condition or a learning disability to remain in their property</p>
Home Support Grant	The Home Support Grant will be a means tested grant. Same repayment criteria as a DFG.	Maximum amount £5,000	Need to link to risk assessment. Risk, likelihood and impact of their health being affected by the state of their property and or the likelihood of them ending up in hospital.	To provide low income households financial assistance to carry out essential repairs to their home
Ceiling Track Hoists/Equipment needed for a permanent, long term and substantial diagnosed condition.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Not for palliative care or urgent hospital discharge as currently ASC safety net can be used in these circumstances.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible. Support carers in role. Reduce need for long term double up carers.
Extended warranty Cover (e.g. stairlifts/steplifts/throughfloor lifts, specialist WCs, ceiling track hoists)	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Warranty linked to the person and the property, we have grant assisted the purchase of the equipment. Original warranty will be five years, at that point SU will need to be reviewed, if still eligible, undertake another means test and RRO can	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.

			cover the cost of an extended warranty for a further five years.	
Module Ramping/suitcase or folding ramps to help hospital discharge	No Means test as long as below the £1,000 limit.	Up to a £1,000	This would be a temporary arrangement till a permanent ramp is put in place.	Will help people to return home from hospital quicker.
Cover the funding gap for DFG's over £30,000 where people have a contribution or where the works exceed £30,000.	Means tested, same criteria as a DFG For example where someone's contribution is £5k they can still get the DFG up to £30K.	Up to £35,000 (Additional 5K).	Where people have a contribution and the works are over the maximum threshold then we would cover the funding gap or where there is no contribution but the works are over the maximum threshold.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.
Include council tax relief as a pass ported benefit.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.		Speed up the DFG process.
Drop kerbs for individuals who are wheelchair users.	Means tested, same criteria as a DFG	£30,000, current DFG Limit.	Service user has essential access needs. In conjunction with a recommendation for hard-standing.	To ensure disabled occupants live in suitable accommodation to enable them to live as independent lives as possible.

For all of the above we need to consider the most cost effective way to meet the service users needs. Disabled Facilities Grants, part of Better Care Funding, could be used for module ramping and other minor adaptations up to £1,000 where it is the most appropriate action to support the service users health needs or helps them to return home from hospital.

Lightbulb has piloted the Home Support Grant in the Blaby area the recommendation is to make this available across the seven district and borough councils.

The Lightbulb Home Support Grant will

- Provide for a more flexible use of funding that can be tailored to an individual's practical housing support needs.

- Align with the Housing MOT Checklist; contributing towards a more holistic approach to an individual's needs and ensuring that funding is targeted towards those most in need
- Ensure resources are targeted towards the needs and requirements of local residents

All the paperwork to support an application to the Home Support Grant can be found at Appendix 2 to this report.

Means Test

A Provisional Test Of Resources (PTOR) will be carried out on each case and this will decide how much grant a person is entitled to. As part of the Lightbulb offer our intention is that this test of resources is completed at the earliest opportunity in order that customers can make an informed decision whether they wish to go ahead with the work if they have to make a part or full contribution to cover the cost of the work.

Amounts available

If an individual is applying for a Disabled Facilities Grant then financial support will be available following the PTOR up to a maximum of £30,000.

For the Home Support the maximum amount is £5,000.

Additional Charges or fees

There will be no additional charge or fees; it will be unlikely that we will use an architect in the adaptations of people's homes to make them dementia friendly. If we do need an architect then this will be part of the DFG Grant as it is now.

For the Home Support Grant if the applicant rents the property from a private landlord then the maximum amount the applicant can apply for is 50% of the total cost of the work.

Application process

The application process will be the one that is currently used by Lightbulb for other DFG's. We have standardised the DFG application across Leicestershire, we would just need to amend section 4 of this form where it details the adaptation to be done to include items that may be required to make a home suitable for an individual with a diagnosed, permanent or substantial mental health condition or learning disability.

As mentioned previously our intention will always be to do the financial assessment at the earliest convenience so that if the applicant does have a contribution that they are required to make then they are informed of this and they can make a decision as to whether they want to go ahead.

The application process for the HSG will be via the Housing Support Coordinator or the Lightbulb Technical Officer. The person can make an enquiry and as with the DFG's we will carry out a means test at the earliest opportunity.

Complaints and redress

Any complaints that are received will be dealt with under Blaby's Corporate Policy which is attached at Appendix 3.

Discretion on cases that fall outside the policy

If the person is not eligible for a Disabled Facilities Grant then we will consider whether a range of other grants may be suitable such as Home Support Grant (HSG), Safety Net Funding or Charitable organisations funding. The Housing Support Coordinator will be able to work with the individual and their family to consider these other options.

If the person is not entitled to a HSG then the Housing Support Coordinator will be able to work with the individual and their family to consider other avenues of funding.

Key service standards

The Lightbulb Service standards will cover the delivery of making residents homes across Leicestershire dementia friendly.

Implementation Plan

This Regulatory Reform Order will need to go through the governance process for Blaby, Charnwood and Hinckley & Bosworth. The dates that will happen are detailed below:-

Blaby District Council

Charnwood Borough Council

Hinckley & Bosworth Borough Council

This RRO will be implemented fully across Leicestershire from 1st September 2018.

To support the extension of the Disabled Facilities Grant to people with a diagnosed mental health condition Lightbulb staff have already been trained on the Herbert Protocol and undertaken a dementia awareness session.

Appendices

Appendix 1: Lightbulb Housing MOT Checklist

Appendix 2: Home Support Grant

Appendix 3: Blaby District Council Corporate Complaints Policy.

Appendix 1

HOUSING MOT CHECKLIST		 Lightbulb <small>Keeping you and your home healthy</small>	
REFERRED BY:	Please Choose from List:		
REASON FOR REFERRAL:	Please Choose from List:		
LIGHTBULB CASE REF:			
INFORMATION SHARING			
<p>Information given on this form will be used for the purposed of providing you with better support and services. By providing the information on this form you agree that we can hold this information on your behalf. It will be held on a computer system run by Blaby District Council in accordance with the Data Protection Act. It will be shared on a need to know basis with other agencies involved in providing you with support services. These agencies may include Government Agencies, Borough/District Councils, First Contact Plus, Health, Fire & Rescue, Police and Voluntary Sector.</p> <p>I consent to my information being shared with Blaby District Council and to be contacted in the future regarding the services I received.</p>			
Explained by:	Please Choose from List:	Date:	Click here to enter a date.
BASIC PERSONAL DETAILS			
Title:		Forename:	
		Surname:	
Preferred Name:		Date of Birth:	Click here to enter a date.
		Gender:	Please Choose from List:
Is your gender identity the same as your gender you were assigned at birth?		Please Choose from List:	
ADDRESS			
Address	Line 1 (House number or name, please indicate if flat or apartment)		Line 2 (Street)
Line 3	Line 4 (Village/Town/City)	Line 5 (Postal Town)	Line 6 (Post Code)
Access to property:			
CONTACT METHODS			
Home Number:		Mobile Number (text or call):	
Email Address:			
Language spoken:			
DETAILS OF CARER/RELATIVE/SIGNIFICANT OTHER			
Name:		Relationship:	
Address:			
Telephone:		Date of Birth:	Click here to enter a date.
Support received:			
Carers support and needs (if applicable):			
HOME DETAILS			
I live on my own:	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
Details of who I live with i.e. family, friends, pets			
1. Type of home:	2. The property is:	3. The accommodation is:	

House	<input type="checkbox"/>	Privately owned	<input type="checkbox"/>	Sheltered	<input type="checkbox"/>
Bungalow	<input type="checkbox"/>	Social rented	<input type="checkbox"/>	Supported living	<input type="checkbox"/>
Flat	<input type="checkbox"/>	Privately rented	<input type="checkbox"/>		
Landlord details (if applicable):					
<u>Name:</u>					
<u>Address:</u>					
<u>Telephone:</u>					
HEALTH AND WELLBEING CHECKLIST:					
<ul style="list-style-type: none"> • Medical History – Any ongoing health conditions (including mental health)/disability (including sensory disability)? • History of falls • Up to date flu jab (if relevant)? • Care needs? • Managing medication (any stored or old medicines)? • Any other wellbeing issues? • Do you have any communication needs? (Hearing problems etc.) • Do you have any sensory disability? • Any mental health disorder? 					
Consider referral to GP or CCG for GP registration					
Consider Assistive Technology / Deaf and Hard of hearing team (First Contact Plus)					
DRAFT					
REGISTERED GP DETAILS					
My Doctor:					
Address:					
Telephone:					
NHS Number:		<i>Consent document discussed, completed and signed?</i>			<input type="checkbox"/>
How many times have you contacted your GP in the last three months?					
Have you attended hospital in the last three months either as an out patient or an inpatient and was this planned or unplanned?		YES / NO		PLANNED / UNPLANNED	
PROFESSIONAL INVOLVEMENT					
Community Nurse	<input type="checkbox"/>	Social Worker	<input type="checkbox"/>	Occupational Therapy	<input type="checkbox"/>
Physiotherapy	<input type="checkbox"/>	Support Worker	<input type="checkbox"/>	Homecare	<input type="checkbox"/>
Other (Please Say)	<input type="checkbox"/>				
<u>Details</u>					

<u>Getting on/off the toilet</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting in/out bath or shower</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>
<u>Getting in/out bed</u>	<u>Observations</u> <u>Recommendations (equipment, adaptations)</u>

PERSONAL SAFETY CHECKLIST:

- History of falls and frequency or any mobility issues?
- Any previous assessment or current aids & equipment in place?
- Any obvious trip/mobility hazards; home and garden (e.g. rugs/mats, worn carpets, furniture, cables, clutter, slippery surfaces)?
- Adequate lighting?
- Access to a phone or similar to call for help if needed (emergency contact details to hand)?
- Risk of wandering?
- Are there steps/treads/stairs or other changes in level visible?
- Any issues with movement between rooms (e.g. threshold strips)
- Any problems accessing the property/garden? Are there any steps in place?
- Difficulty getting to the phone (check if analogue/digital) and front door when visitors arrive? Working doorbell?
- Do you have a working smoke alarm/carbon monoxide detector?
- Would it be appropriate to make a referral to the fire service for fire safety advice?

CHECK TENURE. Consider referral to fire service (First Contact Plus), handyperson, assistive technology, aids and equipment (see below), gardening projects

HOME ENVIRONMENT CHECKLIST:

- Repairs or any other issues with the building?
- Hoarding issues?
- Suitability; is the property meeting current/future needs? Is relocation an option?
- Is the garden manageable

CHECK TENURE. Consider handyperson, Environmental Health, housing options, LAC, liaison with landlord, signposting to Trusted Trader schemes

HOME SECURITY CHECKLIST:

- Feeling safe in the home; would measures such as keychain, spyhole, and window locks etc. help?
- Anti social behaviour?
- Have you been a victim of crime? Any requirement for victim support advice?

CHECK TENURE. Consider First Contact Plus referral for Home security advice, handyperson, LAC, resident support, Fire Service

WARMTH CHECKLIST:

- Adequate/functioning heating system in place?
- Energy/energy saving advice required?
- Problems heating the home affordably?
- Have you signed up to the Priority Service Register?

CHECK TENURE. Consider LA grants and loans, referral to WHHH service (including NEA funding)

ACCESSING YOUR LOCAL COMMUNITY CHECKLIST:

- Any existing involvement in the local community?
- Issues getting out and about?
- Loneliness/isolation?
- Any interests and hobbies?

Consider referral to relevant agencies, including First Contact Plus, LAC and Timebank

OTHER (e.g.):

- Income and finance
- Carer issues
- Care needs
- Specialist advice or support (non housing related)

Consider referral to relevant agencies including First Contact Plus

ETHNIC ORIGIN (Information required for monitoring purposes only)							Prefer not to say <input type="checkbox"/>		
MIXED				WHITE			BLACK OR BLACK BRITISH		CHINESE
White & Black Caribbean <input type="checkbox"/>	White & Black African <input type="checkbox"/>	White & Asian <input type="checkbox"/>	Any Other <input type="checkbox"/>	British <input type="checkbox"/>	Irish <input type="checkbox"/>	Any Other <input type="checkbox"/>	Caribbean <input type="checkbox"/>	African <input type="checkbox"/>	<input type="checkbox"/>
ASIAN OR ASIAN BRITISH				GYPSY/TRAVELLERS				OTHER ETHNIC GROUP	
Indian <input type="checkbox"/>	Pakistani <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Any Other <input type="checkbox"/>	Romany Gypsy <input type="checkbox"/>	Irish Traveller <input type="checkbox"/>	Scottish Traveller <input type="checkbox"/>	Any Other <input type="checkbox"/>		

Appendix 2

Home Support Grant; Scheme Details

1. General criteria

The Home Support Grant is a local, discretionary Grant scheme aimed at helping individuals to remain safe, well and independent in their home. Assistance through this Grant funding may be considered where an applicant meets all of the following criteria:

- The applicant, or someone in their household, is considered to be vulnerable (this could be for a range of reasons, for example, age, disability, lack of life skills or risk of abuse or neglect)
- There is an immediate or imminent risk to the health, safety or wellbeing of the applicant or someone in their household (this will usually be identified through the Housing MOT Checklist)
- The applicant is over 18
- The applicant has not received assistance through the Home Support Grant in the previous 12 months

Home Support Grant can be considered in the following circumstances:

- Where other funding options or solutions have been explored but are not available
- Where the assistance provided through the Home Support Grant is part of a package of overall support or will resolve a single, identified housing support need

The Grant is not intended to fund works which are the responsibility of the landlord. However, a contribution of up to 50% may be considered for private sector tenants for such works, depending on the individual circumstances of the application. In such cases there will be a requirement that the property will remain available for rental for at least 12 months.

Home owners receiving support through this Grant scheme should also be prepared to confirm an intention to remain in the property for 12 months following completion of the works.

2. Financial criteria

Eligibility for Grant funding will be means tested broadly in line with Housing Benefits assessment criteria. This includes a taper allowing applicants to receive some level of grant funding if they are over the basic income threshold.

As part of the application process, applicants will be asked to provide information about financial circumstances which will be used to assess financial entitlement for support through this Grant scheme.

3. Maximum Grant

The maximum Grant available under this scheme is £5,000. Financial assistance provided

through this scheme may take the form of a part contribution to the cost of the required works (for example, where the total cost is greater than the maximum Grant available and the applicant is funding the remainder).

4. Context and eligible works under this Grant scheme

The Home Support Grant aims to help keep people safe, well and independent in their home by providing funding for practical housing support. Below are some examples of the types of work Home Support Grant can be used for. As far as possible, these have been linked to the Housing MOT Checklist.

The Checklist is a local tool used to identify risks to an individual's health, safety and wellbeing. Linking to the Housing MOT Checklist will enable the Home Support Grant to be targeted towards providing the right assistance to reduce these risks and keep people safe and well in their homes.

This is not an exhaustive list and applications for other works will be considered, within the overall context of the Grant scheme:

Help with the home environment

This will include things such as:

- Replacement of failed or dangerous electrical wiring or gas piping
- Window replacement to (eg replacing wooden windows for UPVC)

Help with home security

This will include things such as:

- Installation of external security lights

Help with warmth and affordability

This will include things such as:

- Installation of basic central heating system, or replacement/upgrading where the existing system is inadequate
- Energy efficiency works such as loft insulation or insulation of hot water tanks and pipes

Help with personal safety and mobility around the home

This will include things such as:

- Installation of additional lighting to enable safer passage around the home

Applicants are reminded that these examples should be read in conjunction with other qualifying criteria set out in sections 1-3.

Applications may require a home visit to confirm eligibility and assistance may be subject to inspection.

Application form for a Home Support Grant

I wish to apply for a Home Support Grant throughCouncil.

Name.....

Address.....

.....

.....

Telephone number.....

Applicant's declaration

Please read and sign the following declaration:

I understand that if financial assistance is approved, it will be paid on satisfactory completion of works.

I understand that I am required to provide two quotes for the work.

I declare that I have not received help through the Home support Grant previously.

I declare that to the best of my knowledge, the information I have provided on the Home Support Enquiry form is true and complete.

I confirm my intention to remain in the property where the work has been undertaken for at least 12 months following the work being completed.

I understand that if I knowingly make a false statement, I will be liable to prosecution.

Signed.....

Date.....

Idox Ref: _____ Data Spreadsheet Ref: _____



Date: _____ Key Worker: _____

Home Support Grant Application Form

Maximum grant available is £5,000 (or £2,500 in the case of a tenancy). A home visit may be required to confirm applicant's eligibility and assistance may be subject to inspection.

Name of Applicant:	Date of Birth:
Address:	Tel no.: Email:
<p>Tenure (tick as appropriate): Owner/Occupier <input type="checkbox"/> Private Tenant <input type="checkbox"/></p> <p>(Note: Grants to private sector tenants to carry out works which are the responsibility of the landlord may be considered, depending on the circumstances. In the case of a private tenant, the maximum grant contribution is 50% - £2,500 - with the landlord and/or tenant being liable for the remainder of the cost).</p> <p>NB Housing Support Coordinators/ other support staff need to check what work is the responsibility of the landlord before considering an application for a home support grant.</p>	
Landlord Name, Address and Telephone Number:	
Details of work required (in the case of a replacement boiler, detail below the make, model and approximate age of the existing one):	

QUALIFYING CRITERIA (to be completed with the applicant over the telephone)	
<p>Is the applicant in receipt of any of the following (highlight those applicable)?:</p> <p>Income support, Income Based Job Seekers Allowance or Income Related Employment & Support Allowance, Guaranteed Pension Credit (<i>Automatic Qualification for max grant</i>)</p>	YES/NO
<p>If the answer to the above question is 'no' what is the applicant's income (an assessment of income will be required):</p>	
<p>How much does the applicant have in savings?</p> <p>(Note: Less than £3000 - £6000 if pensionable age – to be eligible)</p>	
<p>Has the applicant applied for help through a Housing Support grant in the last 12 months (Note: only one application will normally be considered within a 12 month period)?</p>	YES/NO
<p>Have other funding options or solutions been explored, eg energy provider (if yes, detail below)?</p>	YES/NO

QUALIFYING CRITERIA (to be completed after discussion with the applicant)	
<p>Is there an immediate or imminent risk to the health, safety or well being of the applicant or someone in their household?</p>	YES/NO
<p>Is the applicant considered to be vulnerable?</p> <p>(consider age, disability, life skills, risk of abuse or neglect)</p>	YES/NO

<p>Is the assistance requested through this grant part of a package of support (as opposed to a single, identified housing support need)?</p>	<p>YES/NO</p>

CASE NOTES *(if applicable)*

DRAFT

Appendix 3

Customer complaints leaflet

DRAFT

Agenda Item 9



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
---------------------------------------	------------------------------	-----------------------------------

Report Title: **Leisure Services Update (Q4 2017/18)**

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

Purpose of Report:	To provide Members with an update on the Borough's leisure contract; the successful grant funding approved by Public Health and an update on the Health & Wellbeing Board.
Report Summary:	This report provides details of the range of projects that have and are taking place across the Borough as well as an update on the leisure contract.
Recommendation(s):	That the contents of the report and appendices be noted.
Responsible Strategic Director, Head of Service and Officer Contact(s):	Anne Court (Interim Chief Executive) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk Avril Lennox MBE (Head of Health & Leisure Services) (0116) 257 2673 avril.lennox@oadby-wigston.gov.uk
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Wellbeing for All (CP5)
Vision and Values:	"A Strong Borough Together" (Vision) Accountability (V1) Respect (V2) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from the report.
Financial:	There are no implications arising from the report.
Corporate Risk Management:	Decreasing Financial Resources (CR1)
Equalities and Equalities Assessment (EA):	The Sport & Physical Activity Commissioning EA 2018 is attached. Full EA Assessment (See Appendices)
Human Rights:	There are no implications arising from the report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.

Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1. Sport & PA Commissioning Equality Assessment 2018

1. Sport & Physical Activity Commissioning Plan (Quarter 4 2017/18)

- 1.1 Oadby and Wigston have been granted £65,386 Public Health and Leicestershire & Rutland Sport funding for 2017/18, to deliver the Sport and Physical Activity Commissioning Plan. In addition, a further £40,105 of partnership funding was secured to enable a range of targeted interventions to take place across the Borough. The final participation figures for 2017/18 have now been calculated, following the successful delivery of quarter 4 commissioned and partnership programmes. Oadby and Wigston was predicted to achieve 17,625 attendances, however the actual confirmed final number of attendances was a creditable 30,674.
- 1.2 **Future Funding:** The Leisure & Wellbeing team has been successful in their recent funding bid for financial support from Public Health, which is administered by Leicestershire & Rutland Sport. Following a positive presentation in March 2018 to the Commissioning Panel, a total of £60,420 has been approved. This will enable the leisure team to coordinate a range of targeted interventions across the Borough, in line with the approved local Sport and Physical Activity Commissioning Plan.

Planned programmes for 2018/19:

- 1.3 **Launde Primary School:** Oadby and Wigston Borough Council is working in partnership with Launde Primary School in Oadby, to set up an after school family walking group and a school gate parent running group. These sessions will give parents and families the opportunity to be active together as part of their daily lives. The programmes will also enable parents to be trained as Walk and Running leaders.
- 1.4 **Mental Health Event:** Working in partnership with the Council's Community Engagement Officer, a successful Mental Health Workshop was held on Tuesday 12 June. The event provided an opportunity for participants to take a stress test, hear different talks on mental health and find out information on a range of mental health services.
- 1.5 **OWBC Workplace Health:** After the success of the Sport Relief Step Challenge and Staff Health Event, the leisure team has provided more opportunities for employees to improve their health. In May, 30 members of staff took part in the climbing wall challenge at Parklands Leisure Centre. This activity was very well received. There is also an opportunity for staff to play table tennis during their lunch times, which again has been popular.
- 1.6 **Charnwood Foods:** The leisure team in partnership with Leicestershire & Rutland Sport (LRS) is currently working with Charnwood Foods to improve the health of their staff. The first process is supporting the management team to survey their employees to find out their opinions and issues around health and wellbeing. LRS will analyse the results of the survey and produce an action plan to improve some of the areas identified.
- 1.7 **Supporting Leicestershire Families:** On 2 August the leisure team, working in partnership with a number of agencies, is supporting a 'South Leicestershire' Supporting Leicestershire Families Fun Day. This will give families a chance to become more active with the opportunity to try a range of different physical activities. This event, which will be held in Market Harborough, will also provide the opportunity to consult with participants,

particularly on what support they need to become more active.

2. Leisure Contract Update (March 2018 to May 2018)

- 2.1 **Participation:** The three month period saw over 249,000 visits at Parklands Leisure Centre, Wigston Pool & Fitness Centre and Brocks Hill centre. This is compared to 227,000 for the same period last year; a 9% increase, albeit with softplay, climbing now included. Softplay and climbing have proved incredibly popular with over 12,000 visits. Swimming has shown a 3% increase and fitness an 11% increase compared to last year. Participation also includes 570 for educational and holiday activities at Brocks Hill.
- 2.2 **Programmes & Events:** It has been a busy 3 months with the successful launch of the softplay and climbing at Parklands. However, equally pleasing has been the feedback from users of Brocks Hill. Everyone Active has received positive comments about the sprung wooden floor in the new large activity room and lots of positive comments about the style and décor of the new coffee shop. Everyone Active has also hosted many more meetings and conferences at Brocks Hill due to the enhanced facilities, especially the large video screen and new seating. Many of the positive comments have come from 'first-time' visitors, which Everyone Active expects will increase the number of repeat visits.
- 2.3 **Continuous Improvement:** At the end of May, Everyone Active hosted a positive external audit at Parklands Leisure Centre from Quest; the nationally recognised benchmark for quality service delivery. Whilst Everyone Active awaits the scoring and final report the initial feedback was very positive, with the assessor being so impressed he has asked to bring his own team to visit the Centre. Everyone Active has also continued to score highly on internal health and safety audits at both Leisure sites.
- 2.4 **Overflow Car Park Development:** The overflow car park works are almost complete. The 'grasscrete' will be ready for use in the next few weeks and the signage will be complete by the end of the month to coincide with this, so that the anticipated first use will be in early July.
- 2.5 **Supporting our Local Community:** Since April 2014, when Everyone Active took over the Contract, they have worked tirelessly to support the local community. A good example of this is Everyone Active's work with the Rotary Club of Oadby and Wigston and their ANNUAL SWIMARATHON. Here they helped to facilitate this event by providing the venue, offering management, marketing and operational guidance as well as sponsoring the event itself. The event in February 2018 raised over £8000. Everyone Active has also contributed over £16,000 in the 3 month period to local community organisations, by way of discounted use, vouchers, day passes, competition prizes and memberships. Organisations that have benefitted from this include Pride of the Borough, free swimming for the less abled, Supporting Leicestershire Families and Go Gold.
- 2.6 Finally, with regards to the profit share arrangement; this is worked out on a contract year annual basis (December to November). Therefore specific financial gains cannot be reported until the end of the contract year and are likely to feature in the report to January's Committee; however the above report indicates how well the contract is progressing.

3. Health and Wellbeing Board (HWB)

- 3.1 The HWB held its annual health summit in April 2018. The initial workshop provided an opportunity for attendees to feedback on achievements and outcomes from the HWBB's 2017/18 list of priorities.
- 3.2 This was followed by a presentation from Natalie Greasley (Leicestershire County Council

Public Health Business Partner) and Dr Katherine Packham, (LCC Specialist Registrar in Public Health) on local public health statistics, in order to influence the priorities for 2018/19.

3.3 Discussion then took place to gain feedback from attendees about their organisation's key priorities, including rationale and need. All information was collated and the following have been agreed as the Boards key priorities for 2018/19:

1. Ageing Well
2. Healthy Weight
3. Mental Health

3.4 The next Board meeting in July will focus on the first health priority, Ageing Well.



Oadby & Wigston

BOROUGH COUNCIL

Equality Impact Assessment

Part 1 - Initial Assessment or screening

Name of Policy/Function: Sport and Physical Activity Action Plan		This is new
	X	This is a change to an existing policy – updated EIA
		This is an existing policy, not previously assessed

Date of screening	4 June 2018
Name of screener	Avril Lennox

1. Briefly describe its aims & objectives

The local Sport and Physical Activity Commissioning Action Plan aims to increase the physical activity levels of local residents, particularly those in most need.

The Leicestershire Sport & Physical Activity Group has guided the development of the Commissioning Plan, and its implementation has been led by Leicester-Shire & Rutland Sport.

Funding reductions to local government, including Public Health, mean that further innovative, joined up and more efficient ways of working and better use of community assets are needed

We aim to work across the life course to help prevent ill health through physical activity and use physical activity to minimise the burden of physical and mental ill-health when it does arise. In 2018-19 there is further need to focus our resources where they have the greatest impact, supporting individuals and communities to help themselves and move away from, or requiring the need for, high cost specialist services. We work in a way that addresses the whole system of sport and physical activity so that helping people to be active is everyone's responsibility.

There will continue to be a more directed approach than previous years in the target groups and interventions being delivered, with more resources aligning to support the top tiers and supporting the development of physical activity pathways.

In addition, the Oadby and Wigston locality aims to work with local partners to utilise additional pooled funding to deliver a wide range of interventions for specific target groups, as well as participating in County and UK-wide programmes.

2. Are there external considerations? (Legislation/government directive etc)

Safeguarding: protecting children/vulnerable adults. In addition, the action plan will adhere to the relevant Council policies.

Underpinning the programmes that are delivered there is a strong focus on the foundations of well led, insight, workforce and marcomms.

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

There will be an increased number of partner / stakeholder organisations due to the additional and new areas of work.

Partner organisations will deliver / add value to programmes as well as pooling resources. The leisure facility operators will provide suitable venues. Other stakeholders include local residents/participants who take part in the activities; OWBC staff (to coordinate the activities and monitor the Action Plan).

There will be a strong focus on providing a joined up consistent offer across our locality which will also be reflected across the County, to ensure that the funding distributed delivers against Leicestershire County Council Public Health priorities.

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

In line with the Council's Corporate Priorities; Oadby & Wigston HWBB's priorities; Public Health's Commissioning priorities and Leicester-Shire & Rutland Sport's guidelines – the outcomes are to improve the health and wellbeing of residents with a focus on under-represented groups, by working across the life course to help prevent ill health through physical activity. Working toward improving health inequalities locally is another key outcome.

5. Has any consultation/research been carried out?

Yes/No

If **yes** please provide details and outcomes, if **no** please outline any planned activities

Yes. The Action Plan has been devised using available data sources/research to ascertain gaps in provision and levels of participation and to set out a clear rationale for delivery to meet the needs of target groups and to tackle associated inequalities.

Allocations of funding have been made based on a number of weighting factors including: the Index of Multiple Deprivation, the number of children who are eligible to receive free school meals, population density data, National Childhood Weights and Measurement Programme and the Active Lives results.

On-going consultation will take place. We will continue to involve partner organisations who will consult with their groups in order to identify need/demand.

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? (Consider & identify any evidence you have - equality data relating to usage & satisfaction levels, complaints, comments, research, outcomes of review, issues raised at previous consultations, known inequalities) If so please provide details.

Equality data is collected year on year, this includes measuring outcomes. A range of evaluation methods will be used to demonstrate impact.

Disadvantaged groups have been identified and will be targeted with relevant intervention programmes. The action plan clearly demonstrates it is an effective tool that will inform the delivery of a high quality service to increase participation in sport and physical activity. The EIA has revealed that the action plan has no negative impact on customer groups.

A range of programmes have been planned to engage with new target groups e.g. older residents - particularly around falls prevention, in addition to mental health and female only sessions.

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	Positive: Participating in PA has many benefits, including health, social, self-esteem, and well-being. Programmes for those experiencing a disability are included in the plan. Communication with Disability groups e.g. Action on Hearing Loss, will take place via the Community Engagement Forum.
Race (including Gypsy & Traveller)	Whilst there are no specific programmes dedicated for this group, the promotion of relevant activities, via borough notice boards, provides communication / information for hard to reach groups. In addition, the Community Engagement Forum will be used as a conduit to reach this particular group and LCC's Travellers Liaison Officers through their link with LA's will provide appropriate communication channels.
Age	Positive: The Action Plan encompasses all age groups
Gender Reassignment	Positive: The Action Plan includes a range of Health and Wellbeing opportunities and other activities open to all.
Sex	Positive The Action Plan includes a range of activities.
Sexual Orientation	Positive: Participating in PA has many benefits, including health, social, self-esteem, and wellbeing. A range of activities are included in the plan that can be accessed by all.
Religion/Belief	Positive: A range of activities are included in the plan that can be accessed by all.

Marriage and Civil Partnership	Positive: The Action Plan includes a range of activities available to all sectors of the community.
Pregnancy and Maternity	Positive: The Action Plan includes a range of activities available to all sectors of the community.

8. Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?

No. Working with the Supporting Leicestershire Families team and through the leisure contract those families in most need have been identified and issued with free leisure passes.

In addition, Carers will be able to access physical activity provision through partnership working with the charity Support for Carers.

Performance management arrangements are in place to monitor individual projects providing us with the necessary demographic, financial and geographic data, alongside qualitative progress reports.

9. Are there any human rights implications?

Yes/No (if yes please explain)
No

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

Yes/No (if yes how will this be done?)

Yes, good community relations promoted through partnership working, pooling resources and providing sustainability of activities. Community engagement programmes will also improve cohesion.

11. If you have indicated a negative impact for any group is that impact legal (not discriminatory under anti-discrimination legislation)?

Yes/No (please explain)
N/A

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

Yes/No

Yes. Some of the jointly funded activities will be sub-commissioned to local groups/organisation. In addition the new leisure contractor SLM (Everyone Active) is crucial in the development of the leisure facilities and plans, as well as providing leisure opportunities for disadvantaged groups.

13. Is a full impact assessment required?

Yes/No

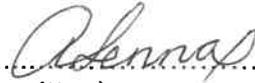
No

14. Date by which a full impact assessment is to be completed and actions

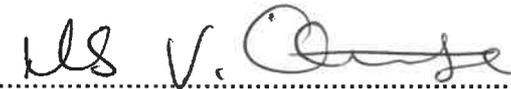
N/A

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.

Completed by:  Date: 04/06/2018
(Policy/Function/Report written)

Countersigned by:  Date: 04/06/2018
(SMT Stephen Hinds)

Screened by:  Date: 04.6.2018
(Community Engagement Officer, Veronika Quintyne)

Please forward an electronic copy to The Equalities Officer so that it can be published on the Council's website

(This page is left intentionally blank)

Agenda Item 10



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
---------------------------------------	------------------------------	-----------------------------------

Report Title: **Facilities Services Update (Q4 2017/18)**

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

Purpose of Report:	To update Members on work undertaken by the Facilities Section.
Report Summary:	This report details work completed by the Facilities Section for the final quarter of 2017/18 and reports on work in progress and developments from 1 April 2018.
Recommendation(s):	That the contents of the report be noted by Members.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of Planning, Development and Regeneration) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk</p> <p>Margaret Smith (Facilities and Administration Team Leader) (0116) 257 2832 margaret.smith@oadby-wigston.gov.uk</p>
Corporate Priorities:	Effective Service Provision (CP2) Green & Safe Places (CP4)
Vision and Values:	Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from the report.
Financial:	There are no implications directly arising from the report.
Corporate Risk Management:	Effective Utilisation of Assets/Buildings (CR5) Economy/Regeneration (CR9)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.

Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Capital Projects Completed During 4th Quarter of 2017-18

- 1.1 Grittar Close Play Area, Wigston: Two items of equipment (balance beam and mushrooms) installed by the developer as part of the original play area were removed and replaced with a toddler climbing unit at a cost of £4,766 which was funded by Section 106 contributions.

2. Capital Projects Continuing into 2018-19

- 2.1 Car Park Resurfacing: Quotes for resurfacing approximately a third of Junction Road Car Park in Wigston town centre were received in March 2018 and the work was completed at the end of April. The car park was closed for three days during the works. Advance notice of the closure was given via notices in the car park, social media and the web site.
- 2.2 Ervins Lock Footbridge, South Wigston: The Design and Access Statement, topographical and arboricultural surveys and the Heritage Impact Assessment have all been completed and a Planning Application was submitted on 31 May 2018 with a determination date of 5 September 2018. Whilst the planning application is being determined, William Saunders (who is managing this project on behalf of the Council) has been asked to begin putting together a specification ready to go out for procurement for the manufacture and installation of the bridge with a view (subject to planning permission) to onsite construction starting at the end of October 2018. The project is part Section 106 funded and part capital funded.
- 2.3 Florence Wragg Way Play area, Oadby: Four invitations to quote were sent out on 7 February 2018 to the last four companies who have installed play equipment within the Borough over recent years. Three quotes were returned and following evaluation of the submissions the contract was awarded to the company who most closely matched the specification and evaluation criteria. Successful negotiations were held with the company requesting that they replace one item of equipment with something more challenging and this was agreed to and achieved within budget. Work is due to start on site on 18 June 2018 when the play area will be closed for 3 to 4 weeks whilst the installation of new equipment takes place. Advance notice of the closure has been given via notices at the play area and on the web site. The existing toddler swings will be retained and refurbished whilst the rest of the equipment will be removed and replaced with new. The new equipment includes a junior and a toddler climbing unit, junior swings, basket swing, a surface level roundabout, a springy and monkey bars. The new play equipment is funded using Section 106 contributions.
- 2.4 Horsewell Lane Pavilion, Wigston: Following the completion of concept design work and build cost estimate, approval to revise the budget in line with project costing and to proceed with detailed design was given at the Council meeting on the 24 April 2018. Detailed design work is progressing along with survey work required for the planning application and construction. The design team at Faithful and Gould are in pre-application discussions with the Development Control team. Key stakeholders are being kept updated regularly with progress and the project is still on track to commence on site by the end of November 2018.

3. New Capital Projects for 2018-19 (Progress to Date)

- 3.1 Bus shelter refurbishment: Quotations have been received from three companies to undertake this work. The lowest priced contractor has been appointed and work will begin in July 2018. Seventeen shelters will be repaired and re-painted and this will complete the programme of re-furbishing all 56 bus shelters in the Borough which started in 2015-16 capital year. The seventeen shelters are located at: Briar Walk and London Road in Oadby, Oadby Road, Kelmarsh Avenue, Horsewell Lane, Launceston Road (x3), Station Road (x2), West Avenue, Holmden Avenue, Rolleston Road (x2), Leicester Road, Paddock Street and Long Street in Wigston.

4. Forum Projects Completed by Facilities Section during the 4th Quarter of 2017-18

- 4.1 Oadby: Installation of two litter bins on the A6 outside and opposite Waitrose.
- 4.2 Wigston: Installation of replacement oven and hob at Sheila Mitchell Pavilion.
- 4.3 South Wigston: No work requested.

5. Forum Projects Carried Forward to 2018-19

- 5.1 Oadby: Refurbishment and installation of bench on A6 near Florence Wragg Way.
- 5.2 Wigston: Litter bin to be installed at Barford Close (now completed).
- 5.3 South Wigston: Litter bin to be installed on Saffron Road (now completed) and bus shelter to be installed on Gloucester Crescent (Licence between Leicestershire County Council and Oadby and Wigston Borough Council to install the shelter on highway land has been applied for, response awaited).

6. Pavilions and Community Centres

- 6.1 Both Uplands Park Pavilion, Oadby and Horsewell Lane Park Pavilion, Wigston suffered burst water pipes in their roof spaces in March 2018 when the weather thawed. At Horsewell Lane there was extensive damage to the play school store room and some of their equipment was lost due to water damage. The pre-school had to close whilst repairs were undertaken and the water removed but due to the valiant efforts of staff and the co-ordination of contractors the closure was limited to one day. The ceiling of the play school store and some light fittings had to be replaced. At Uplands Park Pavilion the ceiling of one changing room had to be replaced as well as the light fittings. The electrical installations in both buildings have subsequently been tested for safety.
- 6.2 As per the on-going cyclical maintenance programme for pavilions and community centres all roller shutters were serviced and all buildings had their portable appliances electrically tested during February 2018. Fire extinguishers tests for all buildings (including The Depot, Depot vehicles, and the Barn at Brocks Hill) were carried out in June 2018.
- 6.3 Cumulative income for pavilions and community centres for 2017-18 was £55,525 which exceeded the target of £51,600.
- 6.4 Income for 1st April 2018 to 31st May 2018 is £12,302 which is on target.

7. Car Parks

- 7.1 During 2017-18 a number of pot holes were filled in across town centre car parks and in

January 2018 signage was installed at Blaby Road Park and Station Street Car parks in South Wigston in line with the Parking Order which will allow enforcement to take place for breaches of the existing parking regulations if required.

7.2 So far during 2018-19 the following works have been undertaken in car parks:

- East Street car park, Oadby - some hashing and lining has been installed to make it clearer where drivers should not park.
- Walter Charles car park, Oadby - lining has been refreshed.
- Peace Memorial Park car park, Wigston - symbols marking bays for blue badge holders have been refreshed.

7.3 The upright for the height barrier at Countesthorpe Road car park, South Wigston was replaced in June 2018 after being demolished by a car that had skidded on ice earlier in the year.

8. Allotments

8.1 Three site inspections were carried out during 2017-18 as usual. Where uncultivated plots were recorded, the tenants were written to and advised to bring their plot up to standard or face termination. As a result some tenants vacated as they were finding the work too much and others complied with the notice to cultivate. No terminations were made during the year.

8.2 So far during 2018-19 one round of inspections has taken place following which 12 'uncultivated plot' letters were sent out. As a result of this 2 tenants have vacated, 7 have brought their plots into cultivation and three tenants have had their plots terminated by the council. The situation changes on a weekly basis with tenants vacating and others taking up plots but at the time of writing there are 6 vacant plots on the Aylestone Lane site (all of which are in the process of being offered to people on the waiting list), 1 vacant on Wigston Road and no vacancies on Brabazon Road or Manchester Gardens.

8.3 There are currently 62 people on the waiting list although this figure is skewed by the number of people who are waiting for specific plots or for plots on Brabazon Road or Manchester Gardens which do not come up very often.

9. Cemeteries and Closed Churchyards

9.1 The chart below shows the number of interments cemetery staff dealt with during the quarter 1st January to 31st March 2018:

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	15	17	2
Oadby Cemetery	4	3	3

9.2 The chart below shows the number of interments cemetery staff dealt with during the period 1st April to 31st May 2018

	Full burials	Interment of cremated remains	Scattering of ashes
Wigston Cemetery	12	9	6

Oadby Cemetery	1	2	3
----------------	---	---	---

9.3 The Council is responsible for the maintenance of three closed churchyards in the Borough. In May 2018 urgent works were required to the boundary wall of All Saints Church, Wigston which had begun to crumble away around the memorial stone on the corner of Newgate End and Moat Street. Urgent approval for the work to go ahead was requested from the Chancellor of the Diocese and this was approved subject to a retrospective faculty application being made following completion of the works. A specialist stonemason was appointed and the works were completed in May 2018 at a cost of £1,046.

10. Street Furniture

- 10.1 During the quarter ended 31st March 2018 seven street name plates were replaced because they were damaged, unreadable or missing altogether. (Oadby: James Gavin Way; South Wigston: Barge Close, Cheshire Drive, Gloucester Crescent; Wigston: Boulter Crescent, Eastway Road, Grangeway Road)
- 10.2 Since 1st April 2018 a further 10 name plates have been installed which includes name plates for Peacock Place, Wigston which have been invoiced to the developer. (Oadby: Charles Way, Ringers Spinney; South Wigston: St Thomas' Road; Wigston: Mowsley End, Spa Lane, Durnford Road, The Tofts, Granville Road, Peacock Place x 2)
- 10.3 A noticeboard on Gloucester Crescent, Wigston was hit by a vehicle in April and has had to be removed from site. A replacement board has been ordered.
- 10.4 In May 2018 the bus shelter outside of St Peter's Church Hall, Oadby was damaged by a vehicle and has had to be removed. A replacement shelter is on order.
- 10.5 World War 1 benches: The Armed Forces Task Group has purchased three memorial benches and three litter bins to be installed in each of the three towns. The bench and bin for Wigston was installed in Peace Memorial Park in May 2018. The benches for Oadby (Ellis Park) and South Wigston (War Memorial) will be installed shortly.



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
-----------------------------------	------------------------------	-------------------------------

Report Title: **Greening of the Borough and Operational Services Update (Q4 2017/18)**

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

Purpose of Report:	To provide Members with an update on the Borough’s green and natural spaces, including Brocks Hill Country Park.
Report Summary:	This report provides details of the range of works that have taken place across the borough by Operational Services, the Park Warden and a range of volunteers.
Recommendation(s):	That the contents of the report be noted by Members.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Anne Court (Interim Chief Executive) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk</p> <p>Avril Lennox MBE (Head of Health & Leisure Services) (0116) 257 2673 avril.lennox@oadby-wigston.gov.uk</p> <p>Brian Kew (Head of Operational & Street Scene Services) (0116) 257 2842 brian.kew@oadby-wigston.gov.uk</p>
Corporate Priorities:	Green & Safe Places (CP4) Wellbeing for All (CP5)
Vision and Values:	<p>“A Strong Borough Together” (Vision)</p> <p>Accountability (V1)</p> <p>Respect (V2)</p> <p>Teamwork (V3)</p> <p>Innovation (V4)</p> <p>Customer Focus (V5)</p>
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Decreasing Financial Resources (CR1)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.

Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Brocks Hill Country Park Update (Quarter 4)

- 1.1 Since the end of the winter, the Park Warden has been planning new work schedules for spring, communicating with volunteers and ensuring relevant data is compliant with new GDPR regulations.
- 1.2 Volunteers have assisted with clearing the woodlands and creating log piles following on from the tree felling works over winter. Other works include path repairs on the pathways around Brocks Hill, as they are easily eroded particularly in wet weather.
- 1.3 The students from South Leicestershire College together with one of our Lead Volunteers continue to attend to work on the raised beds.

Plans Moving Forwards

- 1.4 In May 2018 another volunteering day was held for Charnwood Foods employees.
- 1.5 The Park Warden and many of the volunteers contributed to a range of aspects in the Country Park prior to the visit by the Green Flag judges on 18 May. The initial comments from the assessment were positive; the formal results will be confirmed in July.
- 1.6 The wildlife survey volunteers are continuing to carry out an important range of surveys, which underpin appropriate management at Brocks Hill and the other natural greenspaces.

2. Operational Services & Street Scene Update (Quarter 4)

- 2.1 The final quarter of the financial year involved working on the winter maintenance plan covering the open spaces and parks in the Borough as well as housing communals. This work included cutting back shrub beds and carrying out tree maintenance. In addition to edging up around the borough parks and maintaining the football pitches and bowling greens.
- 2.2 Since April this year, the team has been preparing for the Green Flag assessment as well as the East Midlands in Bloom judging, which is due to take place on 11 July. The Badge bed at Peace Memorial Park has just been installed and the summer bedding plants have now arrived e.g marigolds and petunias etc. This is in addition to a range of different grasses which will be used to create a new shrub bed, location of which is yet to be confirmed.



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information
-----------------------------------	------------------------------	-------------------------------

Report Title: **Customer Service and Transformation Update (Q4 2017/18)**

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

Purpose of Report:	This report provides an update to the Service Delivery Committee on the delivery of Customer Service and Business Transformation.
Report Summary:	This report summarises activity from last quarter of 2017/18 and outlines a summary of activity in the first quarter of 2018/19.
Recommendation(s):	That the contents of the report be noted by Members.
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 stephen.hinds@oadby-wigston.gov.uk</p> <p>Jacky Griffith (Head of Customer Service and Transformation) (0116) 257 2612 jacky.griffith@oadby-wigston.gov.uk</p>
Corporate Priorities:	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2)
Vision and Values:	"A Strong Borough Together" (Vision) Teamwork (V3) Innovation (V4) Customer Focus (V5)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Organisational/Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.

Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Customer Service Update

1.1 My Account and Online Forms

From January 2018 to the end of March 2018, 3,023 residents signed up to MyAccount and during this same period, 4,623 online forms were completed over a wide range of Council Services.

This supports the objective to offer customers a wider choice on how they access Council Services and this work will continue in 18/19 to provide greater Channel Shift.

2. Business Transformation Update

2.1 Garden Waste Project

From 1 April 2018, residents who wish to have their garden waste collected must subscribe and pay an annual £35 fee. By the end of March 2018, 7,405 residents subscribed for the service realising a gross income of £272,060 for the Council.

The introduction of the paid for Garden Waste scheme helps to mitigate against budgetary constraints and decreasing financial resources.

2.2 EDRMS

The project to migrate the Finance team from paper forms to electronic documents went live on 21 March 2018 which was slightly ahead of the planned go live date of 1 April 2018.

Staff were involved and kept informed about the changes that were brought about by the more efficient way of managing documents to support this transformational change.

3. A Summary of Activity in the Q1 of 2018/19

- A scoping exercise has been carried out to migrate the Human Resources team from paper forms to electronic documents;
- A review of Customer Services has been scoped and will be carried out in 2018/19; and
- A decision has been made to introduce wheeled recycling bins across the Borough and a project to introduce this is in progress.



Service Delivery Committee	Tuesday, 10 July 2018	Matter for Information and Decision
-----------------------------------	------------------------------	--------------------------------------------

Report Title: **Civil Penalties under the Housing and Planning Act 2016**

Report Author(s): **Tony Cawthorne (Environmental Health Officer)**

Purpose of Report:	To bring to the attention of Members an amendment to legislation to impose civil penalties for breaches of housing legislation and to approve a Policy as required by the statutory guidance issued under section 23(10) and Schedules 1 and 9 of the Housing and Planning Act 2016.
Report Summary:	The Housing and Planning Act 2016 amends the Housing Act 2004 to allow financial penalties, up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences.
Recommendation(s):	<p>A. That the proposed Policy (as set out at Appendix 1) be approved by Members; and</p> <p>B. That delegated authority is given to the Head of Law & Governance / Monitoring Officer, following consultation with the Chair of the Service Delivery Committee, to make minor amendments to the Policy to reflect changes in fact and law.</p>
Responsible Strategic Director, Head of Service and Officer Contact(s):	<p>Anne Court (Interim Chief Executive) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk</p> <p>David Gill (Head of Law and Governance / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Tony Cawthorne (Environmental Health Officer) (0116) 257 2670 tony.cawthorne@oadby-wigston.gov.uk</p>
Corporate Priorities:	Effective Service Provision (CP2)
Vision and Values:	<p>"A Strong Borough Together" (Vision)</p> <p>Accountability (V1)</p> <p>Innovation (V4)</p> <p>Customer Focus (V5)</p>
Report Implications:-	
Legal:	The implications are contained within the report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	<p>Decreasing Financial Resources (CR1)</p> <p>Reputation Damage (CR4)</p>

	Regulatory Governance (CR6) Failure to Respond to a Significant Incident (CR7) Economy/Regeneration (CR9)
Equalities Assessment (EA):	Initial EA Screening (See Appendices)
Human Rights:	The proposed Policy does not impact on any particular human rights in the Borough area as it applies to all tenants in privately-rented properties covered by the regulations and all landlords and letting agents.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	During the drawing-up of the Policy with the aid of the Local Government Association, all national agencies dealing with landlords and tenants were consulted.
Background Papers:	Housing Act 2004 Housing and Planning Act 2016 Civil Penalties under the Housing and Planning Act 2016: Guidance for Local Housing Authorities Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences – Sentencing Council Definitive Guideline
Appendices:	1. Civil Penalties under the Housing Act 2004 Policy 2. Initial Equality Assessment Screening

1. Introduction

- 1.1 The Housing and Planning Act 2016 ("the 2016 Act") amends the Housing Act 2004 ("the 2004 Act") to allow financial penalties, up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences.
- 1.2 The proposed Policy (as set out at **Appendix 1**) sets out guidance as to how Oadby and Wigston Borough Council will determine the level of financial penalty in individual cases, once the decision to impose a financial penalty has been made.

2. Background

- 2.1 Marcus Jones MP (Parliamentary under Secretary of State at the Department for Communities and Local Government) has stated that:

'[it is necessary to] clamp down on rogue landlords, so the civil penalty [has been increased] up to a maximum of £30,000. It is important [to] raise the level of civil penalty to £30,000, because a smaller fine may not be significant enough for landlords who flout the law to think seriously about their behaviour and provide good quality, private sector rented accommodation for their tenants.'

- 2.2 Schedule 9 of the 2016 Act has introduced amendments to the 2004 Act that allow local housing authorities to impose financial penalties as an alternative to prosecution for the following relevant housing offences under the 2004 Act:
- section 30 (failure to comply with improvement notice);
 - section 72 (licensing of Houses in multiple occupation (HMOs));
 - section 95 (licensing of houses under Part 3);
 - section 139(7) (failure to comply with overcrowding notice); or
 - section 234 (management regulations in respect of HMOs).
- 2.3 A new Schedule 13A has also been inserted into the 2004 Act which prescribes the procedures that a local housing authority must follow before imposing a financial penalty, for imposing the penalty, the appeal process and the procedure for recovery of the penalty.
- 2.4 The Government's Department for Communities and Local Government (DCLG) have published the following document: '[Civil Penalties under the Housing and Planning Act 2016:- Guidance for Local Authorities](#)'. This is statutory guidance to which local housing authorities must have regard. This statutory guidance recommends certain factors a local authority should take into account when deciding on the level of civil financial penalty and further recommends that local authorities develop and document their own policy on determining the appropriate level of financial penalty in a particular case.

3. Basis of this Policy

- 3.1 In accordance with the new section 249A(4) of the 2004 Act, the amount of a financial penalty is to be determined by the local housing authority. Although the statutory guidance recommends factors a local authority should take into account when deciding on the level of penalty, it does not go into any level of detail in this regard. The Council therefore has a wide discretion in determining the appropriate level of civil penalty in a particular case and seeks to set out further guidance through this policy as to how it will do so.
- 3.2 The Council has decided to largely base this policy on the principles set out in the '[Sentencing Council Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences Definitive Guide](#)' which is considered to be the most relevant sentencing guidance issued by the Sentencing Council. The Sentencing Council have set out a range of fines which are linked to the culpability of the offender and the actual and potential harm resulting from the offence.
- 3.3 The range of financial penalties in this guidance use similar ratios to those that are used by the Sentencing Council because these ensure that penalty levels are fair, appropriate and reasonable for the seriousness of the offence.

4. Guidance for Officers

- 4.1 The proposed Policy provides guidance to Officers on how to make these decisions on the level of financial penalty under the 2016 Act.



Oadby & Wigston
BOROUGH COUNCIL

Civil Penalties under the Housing Act 2004

Civil penalty as an alternative to prosecution
under the Housing Act 2004

Date Approved	Committee	Report Author	Review Date
	Service Delivery	T Cawthorne	

Civil penalty as an alternative to prosecution under the Housing Act 2004

Oadby and Wigston Borough Council policy on deciding on a financial penalty amount

Introduction

The Housing and Planning Act 2016 ('the 2016 Act') amends the Housing Act 2004 ('the 2004 Act') to allow financial penalties, up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences.

Marcus Jones MP (Parliamentary under Secretary of State at the Department for Communities and Local Government) has stated that:

'[it is necessary to] clamp down on rogue landlords, so the civil penalty [has been increased] up to a maximum of £30,000. It is important [to] raise the level of civil penalty to £30,000, because a smaller fine may not be significant enough for landlords who flout the law to think seriously about their behaviour and provide good quality, private sector rented accommodation for their tenants.'

This policy sets out guidance as to how Oadby and Wigston Borough Council will determine the level of financial penalty in individual cases, once the decision to impose a financial penalty has been made.

Consultation

Views were sought from landlords, agents and tenants and were taken into consideration when finalising this guidance. See appendix 1 for a list of the consultees.

Acknowledgment to Bristol City Council and the Local Government Association in the formation of this Policy.

Government Guidance

The Government's Department for Communities and Local Government (DCLG) have published the following document: "[Civil Penalties under the Housing and planning Act 2016:- Guidance for Local Authorities](#)". This is statutory guidance to which local housing authorities must have regard. This statutory guidance recommends certain factors a local authority should take into account when deciding on the level of civil financial penalty and further recommends that local authorities develop and document their own policy on determining the appropriate level of financial penalty in a particular case.

The purpose of this policy

This is Oadby and Wigston Borough Council's published policy in line with DCLG's recommendation that it should have a policy on determining the appropriate level of financial penalty in a particular case.

Local Government Association guidance

Oadby and Wigston Borough Council has used the guidance issued by the Local Government Association in the compilation of their policy on Civil Penalty Notices.

Basis of this policy

In accordance with the new section 249A(4) of the 2004 Act the amount of a financial penalty is to be determined by the local housing authority. Although the statutory guidance recommends factors a local authority should take into account when deciding on the level of penalty, it does not go into any level of detail in this regard. The Council therefore has a wide discretion in determining the appropriate level of civil penalty in a particular case and seeks to set out further guidance through this policy as to how it will do so.

The Council has decided to largely base this policy on the principles set out in the [Sentencing Council Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences Definitive Guide](#) which this Council considers to be the most relevant sentencing guidance issued by the Sentencing Council. The Sentencing Council have set out a range of fines which are linked to the culpability of the offender and the actual and potential harm resulting from the offence.

The range of financial penalties in this guidance use similar ratios to those that are used by the Sentencing Council because these ensure that penalty levels are fair, appropriate and reasonable for the seriousness of the offence.

Guidance for officers.

Appendix 2 of this policy gives guidance to officers on how to make these decisions on the level of financial penalty under the 2016 Act.

Appendix 1 – List of Consultees

Association of Residential Letting Agents
Considerate/ National Accreditation Scheme
Chartered Institute of Environmental Health
Citizens Advice Bureaux
National Landlord Association
National Approved Letting Scheme
Residential Landlord Association
Royal Institutions of Chartered Surveyors
SARI
Shelter
Local Government Association

Local Authorities :

Bath and North East Somerset
North Somerset
Leeds
Oxford
South Gloucestershire

Appendix 2 - Oadby and Wigston Borough Council process for determining the level of penalty to set -

Schedule 9, Housing and Planning Act 2016

STEP ONE – Determining the offence category

The Council will determine the offence category using only the **culpability** and **harm** factors in the tables below. Where an offence does not fall squarely into a category, individual factors may require a degree of weighting to make an overall assessment.

Culpability

Very high

- Where the offender intentionally breached, or flagrantly disregarded, the law or
- Who has a high public profile and knew their actions were unlawful

High

- Actual foresight of, or wilful blindness to, risk of offending but risk nevertheless taken

Medium

- Offence committed through act or omission which a person exercising reasonable care would not commit

Low

Offence committed with little fault, for example, because:

- significant efforts were made to address the risk although they were inadequate on this occasion
- there was no warning/circumstance indicating a risk
- failings were minor and occurred as an isolated incident

Harm

The table below contains factors relating to both actual harm and risk of harm. Dealing with a risk of harm involves consideration of both the likelihood of harm occurring and the extent of it if it does.

Category 1 – High Likelihood of Harm

- Serious adverse effect(s) on individual(s) and/or having a widespread impact
- High risk of an adverse effect on individual(s) – including where persons are vulnerable¹

Category 2 – Medium Likelihood of Harm

¹ A wide definition of vulnerability will be used. See appendix 3 for a non-exhaustive list.

- Adverse effect on individual(s) (not amounting to Category 1)
- Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect
- The Council and/or legitimate landlords or agents substantially undermined by offender's activities
- The Council's work as a regulator to address risks to health is inhibited
- Consumer/tenant misled

Category 3- Low Likelihood of Harm

- Low risk of an adverse effect on individual(s)
- Public misled but little or no risk of actual adverse effect on individual(s)

We will use the following definition of harm taken from the statutory guidance on hazard rating under the Housing Act 2004, 'Harm is an adverse physical or mental effect on the health of a person. It includes, for example, physical injury, and illness, condition, or symptom whether physical or mental. It also includes both permanent and temporary harm.'²

STEP TWO - Starting point and category range

Having determined the category, the LA should refer to the following starting points to reach an appropriate level of civil penalty within the category range. The LA should then consider further adjustment within the category range for aggravating and mitigating features.

Obtaining financial information

The statutory guidance advises that local authorities should use their existing powers to, as far as possible, make an assessment of a landlord's assets and any income (not just rental income) they receive when determining an appropriate penalty.

In setting a financial penalty, the Council may conclude that the offender is able to pay any financial penalty imposed unless the Council has obtained or the offender has supplied any financial information to the contrary. An offender will be expected to disclose to the Council such data relevant to his financial position to enable the Council to assess what an offender can reasonably afford to pay. Where the Council is not satisfied that it has been given sufficient reliable information, the Council will be entitled to draw reasonable inferences as to the offender's means from evidence it has received and from all the circumstances of the case which may include the inference that the offender can pay any financial penalty.

An Oadby and Wigston Borough Council specific example.

As many offenders will be owners of one or more properties in the Borough, they are likely to have assets that they can sell or borrow against. Property values in parts of the Borough are high, and have consistently increased so even those offenders with mortgaged properties are likely to have value in the property that can be released. Therefore, if an offender claims that they are unable to pay a financial penalty and shows that their income is small, consideration should be given to properties owned that can be sold or refinanced.

Starting points and ranges

The table below gives the starting points, minimum and maximum financial penalties for each harm category and level of culpability

	Starting point	Range	
		Min	Max
Low Culpability			
Harm category 3	£50	£25	£175
Harm category 2	£125	£50	£350
Harm category 1	£300	£125	£750
Medium Culpability			
Harm category 3	£350	£175	£750
Harm category 2	£1,000	£350	£2,000
Harm category 1	£2,500	£750	£4,500
High Culpability			
Harm category 3	£1,000	£500	£2,250
Harm category 2	£3,000	£1,000	£5,500
Harm category 1	£6,250	£2,500	£12,500
Very High Culpability			
Harm category 3	£2,500	£1,250	£4,500
Harm category 2	£6,250	£2,500	£12,500
Harm category 1	£15,000	£6,250	£30,000

Context

Below is a list of some, but not all factual elements that provide the context of the offence and factors relating to the offender. Identify whether any combination of these, or other relevant factors, should result in an upward or downward adjustment from the starting point. ***In particular, relevant recent convictions³ are likely to result in a substantial upward adjustment.*** In some cases, having considered these factors, it may be appropriate to move outside the identified category range.

Factors increasing seriousness

Statutory aggravating factors:

- Previous convictions, having regard to
 - a) the nature of the offence to which the conviction relates and its relevance to the current offence;
 - and
 - b) the time that has elapsed since the conviction
- Other aggravating factors include:
 - Motivated by financial gain
 - Deliberate concealment of illegal nature of activity
 - Established evidence of wider/community impact

³ See appendix 4 for a non-exhaustive list of relevant convictions. Page 80

- Obstruction of justice
- Record of providing substandard accommodation
- Record of poor management or not meeting legal requirements.
- Refusal of free advice or training
- member of Accreditation scheme

Factors reducing seriousness or reflecting personal mitigation

- No previous convictions or no relevant/recent convictions
- Steps voluntarily taken to remedy problem
- High level of co-operation with the investigation, beyond that which will always be expected
- Good record of maintaining property
- Self-reporting, co-operation and acceptance of responsibility
- Good character and/or exemplary conduct
- Mental disorder or learning disability, where linked to the commission of the offence
- Serious medical conditions requiring urgent, intensive or long-term treatment
- Age and/or lack of maturity where it affects the responsibility of the offender
- Sole or primary carer for dependent relatives

STEP THREE - Review any financial element of the penalty

Check whether the proposed level of financial penalty is proportionate to the overall means of the offender. The Council may increase or reduce the proposed fine reached at step two, if necessary moving outside of the range in the table above.

Full regard should be given to the totality principle at step seven where multiple offences are involved.

General principles to follow in setting a penalty

The Council should finalise the appropriate level of penalty so that it reflects the seriousness of the offence and the Council must take into account the financial circumstances of the offender.

The level of financial penalty should reflect the extent to which the offender fell below the required standard. **The financial penalty should meet, in a fair and proportionate way, the objectives of punishment, deterrence and the removal of gain derived through the commission of the offence;** it should not be cheaper to offend than to take the appropriate precautions.

The principle behind issuing civil penalty notices is that there is no financial gain to the alleged perpetrator of the relevant offences and that funds from the financial penalties should fund private rented sector teams in the Council. To cover the costs of the work put into the serving any financial penalty notice the costs of serving the notice will be added to the overall penalty. This will also act as a deterrent to non-compliant landlords as it is clear that landlords or agents who do not apply will know that they will have to pay for the cost of any enforcement action (where that has not been recovered under other powers) and this will be added to the penalty as a deterrent to non-compliant landlords or agents. This may be reduced or increased where a case is either very straightforward or alternatively takes longer than normal.

Review of the penalty

The Council should review the penalty and, if necessary adjust the initial amount reached at step two to ensure that it fulfils the general principles set out above.

Any quantifiable economic benefit derived from the offence, including through avoided costs or operating savings, should normally be added to the total financial penalty arrived at in step two. Where this is not readily available, the Council may draw on information available from enforcing authorities and others about the general costs of operating within the law. Whether the penalty will have the effect of putting the offender out of business will be relevant but in some serious cases this might be an acceptable outcome.

STEP FOUR - Reductions

Consider any factors which indicate a reduction in the penalty and in so doing the LA should have regard to the following factors relating to the wider impacts of the financial penalty on innocent third parties; such as (but not limited to):

- impact of the financial penalty on offender's ability to comply with the law or make restitution to victims;
- impact of the financial penalty on employment of staff, service users, customers and local economy.

STEP FIVE – Reduction for early admission of guilt

The Council will take into account a potential reduction in penalty for an admission of guilt. The following factors will be considered in setting the level of reduction. When deciding on any reduction in a financial penalty, consideration will be given to:

- The stage in the investigation or thereafter when the offender admitted guilt
- The circumstances in which they admitted guilt
- The degree of co-operation with the investigation

The maximum level of reduction in a penalty for an admission of guilt will be one-third. In some circumstances there will be a reduced or no level of discount. For example where the evidence of the offence is overwhelming or there is a pattern of criminal behaviour. Any reduction should not result in a penalty which is less than the amount of gain from the commission of the offence itself.

STEP SIX - Additional actions

In all cases the Council must consider whether to take additional action. These may include works in default, Interim Management Orders or Rent Repayment Orders. The Council cannot however take a prosecution case for the same conduct as is the subject of a financial penalty notice.

STEP SEVEN - Totality principle

If issuing a financial penalty for more than one offence, or where the offender has already been issued with a financial penalty, consider whether the total penalties are just and proportionate to the offending behaviour.

Where the offender is issued with more than one financial penalty, the Council should consider the following guidance from the definitive guideline on Offences Taken into Consideration and Totality. [Total financial penalty is cumulative](#)

The Council should determine the financial penalty for each individual offence based on the seriousness of the offence and taking into account the circumstances of the case including the financial circumstances of the offender so far as they are known, or appear, to the LA.

The Council should add up the financial penalties for each offence and consider if they are just and proportionate.

If the aggregate total is not just and proportionate the Council should consider how to reach a just and proportionate financial penalties. There are a number of ways in which this can be achieved.

For example:

- where an offender is to be penalised for two or more offences that arose out of the same incident or where there are multiple offences of a repetitive kind, especially when committed against the same person, it will often be appropriate to impose for the most serious offence a financial penalty which reflects the totality of the offending where this can be achieved within the maximum penalty for that offence. No separate penalty should be imposed for the other offences;
- where an offender is to be penalised for two or more offences that arose out of different incidents, it will often be appropriate to impose a separate financial penalties for each of the offences. The Council should add up the financial penalties for each offence and consider if they are just and proportionate. If the aggregate amount is not just and proportionate the Council should consider whether all of the financial penalties can be proportionately reduced. Separate financial penalties should then be passed.

Where separate financial penalties are passed, the Council must be careful to ensure that there is no double-counting.'

STEP EIGHT – Recording the decision

The officer making a decision about a financial penalty will record their decision giving reasons for coming to the amount of financial penalty that will be imposed.

Appendix 3 – Non exhaustive list of vulnerable people

- Young adults and children
- Disabled persons
- People on a low income
- Persons with a Drug or alcohol addiction
- Victims of domestic abuse
- Looked after children
- People with complex health conditions
- People exploited where English is not their first language.
- Victims of Trafficking or sexual exploitation
- Refugees
- Asylum seekers
- People at risk of harassment or eviction
- People at risk of homelessness.

Appendix 4 – Non exhaustive list of relevant offences

Housing law or landlord and tenant

- Offences under:
- The Public Health Acts of 1936 and 1961
- The Building Act 1984
- The Environmental Protection Act 1990
- The Town and Country Planning Act 1990
- The Prevention of Damage by Pests Act 1949
- The Protection from Eviction Act 1977
- The Local Government (Miscellaneous Provisions) Acts of 1982 and 1976
- The Housing Grants, Construction and Regeneration Act 1996
- The Local Government and Housing Act 1989
- The Housing Act 2004

Offences involving fraud

- Offences in which the victim has been deprived of money, property or other benefit by misrepresentation/deception on the part of the offender including:
- Theft
- Burglary
- Fraud
- Benefit fraud (particularly where tenants are in receipt Housing Benefit)
- Conspiracy to defraud
- Obtaining money or property by deception
- People trafficking
- Being struck off as the company director

Offences involving violence

A conviction for the offence of:

- Murder
- Manslaughter
- Arson
- Malicious wounding or grievous bodily harm
- Grievous bodily harm with intent
- Actual bodily harm
- Grievous bodily harm
- Robbery

- Racially aggravated criminal damage
- Common assault
- Common assault which is racially aggravated
- Assault occasioning actual bodily harm
- Possession of an offensive weapon
- Possession of a firearm

Offences involving drugs

- Consideration should be given to the nature of the offence and what bearing it could have on the management of a private rented property. The nature, quantity and class of drugs should be taken into account.

Offences involving sexual offences

- An offence contained in schedule 3 of the Sexual Offences Act 2003.

Unlawful discrimination

- Unlawful discrimination can include findings of an Industrial Tribunal on unlawful employment practice such as discrimination under the Disability Discrimination Act. Consideration should be given to the nature of the unlawful discrimination and what bearing it could have on the management of a licensable property.



Equality Impact Assessment

Part 1 - Initial Assessment or screening

Name of Policy/Function: Civil penalty as an alternative to prosecution under the Housing Act 2004	X	This is new
		This is a change to an existing policy
		This is an existing policy, not previously assessed

Date of screening	11/6/18
Name of screener	Tony Cawthorne

1. Briefly describe its aims & objectives

The Policy is required due to The Housing and Planning Act 2016 amending the Housing Act 2004 to allow financial penalties, up to a maximum of £30,000, to be imposed as an alternative to prosecution for certain relevant housing offences

2. Are there external considerations? (Legislation/government directive etc)

The Government's Department for Communities and Local Government (DCLG) published the following document: "Civil Penalties under the Housing and planning Act 2016:- Guidance for Local Authorities" under the Housing and Planning Act 2016: Guidance for Local Authorities". This statutory guidance, to which local housing authorities must have regard, recommends certain factors a local authority should take into account when deciding on the level of civil financial penalty and further recommends that local authorities develop and document their own policy on determining the appropriate level of financial penalty in a particular case. In addition In accordance with the new Housing Act 2004 S 249A(4) the amount of a financial penalty is to be determined by the local housing authority.

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

Landlords
Letting Agents
Private Rented Sector Tenants

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

Although the statutory guidance recommends factors a local authority should take into account when deciding on the level of penalty, it does not go into any level of detail in this regard. The Council therefore has a wide discretion in determining the appropriate level of civil penalty in a particular case and seeks to set out further guidance through this policy as to how it will do so.

The Council has decided to largely base this policy on the principles set out in the Sentencing Council Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences Definitive Guide which this Council considers to be the

most relevant sentencing guidance issued by the Sentencing Council. The Sentencing Council have set out a range of fines which are linked to the culpability of the offender and the actual and potential harm resulting from the offence.

The range of financial penalties in this guidance use similar ratios to those that are used by the Sentencing Council because these ensure that penalty levels are fair, appropriate and reasonable for the seriousness of the offence.

5. Has any consultation/research been carried out?

Yes
Views were sought from landlords, agents and tenants and were taken into consideration when finalising this guidance. See appendix 1 of the Policy document for a list of the consultees. Acknowledgment also to Bristol City Council and the Local Government Association in the formation of this Policy who undertook the consultation.

6. Are there any concerns at this stage which indicate the possibility of inequalities/negative impacts? (Consider & identify any evidence you have - equality data relating to usage & satisfaction levels, complaints, comments, research, outcomes of review, issues raised at previous consultations, known inequalities) If so please provide details.

The policy does not impact on any particular inequalities in the Borough area as it applies to all tenants in privately rented properties covered by the regulations all Landlords and Letting Agents

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	Neutral
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?

No

9. Are there any human rights implications?

No - The policy does not impact on any particular Human rights in the Borough area as it applies to all tenants in privately rented properties covered by the regulations and all Landlords and Letting Agents

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

No

11. If you have indicated a negative impact for any group is that impact legal (not discriminatory under anti-discrimination legislation)?

No

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

No

13. Is a full impact assessment required?

No

14. Date by which a full impact assessment is to be completed and 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 impact assessment **is / is not required*** (please delete as appropriate).

Completed by Tony Cawthorne Date: 15/06/18

Countersigned by: Paulette J Samuels Date: 15/06/18