



**TO COUNCILLOR:**

E R Barr  
L A Bentley  
G A Boulter  
J W Boyce  
Mrs L M Broadley

F S Broadley  
M L Darr  
B Dave  
R F Eaton  
D A Gamble (Vice-Chair)

J Kaufman  
Mrs L Kaufman  
Dr T K Khong  
Mrs S B Morris (Chair)  
R E R Morris

Dear Sir or Madam

I hereby **SUMMON** you to attend a meeting of the **POLICY, FINANCE AND DEVELOPMENT COMMITTEE** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 27 NOVEMBER 2018** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**19 November 2018**

**Mrs Anne E Court**  
Chief Executive

<u>ITEM NO.</u>	<u>AGENDA</u>	<u>PAGE NO'S</u>
<b>1.</b>	<b>Apologies for Absence</b>	
<b>2.</b>	<b>Appointment of Substitutes</b>	
	To appoint substitute Members in accordance with Rule 4 of Part 4 of the Constitution.	
<b>3.</b>	<b>Declarations of Interest</b>	
	Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.	
<b>4.</b>	<b>Minutes of the Previous Meeting(s)</b>	<b>1 - 9</b>
	To read, confirm and sign the minutes of the previous meeting in accordance with Rule 17 of Part 4 of the Constitution.	
<b>5.</b>	<b>Action List Arising from the Previous Meeting</b>	<b>10 - 12</b>
	To read, confirm and note the Action List arising from the previous meeting.	
<b>6.</b>	<b>Petitions and Deputations</b>	
	To receive any Petitions and, or, Deputations in accordance with Rule 24 of Part	



4 of the Constitution.

<b>7. Internal Audit Progress Report (Q2 2018/19)</b>	<b>13 - 37</b>
Report of the Director of Finance & Transformation / Section 151 Officer	
<b>8. Financial Outturn Report (Q2 2018/19)</b>	<b>38 - 43</b>
Report of the Head of Finance, Revenues and Benefits	
<b>9. Review of Scale of Fees &amp; Charges (2019/20)</b>	<b>44 - 69</b>
Report of the Head of Finance, Revenues and Benefits	
<b>10. Collection and Write-Off of Miscellaneous Debtors (Q2 2018/19)</b>	<b>70 - 73</b>
Report of the Head of Finance, Revenues and Benefits	
<b>11. Third Sector and Community Support Funding Requests (Q2 2018/19)</b>	<b>74 - 79</b>
Report of the Head of Finance, Revenues and Benefits	
<b>12. People and Performance Update (Q2 2018/19)</b>	<b>80 - 84</b>
Report of the Head of People & Performance	
<b>13. Coombe Park Pavilion Extension</b>	<b>85 - 88</b>
Report of the Economic Regeneration Team Leader	
<b>14. Proposed Changes to Council Tax Discounts</b>	<b>89 - 92</b>
Report of the Head of Finance, Revenues and Benefits	
<b>15. Proposed Adult Safeguarding Policy</b>	<b>93 - 139</b>
Report of the Community Safety & Youth Officer	
<b>16. Proposed Child Safeguarding Policy</b>	<b>140 - 184</b>
Report of the Community Safety & Youth Officer	
<b>17. Proposed Closed-Circuit Television (CCTV) Policy</b>	<b>185 - 204</b>
Report of the Head of Leisure & Wellbeing Services	
<b>18. Proposed Drone and Model Aircraft Usage Policy</b>	<b>205 - 209</b>
Report of the Anti-Social Behaviour Officer	

**For more information, please contact:**

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# Agenda Item 4

**MINUTES OF THE MEETING OF THE POLICY, FINANCE AND DEVELOPMENT COMMITTEE  
HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON TUESDAY, 18  
SEPTEMBER 2018 COMMENCING AT 7.00 PM**

## **PRESENT**

Councillor Mrs S B Morris (Chair)  
Councillor D A Gamble (Vice Chair)

## **COUNCILLORS**

L A Bentley  
G A Boulter  
J W Boyce  
Mrs L M Broadley  
M L Darr  
B Dave  
R F Eaton

## **OFFICERS IN ATTENDANCE**

Mrs A E Court (Chief Executive)  
Ms K Pollard (Head of People & Performance)  
C Raymakers (Head of Finance, Revenues and Benefits)  
M Smith (Community Safety & Youth Coordinator)  
S Tucker (Democratic & Electoral Services Manager)

## **OTHERS IN ATTENDANCE**

A Persaud (Internal Auditor, CW Audit)

### **13. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors E R Barr, F S Broadley, J Kaufman, Mrs L Kaufman and T K Khong.

### **14. APPOINTMENT OF SUBSTITUTES**

None.

### **15. DECLARATIONS OF INTEREST**

None.

### **16. MINUTES OF THE PREVIOUS MEETING HELD ON 17 JULY 2018**

By affirmation of the meeting, it was

#### **UNANIMOUSLY RESOLVED THAT:**

**The minutes of the previous meeting of the Committee held on 17 July 2018 be taken as read, confirmed and signed.**

### **17. ACTION LIST ARISING FROM THE MEETING HELD ON 17 JULY 2018**

By affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**The Action List be noted by Members.**

**18. PETITIONS AND DEPUTATIONS**

None.

In accordance with Rule 7.3 of Part 4 of the Constitution, the Chair moved for the order of business to be altered and taken in the order as reflected in the minutes.

By affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**The order of business be altered accordingly.**

**19. INTERNAL AUDIT PROGRESS REPORT (Q1 2018/19)**

The Committee received the report as set out on pages 11-20 of the agenda, which asked it to note the progress made in delivering the 2018/19 Audit Plan and the implementation of the associated recommendations.

Mr Anand Persaud, Audit Manager at CW Audit Services, provided the Committee with a summary of the report. Mr Persaud confirmed that the Internal Auditors were satisfied with the rate of progress achieved to date in delivering the 2018/19 Audit Plan, with five reviews having been completed and seven of the ten recommendations made having been implemented, whilst the remainder continue to be progressed.

With regard to the five completed reviews, it was confirmed that an opinion of Limited Assurance had been provided in respect of the Council's Capital Programme and Taxi/Hackney Carriage Licensing service areas. Whilst the Internal Auditor confirmed that a number of improvements had already been made in these areas, the Chair of the Committee expressed particular concern in relation to the Limited Assurance opinion concerning the Capital Programme, and requested a report to the next Committee outlining in greater detail the reasons behind this rating and the measures recommended/taken to ensure improvements. Similarly, the Chair of the Licensing & Regulatory Committee expressed concern regarding the findings of the Taxi/Hackney Carriage Audit, as well as a concern that the results had not been brought to the Chair's attention prior to receiving the Internal Auditor's report. It was therefore requested that a report be provided to a future meeting of the Licensing & Regulatory Committee to provide an understanding of the issues identified and the steps taken to address them.

In relation to the Council's cleaning contract, a number of Members of the Committee expressed concern about the current standard of service being delivered, which was falling significantly below expectation levels. The Internal Auditor confirmed that generally satisfactory measures were in place to ensure adequate monitoring of the contract, resulting in an opinion of Moderate assurance being provided. The Auditor stated that the importance of keeping detailed records of issues regarding the contract had been emphasised to the Council's management. It was requested by the Chair of Service Delivery Committee that an Action Plan be brought to the next meeting of that Committee, outlining the Council's strategy for driving up the current level of service.

A Member of the Committee raised a further concern in respect of the 'High Risk' outstanding issues contained within the Recommendation Tracking section of the report. It

was noted that a recommendation had been in place for some considerable time to introduce a formal programme of post inspections in the Housing Repairs & Maintenance service area, however due to no Responsive Repairs Officer being in position, insufficient resource existed to implement/test the programme. It was also noted that the rescheduled target date for introduction of the programme by 31/08/18 had been missed. A request was made that the Chief Executive look into this as a matter of urgency and provide a written update to Members.

In spite of there being some areas of significant concern identified within the report, it was noted by the Chair that when viewed as a whole, a lot of good results had been achieved and very pleasing progress continued to be made in delivering the 2018/19 plan.

It was moved by Mrs L M Broadley, seconded by R E R Morris and

**UNANIMOUSLY RESOLVED THAT:**

**The contents of the report and Appendix be noted by Members.**

**20. PROPOSED ANTI-SOCIAL BEHAVIOUR POLICY**

The Committee received the report as set out on pages 55-80 of the agenda, which asked it to adopt the proposed Anti-Social Behaviour (ASB) Policy contained at Appendix 1, and in accordance with the Policy, approve the Council becoming a signatory to the 'Respect: ASB Charter for Housing' as set out at Appendix 2.

The Community Safety & Youth Coordinator provided the Committee with a brief summary of the proposed Policy, which had been commissioned following the Council's recruitment of a new Anti-Social Behaviour Officer and subsequent review of the Council's existing ASB policies. Members welcomed the appointment of a specialist Officer to deal with ASB issues in the Borough, but enquired how long the post-holder was expected to remain in position and what contingency arrangements would be in place to cover the service in the event that the Officer ended their employment with the Council. The Chief Executive confirmed that the post was fully-funded and it was hoped that the newly appointed Officer would remain in post for the long-term, however in the event of the position becoming vacant, a recruitment process would immediately be carried out.

It was requested by the Committee that following adoption of the Policy, the new arrangements should be kept under review and a report be brought back to the Committee in six months' time to update Members on the outcomes achieved and any issues identified.

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

**UNANIMOUSLY RESOLVED THAT:**

- (i) The proposed Anti-Social Behaviour Policy be adopted; and**
- (ii) Under the proposed Policy, and as a Social Landlord, the Council become a signatory to the 'Respect: ASB Charter for Housing' as developed by the Chartered Institute of Housing.**

**21. PEOPLE & PERFORMANCE UPDATE (SEPTEMBER 2018)**

The Committee received the report as set out on pages 49-54 of the agenda, which asked it to note the work programme of the Policy & Performance team and endorse the proposed closure of the Council Offices during Christmas and New Year.

In relation to the work programme of the Policy & Performance team, it was noted by the Committee that the Council has stated an aim to increase its daily social media output and issue more press releases, however Members stated that they had not yet seen an increase. The Leader of the Council suggested that all Members should in future be notified when a press release is issued, to satisfy them that a regular output is being achieved. The Chief Executive confirmed that the Council's Communications Officer would now be meeting on a weekly basis with the Senior Management Team to consider newsworthy items, therefore improvements in this area were to be expected imminently.

It was noted by the Committee that new pay spines had been introduced for lower level bands, alongside a pay award of 2% for each of the next two years. The report stated that the full impact of the changes was still not clear, and it was acknowledged that this could be further complicated by any future adjustments made to the Real Living Wage. A Member of the Committee requested that Members be updated once the options had been evaluated.

With regard to proposed closure of the Council Offices for Christmas & New Year, assurances were sought by the Committee that essential services would continue to operate and that satisfactory 'on-call' procedures would be in place to ensure appropriate cover in the event of any incidents. The Chief Executive confirmed that the arrangements would only apply to back-office service areas and the Customer Service Centre, meaning that frontline services such as waste collection, street cleaning and homelessness prevention, would continue unaffected throughout the period. In addition, the out of hours emergency service would remain fully operational, whilst all Heads of Service would remain on call. It was also confirmed that staff would be working the same number of overall hours during the year in lieu of the closure period. A Member of the Committee expressed concern that whilst a staff survey had demonstrated employee support for the proposed closure, there had been a lack of public consultation. The Chief Executive confirmed that the proposal had arisen because customer contact statistics clearly demonstrated that demand for services during Christmas and New Year in previous years was proven to drop-off significantly. In addition, the closure of the Offices would achieve a small cost saving, improve staff morale and bring the authority into line with a number of other Leicestershire authorities who have successfully operated Christmas closure for a number of years.

A Member of the Committee requested that as well as Senior Officers being on call during the proposed closure, a protocol should be put in place whereby Members can be called upon and/or kept apprised in the event of any incidents, as residents often use their Councillor as a first point of contact. It was also confirmed that the introduction of the proposed closure during 2018/19 would effectively be used as a trial exercise which would be fully reviewed to enable any issues identified during the closure to then be given further consideration.

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

**UNANIMOUSLY RESOLVED THAT:**

- (i) The work programme of the People and Performance Section be noted; and**
- (ii) The proposal for closing the Council Offices over Christmas and New Year be endorsed by Members.**

**22. PROSPECTIVE PARTICIPATION IN 75% BUSINESS RATES RETENTION SCHEME**

The Committee received the report as set out on pages 21-24 of the agenda, which asked

it to approve the Council's participation in a Leicester/shire-wide application to participate in a 75% Business Rate Retention Scheme for 2019/20.

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

**UNANIMOUSLY RESOLVED THAT**

- (i) The Council's application to participate in a pilot scheme allowing for 75% Business Rate Retention in 2019/20 in accordance with the principles set out in the report as part of the Leicester/shire-wide proposal be approved; and**
- (ii) Delegated authority be given to the Director of Finance & Transformation, in consultation with the Chair of the Policy, Finance and Development Committee and the Leader of the Council to agree on behalf of the Council, and the other authorities within Leicester and Leicestershire, the detail contained within the application to participate in the pilot scheme.**

**23. TREASURY MANAGEMENT ANNUAL REPORT (2017/18)**

The Committee received the report as set out on pages 25-37 of the agenda, which asked it to note the actual performance and activities of the Council's treasury management function for the financial year 2017/18.

The Head of Finance, Revenues and Benefits provided the Committee with a brief summary of the report. The Committee welcomed the fact that during the 2017/18 financial year the treasury management function was operated efficiently with no breaches in the boundaries set, however it was requested that the content of the report be revised to make it more accessible for Members, given the volume and complexity of the information provided. The Head of Finance, Revenues and Benefits noted the request and undertook to review the report style where possible, although it was noted that much of the content was prescriptive and was required to be included for Members' information.

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

**UNANIMOUSLY RESOLVED THAT:**

**The contents of the report and the Appendices be noted by Members.**

**24. FINANCIAL OUTTURN REPORT (Q1 2018/19)**

The Committee received the report as set out on pages 1-6 of the agenda update, which asked it to note the summary of the Council's overall financial position for the financial year 2018/19 after the first quarter.

The Head of Finance, Revenues and Benefits provided the Committee with a summary of the report.

A Member of the Committee expressed concern that a comment in the Appendix to the report regarding Ervins Lock Footbridge stated that planning permission 'should' be gained at the Development Control Committee in October 2018. It was asked to be clarified that this was an Officer comment which had been poorly chosen, and in no way reflected any level of pre-determination by Members of the Development Control Committee.

A Member of the Committee expressed concern about the projected use of earmarked reserves to achieve a balanced budget. The Head of Finance, Revenues and Benefits

acknowledged the concern but assured the Committee that every effort was being made by Officers to minimise the use of reserves by identifying savings elsewhere.

Following discussions held at the recent meeting of Oadby Residents Forum, the Committee requested clarification regarding when the replacement of children's play equipment at Brocks Hill was due to be carried out. The Chief Executive confirmed that a short consultation would be commencing imminently, after which the options would be appraised and a contractor appointed to carry out the works. It was therefore likely that the new equipment would be in place by Spring 2019. This scheme was not to be confused with the separate installation of adult gym equipment in Uplands Park, for which a consultation had already commenced.

It was confirmed that in relation to the review of the Senior Management Team referred to in the report, the Leader of the Council would provide an update containing further detail on this matter to all Members at the next Full Council meeting scheduled for 02 October 2018.

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

**UNANIMOUSLY RESOLVED THAT:**

**The contents of the report and Appendix be noted by Members.**

**25. COLLECTION AND WRITE-OFF OF MISCELLANEOUS DEBTORS (Q1 2018/19)**

The Committee received the report as set out on pages 38-41 of the agenda which asked it to note the levels of outstanding debt owed to the Council from the first quarter of 2018/19.

The Head of Finance, Revenues and Benefits provided the Committee with a brief summary of the report and confirmed to Members that there were no write-offs for approval at this Committee.

The Committee welcomed the progress made in minimising Council Tax, benefit overpayments and sundry debts. It was noted that Business Rates and Housing Rents had seen arrears rise, however additional resource was being allocated to address this. A Member of the Committee noted that in relation to other local authorities, the authority was actually performing very well in relation to Housing Rents and asked for the gratitude of the Committee to be passed on to the relevant Officers.

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

**UNANIMOUSLY RESOLVED THAT:**

**The contents of the report be noted by Members.**

**26. THIRD SECTOR AND COMMUNITY SUPPORT FUNDING REQUESTS (Q1 2018/19)**

The Committee received the report as set out on pages 42-48 of the agenda, which asked it to note the contents of the report and Appendix and approve the expenditure requests received from the Residents' Forums.

The Head of Finance, Revenues and Benefits provided the Committee with a brief summary of the report.



A Member of the Committee expressed concern that Council's contract with the Helping Hands Trust and the Citizens Advice Bureau fell due for renewal on 31 May 2019 but arrangements beyond that date had not yet been discussed. It was suggested that urgent work should be undertaken to review the adequacy of the current arrangements before simply signing a rolling renewal. The Head of Finance, Revenues and Benefits agreed to establish contact with both organisations in the near future to commence this process.

With regard to the 'Sam Says Stop' campaign, the Committee reiterated its wholehearted support for the initiative, despite there being a delay in securing funding. It was confirmed that funding was no longer being sought from the Resident Forums, for which the Chair of Licensing offered an apology. It was confirmed however that alternative sources of funding were now in the process of being identified. The Committee requested that an update on funding be provided to Members prior to the next cycle of Resident Forums.

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

**UNANIMOUSLY RESOLVED THAT:**

- (i) The contents of the report and Appendix be noted; and**
- (ii) The Forums' expenditure requests be approved.**

**THE MEETING CLOSED AT 8.13 PM**



**Chair**

**Tuesday, 27 November 2018**

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

# Appendix 1

**MINUTES OF THE EXTRAORDINARY MEETING OF THE POLICY, FINANCE AND DEVELOPMENT COMMITTEE HELD AT THE COUNCIL OFFICES, STATION ROAD, WIGSTON ON MONDAY, 12 NOVEMBER 2018 COMMENCING AT 7.00 PM**

## **PRESENT**

Councillor Mrs S B Morris (Chair)  
Councillor D A Gamble (Vice-Chair)

## **COUNCILLORS**

E R Barr  
L A Bentley  
G A Boulter  
J W Boyce  
Mrs L M Broadley  
M L Darr  
R F Eaton  
J Kaufman  
Mrs L Kaufman  
Dr T K Khong

## **OFFICERS IN ATTENDANCE**

D M Gill (Head of Law & Governance / Monitoring Officer)  
S Hinds (Director of Finance & Transformation / Section 151 Officer)  
A Thorpe (Head of Planning, Development and Regeneration)  
A Ward (Economic Regeneration Team Leader)

## **27. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors B Dave, F S Broadley and R E R Morris.

## **28. APPOINTMENT OF SUBSTITUTES**

None.

## **29. DECLARATIONS OF INTEREST**

None.

## **30. EXCLUSION OF THE 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 disclosure of exempt information, as defined in the respective paragraph(s) 3 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.**

**31. HORSEWELL LANE PAVILION (DEVELOPMENT UPDATE)**

The Committee gave consideration to the report as set out on pages 1-4 of the exempt agenda.

The Head of Planning, Development and Regeneration provided the Committee with a summary of the report and the rationale for the recommendations contained therein, after which a brief debate was held in closed session.

It was moved by Councillor J W Boyce, seconded by Councillor G A Boulter and

**RESOLVED THAT:**

**Recommendations A, B and C be approved.**

<b>Votes For</b>	10
<b>Votes Against</b>	2
<b>Abstentions</b>	0

**THE MEETING CLOSED AT 7.05 PM**



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**Chair**

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**Tuesday, 27 November 2018**

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# Agenda Item 5

## POLICY, FINANCE AND DEVELOPMENT COMMITTEE

### **ACTION LIST**

Arising from the Meeting held on Tuesday, 18 September 2018

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	<b>19. - Internal Audit Progress Report (Q1 2018/19)</b>	Report to be provided to the next meeting detailing the reasons why Limited Assurance rating was given by Internal Auditors to Capital Programme, and steps taken to address the issues since.  <i>Due by Nov-18</i>	<b>StHi</b>	Complete
		A copy of a the Capital Programme Audit Report was circulated to all Members of the Policy, Finance and Development Committee on 05 November 2018, outlining why limited assurance was given, and the measures implemented to mitigate the issues going forward.		
2.	<b>19. - Internal Audit Progress Report (Q1 2018/19)</b>	A report be provided to a future Licensing Committee meeting detailing the reasons why Limited Assurance rating was given by Internal Auditors to Taxi Licensing function, and steps taken to address the issues since.  <i>Due by Jan-19</i>	<b>DaGi</b>	On Target to Complete
		An all-encompassing report on the outcomes of the Environmental Health & Licensing Service Review, including details of the actions taken to address the issues raised by the Internal Auditors, is due to be brought to the meeting of the Licensing and Regulatory Committee Scheduled for 22 January 2019.		
3.	<b>19. - Internal Audit Progress Report (Q1 2018/19)</b>	Report to be provided to a subsequent meeting of Service Delivery Committee containing an Action Plan to address ongoing issues with the cleaning contract and improve standards.  <i>Due by Jan-19</i>	<b>AdTh</b>	Report Update (Agenda Item 7)
4.	<b>19. - Internal Audit Progress Report (Q1 2018/19)</b>	A written update to be provided to Members regarding the actions being taken to progress the delayed implementation of a formal programme of post inspections in the Housing	<b>AnCo</b>	Complete

		Repairs & Maintenance service. <b><i>Due by Oct-18</i></b>		
		An update was circulated to all Members of the Policy, Finance and Development Committee by email on 05 November 2018.		
<b>5.</b>	<b>20. - Proposed Anti-Social Behaviour Policy</b>	A report to be provided to the PFD meeting on 5 February 2019 to update Members on outcomes achieved and any issues identified under new ASB Policy. <b><i>Due by Feb-19</i></b>	<b>MaSm ThMa</b>	On Target to Complete
<b>6.</b>	<b>21. - People &amp; Performance Update (September 2018)</b>	An update to be provided to Members on the combination of new pay spines, the two year pay award and the Real Living Wage. <b><i>Due by Nov-18</i></b>	<b>KaPo</b>	Report Update (Agenda Item 12)
<b>7.</b>	<b>21. - People &amp; Performance Update (September 2018)</b>	Members requested that there be proactive press releases and for them to be notified and sent copies of all press releases issued. <b><i>Due by Ongoing</i></b>	<b>KaPo JoHa</b>	Ongoing
<b>8.</b>	<b>21. - People &amp; Performance Update (September 2018)</b>	Protocol(s) to be agreed detailing how Members will be kept informed of any issues arising during Christmas/New Year closure and reporting lines if residents raise issues with Members. <b><i>Due by Dec-18</i></b>	<b>SMT</b>	Verbal Update
		A verbal update will be provided at the Committee meeting.		
<b>9.</b>	<b>24. - Financial Outturn Report (Q1 2018/19)</b>	Comments on Ervins Lock Footbridge (Appendix 1) to be amended to remove the suggestion of pre-determination at October Development Control Committee. <b><i>Due by Oct-18</i></b>	<b>CrRa</b>	Complete
<b>10.</b>	<b>26. - Third Sector and Community Support Funding Requests (Q1 2018/19)</b>	A review of the effectiveness of the contract with Helping Hands Trust and Citizens Advice Bureau to be carried out before renewal falls due in May 2019. <b><i>Due by Feb-19</i></b>	<b>DaGi ChRa</b>	Report Update (Agenda Item 11)
<b>11.</b>	<b>26. - Third Sector and</b>	An update on funding for the	<b>ChRa</b>	Report

	<b>Community Support Funding Requests (Q1 2018/19)</b>	'Sam Says Stop' initiative to be provided to Members before the next cycle of Resident Forum meetings.  <p style="text-align: right;"><b><i>Due by Nov-18</i></b></p>		Update (Agenda Item 11)
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\* | 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).



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 18 September 2018</b>	<b>Matter for Information</b>
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**Report Title:** **Internal Audit Progress Report (Q2 2018/19)**

**Report Author(s):** **Stephen Hinds (Director of Finance & Transformation)**

<b>Purpose of Report:</b>	The purpose of the report is to update the Committee on progress made in delivering the 2018/19 Audit Plan and to provide an update in relation to management's implementation of internal audit recommendations.
<b>Report Summary:</b>	The Internal Auditors are satisfied that delivery to date of the 2018/19 Audit Plan is in accordance with the delivery profile agreed with management. For this quarter, three reviews have been completed and final reports have been agreed with management.
<b>Recommendation(s):</b>	<b>That the content of the report and appendix be noted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a>  Mark Watkins (Head of Internal Audit, CW Audit Services) (0121) 612 3871 <a href="mailto:mark.watkins@cwaudit.org.uk">mark.watkins@cwaudit.org.uk</a>
<b>Corporate Priorities:</b>	Effective Service Provision (CP2)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision)
<b>Report Implications:-</b>	
Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from the report.
Corporate Risk Management:	Reputation Damage (CR4) Effective Utilisation of Assets/Buildings (CR5) Regulatory Governance (CR6) Organisational/Transformational Change (CR8) Other Corporate Risk(s).
Equalities and Equalities Assessment (EA):	There are no implications arising from the report. EA not applicable.
Human Rights:	There are no implications arising from the report.
Health and Safety:	There are no implications arising from the report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.

Chief Finance Officer:	As the author, the report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. Internal Audit Progress Report (November 2018)</li> <li>2. Internal Audit Cleaning Contract Report (September 2018).</li> </ol>

## 1. Introduction

- 1.1 This report summarises the work of the Internal Audit for the period covering quarter two for 2018/19. A copy of the Internal Audit Progress Report is attached at **Appendix 1**.
- 1.2 The purpose of the report is to update the Committee on progress made in delivering the 2018/19 Audit Plan and to provide an update in relation to management's implementation of internal audit recommendations.

## 2. Information

- 2.1 The Internal Audit Plan for 2018/19 has been agreed, with Section 5 of **Appendix 1** giving details of planned audits over the coming months.
- 2.2 The purpose of the report is to show progress against the Audit Plan and to summarise key findings and conclusions arising from the work performed during the period.
- 2.3 The report shows that one audit gave limited assurance, namely:
  - 2.3.1 In relation to food safety, whilst limited assurance had been given, the auditors were pleased to note that management have already implemented a number of actions, including completion by the Lead Food Officer of the required number of training hours to meet CPD requirements, as well as introduction of a quarterly programme of independent case reviews, which should identify and address any inconsistencies in documentation completed and retained in support of inspections completed
- 2.4 Attached in **Appendix 2** is a copy of the Cleaning Contract Audit Report from September 2018, which will be presented to the Committee at the recommendation of the Service Delivery Committee.



# Oadby & Wigston Borough Council

## Internal Audit Progress Report

November 2018

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Appendix 1

## 1. Introduction

This report summarises the work of Internal Audit for the period to the middle of November 2018. The purpose of the report is to update the Committee on progress made in delivering the 2018/19 audit plan and to update in relation to management's implementation of internal audit recommendations.

## 2. Progress summary

This is the second progress report for 2018/19. We are satisfied that delivery to date is in accordance with the delivery profile agreed with management.

## 3. Reviews completed since last report

The following reviews have been completed and final reports agreed with management:

Review	Level of assurance
<b>Cyber Security</b>	<b>Moderate</b>
<b>Legal Compliance</b>	<b>Significant</b>
<b>Environmental Health – Food Safety</b>	<b>Limited</b>

At the request of the Committee at its February 2014 meeting, and as subsequently agreed with the Chair of this Committee, to ensure members are provided with further detail only on issues which may warrant their concern, we only report specific findings, recommendations and agreed actions arising from our finalised audits where these relate to matters we deemed to be high risk/priority.

## **Cyber Security**

Globally, cyber-attacks are on the increase and can lead to serious disruption, damage and financial penalties if they are successful. All organisations need to recognise the risk and ensure that they have adequate security controls in place to protect their IT systems and data from cyber threats. This audit therefore sought to ensure that appropriate security controls are in place and operating effectively, whether delivered by the Leicestershire ICT Partnership, or locally by OWBC. Our review has identified a number of areas where controls can be improved to ensure OWBC and the LICTP remain resilient to cyber-attacks:

- Provide all users with cyber/information security training.
- Include cyber security on the corporate risk register to ensure senior management has visibility of the risk and how it is being managed.
- Review the configuration of the Sophos malware security software for scanning, reporting and alerting.
- Close down all outstanding actions from the IT Health Checks undertaken in March 2017.
- Perform vulnerability scans on a more regular basis, using tools that are available to Sopra Steria.
- Improve the reports that are received from Sopra Steria on the status of security patches on Windows desktops.
- Confirm the number of accounts with domain administrator access.
- Change the name of the default Windows administrator account and ensure it is not used to run any services.
- Confirm that default passwords are changed when new devices are built.

A comprehensive response has been received to the recommendations raised in this report, with action agreed with Sopra Steria to address issues raised, which will be actively monitored through the LICTP and by the Head of Customer Services and Transformation.

## **Environmental Health – Food Safety**

We have highlighted a number of areas in which practices followed by the Food Safety Team within the Environmental Health Department need to be strengthened to ensure this key system can demonstrate compliance with fundamental controls required to ensure that food vendors throughout the Borough are properly regulated and risks to public health are minimised. Key actions agreed are summarised as follows:

- The EH Team Leader needs appropriate training to ensure competency to undertake the monitoring of the work of the Food Officers.
- Proactive management of staffing resources to ensure adequate progress with the current year's inspection plan, in addition to the inspections of newly registered businesses and the investigation and resolution of food complaints.
- IT resources need to be acquired to ensure real time reports can be run from the Uniform System to assist with the management of workloads.
- Food hygiene policies and procedures need to be reviewed and updated.

It is pleasing to note that management have already implemented a number of actions, including completion by the Lead Food Officer of the required number of training hours to meet CPD requirements, as well as introduction of a quarterly programme of independent case reviews, which should identify and address any inconsistencies in documentation completed and retained in support of inspections completed.

## 4. Recommendation tracking

We provide a system for tracking the actioning of agreed Internal Audit recommendations, as a management assurance tool for the Council and specifically this Committee. Managers are responsible for updating actions taken and other key information directly on the system. The first table below represents the status of agreed actions due to be implemented by 31/10/18, the second table outlines the age of the outstanding recommendations (based on the original date due for implementation). The status shown is as advised by the relevant manager/Head of Service and does not imply that Internal Audit has verified the status.

Summary	1 Critical	2 High	3 Medium	4 Low	Total
Due by 31/10/18	-	84	333	87	<b>504</b>
Implemented	-	77	307	84	<b>468</b>
Closed (e.g. superseded or system changed)	-	3	22	3	<b>28</b>
Still to be completed	-	4	4	-	<b>8</b>

Time overdue for actions o/s or not complete	1 Critical	2 High	3 Medium	4 Low	Total
Less than 3 months	-	1	3		<b>4</b>
3 – 6 months	-	1	-		<b>1</b>
Greater than 6 months	-	2	1		<b>3</b>
<b>Total</b>	-	<b>4</b>	<b>4</b>		<b>8</b>

As previously requested we provide below details of all outstanding 'high risk' issues, and 'medium risk' issues outstanding for more than 6 months. (NB where these issues have been reported on previous occasions we have not restated the original recommendation or previous updates).

**'High Risk' outstanding issues**

<b>Review</b>	<b>Recommendation</b>	<b>Risk Rating</b>	<b>Current status per Management</b>
16/17 Housing Repairs & Maintenance	Introduce formal programme of post inspections.	2	Recent follow- up audit has confirmed that documented post inspections are not carried out using a clear methodology.
16/17 Housing Repairs & Maintenance	Market test contractors where aggregate spend over an extended period exceeds tendering limit.	2	Corporate response required to address aggregate spend with contractors – to be dealt with through development of corporate procurement strategy. Rescheduled to 31/03/19.
17/18 Benefits / Council Tax Support	Review of procedures for recovering, monitoring and reporting on unrecovered overpayments.	2	Procedures are being reviewed as part of the debt management team restructure and in the light of Universal Credit. However the effect of UC has yet to be determined. Rescheduled date of 30/09/18 has passed.
18/19 GDPR Follow-up	Identify all data processors and ensure signed agreements are in place.	2	Further work is to be undertaken to ensure agreements are returned.

**Medium (level 3) risks outstanding for over 6 months**

<b>Review</b>	<b>Recommendation</b>	<b>Risk Rating</b>	<b>Current status per Management</b>
IT Contract Assurance	Review and update Delegation Agreement held with LICTP.	3	There has been a delay in HBBC providing an updated Delegation Agreement due to a staffing change. The date has been revised to 30/11/18 to allow the newly appointed officer to attend to this.

## 5. 2018/19 Internal audit plan

Review	Scheduled Start*	Status	Level of assurance
Performance & Risk Management	Nov 2018	Fieldwork ongoing	
Project/Programme Management/Project Assurance	Oct – Nov 18	Fieldwork ongoing	
Capital Programme	April 2018	Final Report	<b>Limited</b>
Cleaning Contract	June 2018	Final Report	<b>Moderate</b>
Procurement	Feb - Mar 2019		
Budgetary Control/MTFS	Jan - Feb 2019	Scope agreed	
Financial systems (ledger, creditors, debtors, treasury management, income management & cash receipting-key controls	Jan- Feb 2019	Scope agreed	
Cybersecurity	Sept – Oct 2018	Final report	<b>Moderate</b>
IT Disaster Recovery	Oct 2018	Draft report	



<b>Review</b>	<b>Scheduled Start*</b>	<b>Status</b>	<b>Level of assurance</b>
Payroll & Expenses	Feb - Mar 2019		
Taxi and Hackney Carriage Licensing	April 2018	Final Report	<b>Limited</b>
GDPR – follow up	June 2018	Final Report	<b>Significant</b>
Legal Compliance	July 2018	Final Report	<b>Significant</b>
Council Tax	Dec 2018	Scope agreed	
Business Rates	Nov 2018	Fieldwork ongoing	
Benefits/Council Tax Support	Nov 2018	Fieldwork ongoing	
Housing Rents	Feb – Mar 2019		
Housing Strategy	Mar 2019		
Homelessness	June 2018	Final Report	<b>Significant</b>
Repairs & Voids key controls/follow-up	July 2018	Draft Report	
Environmental Health - Food Safety	July 2018	Final Report	<b>Limited</b>

\*Timings either agreed with management where relevant or proposed by us.

**Oadby & Wigston Borough Council**  
**Internal Audit Report 2018/19**  
**Cleaning Contract**  
**FINAL**

**September 2018**



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# 1. What we found in summary

Our review found that the **Council has put in place an appropriate system from monitoring delivery of the cleaning contract**, but that service delivery by the contractor has not been of an acceptable standard since the cleaning contract was let in September 2017. A significant amount of management time has been spent in protracted discussions with the contractor in an attempt to raise cleaning standards to an acceptable level. At the time the audit was completed, there were some early signs of service delivery improvement, but it remains to be seen whether this reaches a satisfactory level that is sustained for the duration of the contract. This report identifies a number of areas where improvements are required to the performance information being provided by the contractor. It also highlights areas where the Council can strengthen its monitoring processes; mainly in respect of ensuring that there is a sufficient management trail in place to demonstrate the contractor’s failure to deliver an acceptable service should the Council need to take formal dispute action.

## Assurance level

## The key issues that management must address

**Moderate Assurance**

- Make improvements to the monitoring system currently in place to ensure that appropriate trail of evidence is maintained in respect of poor contract performance, particularly in view of possibility that Council may wish to take formal contract dispute action.
- Require contractor to make a number of improvements to the monthly performance report, including submission of supporting documentation to allow independent verification of reported KPI results.

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System control objectives	Level of assurance				
	Full	Significant	Moderate	Limited	No
The service specification and contract includes sufficient detail on the level and standards of service to be provided, including appropriate key performance indicators.		✓			
There are robust reporting and monitoring processes in place to ensure that the service outlined in the specification and contract is properly delivered.			✓		
Payments are made in accordance with contract requirements and for work that has been delivered to the required standard.	✓				

## 2. The context for our review

### General background

A contract for the cleaning of various council premises was signed with Pinnacle Housing Limited on the 8<sup>th</sup> September 2017, for a period of five years commencing 11<sup>th</sup> September 2017. The contract includes a detailed specification outlining the cleaning tasks and required frequency of clean for the following Council properties:

- Bushloe House
- Depot
- Customer Contact Centre
- Brocks Hill
- Community centres and pavilions
- Public conveniences
- East Street car park office
- Other council properties
- Shelter schemes

The annual cost of providing cleaning services to the above properties, as outlined in the contract, equates to £225,629.

## What we agreed to do

### The key risks

- The service may not be provided to the level and standard laid down in the contract.
- VFM may not be achieved if agreed specification of work is not met.
- Payments may be made for sub-standard or undelivered work.
- Contract KPIs may not be achieved.

### System control objectives

- The service specification and contract includes sufficient detail on the level and standards of service to be provided, including appropriate key performance indicators.
- There are robust reporting and monitoring processes in place to ensure that the service outlined in the specification and contract is properly delivered.
- Payments are made in accordance with contract requirements and for work that has been delivered to the required standard.

The results of this review have been discussed with the Head of Planning, Development and Regeneration and the Property Manager. Action to resolve control weaknesses has been agreed where necessary.

This report highlights findings on an exception basis and does not therefore include detail of controls that the audit found to be operating satisfactorily. Our opinion, detailed in section one of the report, provides an overall assessment regarding the level of assurance we can provide regarding the controls operating in the system. The review will feed into the Head of Internal Audit Opinion, which in turn forms part of the assurance for the Annual Governance Statement. Implementation of recommendations will be monitored by the PFD Committee.

### 3. Our findings and how management has responded

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.1 Dispute resolution</b>	<p>It was noted that the contract does not include any financial penalty clauses for failure to deliver cleaning services to the required quality/standard. In the light of the Council's experience with regard to the contractor's failure to deliver cleaning of an appropriate standard, this omission limits the Council's options for ensuring that VFM is obtained from the contract and for taking action to ensure that cleaning meets the required standards.</p> <p>Section 20 of the contract does however provide a formal series of steps to be taken in the event of a dispute between the two parties, starting with providing written notice of the dispute, through to formal mediation through CEDR (Centre for Effective Dispute Resolution).</p>	<p>No contractual basis for charging financial penalties for poor performance.</p> <p>Disputes may not be resolved if formal process as described in contract is not formally followed.</p> <p>Insufficient evidence maintained to support formal dispute.</p>	3	<p>The Council should consider whether poor performance experienced to date is sufficiently serious to invoke the formal dispute resolution clause outline in paragraph 20 of the contract.</p> <p>It is recommended that this option only be taken once the Council has collated sufficient evidence to support any dispute raised.</p> <p>A copy of CEDR's Model Mediation Procedure ( as referred to in paragraph 20) should be obtained and reviewed prior to commencing any formal dispute, to ensure that any such guidance is properly followed and any evidence collected to support the dispute is sufficient.</p> <p>Financial penalty clauses should be considered in any future exercise to appoint cleaning contractors.</p>	Agreed	<p>Adrian Thorpe</p> <p>John Stemp</p> <p>Feb 2019</p>

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.2 Council contract monitoring arrangements</b>	<p>Due to the Council's dissatisfaction with cleaning standards, a comprehensive monitoring and review programme has been put in place, whereby the Premises Officer (PO) checks all cleaning sites over a four week cycle. The audit was able to confirm that the monitoring system is effective, but there are some areas that require strengthening in order to improve the level of evidence available of poor performance, particularly if the Council decides to raise a formal contract dispute:</p> <ul style="list-style-type: none"> <li>• The PO raises some complaints about quality of cleaning by phone. In such cases there is likely to be no management trail in place to demonstrate the nature of the complaint made, or its subsequent resolution.</li> <li>• The PO's site checks have identified numerous examples raised with the contractor concerning the poor standard of cleaning. Review of the complaints master spreadsheet maintained by the PO highlighted that whilst a date is recorded when the complaint was passed to the contractor, there is no column to record the date and/or relevant comments for when the complaint was successfully resolved.</li> <li>• The PO completes a site visit form to assess the quality of cleanliness. Sample testing of these forms indicates that a score of 'adequate' will often still have some comments on specific instances where required standards were not achieved. These forms are emailed to the contractor for corrective action to be taken, but are not recorded on the master sheet as they are not classified as formal complaints.</li> </ul>	<p>Lack of a fully documented trail to record all complaints raised by the Council to the contractor and evidence of subsequent resolution.</p>	<p>3</p>	<p>The Council needs to maintain a master spreadsheet of all complaints and other requested corrective actions. This should include all telephoned complaints/action requests, which should also be supported by a subsequent email.</p> <p>The master spreadsheet should also include columns to record the outcome of the complaint/issue raised and the date resolved. This will enable the Councils to easily identify the length of time being taken by the contractor to implement corrective action.</p>	<p>Agreed</p>	<p>John Stemp  November 2018</p>



Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.3 Attendance records</b>	<p>The PO has noted numerous occasions where the cleaning attendance sheet that should be ticked by cleaners to evidence that a cleaning visit has occurred was not completed; indicating that cleaners had either not attended, or had forgotten to follow correct procedures. It was not possible at the time of audit to establish a detailed list of all occasions when the PO had noted unticked cleaning attendance sheets. This weakness is being addressed going forward. The PM has also recently instructed the PO to endorse any attendance records that have not been completed, to prevent the risk of attendance records subsequently being altered.</p> <p>The contractor does not send copies of completed attendance sheets in support of their claimed attendance statistics.</p> <p>The PM noted that there were no attendance sheets being maintained by the contractor for the Walter Charles Centre, the Cemetery Toilet and the Horsewell Lane Pavilion.</p>	<p>Lack of clear supporting evidence to clearly establish dates/sites where cleaners either did not attend, or did not follow the correct attendance evidencing procedure.</p> <p>Attendance statistics claimed by contractor cannot be confirmed back to source documentation.</p>	3	<p>A complete record of all occasions when attendance record sheets have not been completed should be maintained by the Council.</p> <p>The contractor should be required to provide completed attendance record sheets to support attendance statistics included in the monthly performance report. Record sheets for all sites included in the contract need to be maintained and provided by the contractor.</p>	<p>Agreed</p> <p>Contractor will be asked to provide attendance sheets on an 'on request' basis.</p>	<p>John Stemp</p> <p>November 2018</p>
<b>3.4 Cleaning schedule</b>	<p>At the time the audit was undertaken, the contractor had not provided a schedule detailing dates when sites were due to be cleaned, despite several requests to do so. It was subsequently noted that a schedule was provided towards the end of July 18, covering the period up to October 2018. Previously the PO's monitoring round was not formally documented to demonstrate when he checked cleaning sites. There is now an opportunity to formally document the PO's schedule of visits to correspond with the schedule provided by the contractor.</p>	<p>Without formal documentation of PO visit schedule, it may be more difficult to demonstrate that the Council has identified instances of missed cleans.</p>	3	<p>A formal schedule of monitoring visits undertaken by the PO should be maintained. This schedule should be aligned with the one provided by the contractor, to ensure that the PO checks sites immediately following a scheduled clean.</p>	<p>Agreed.</p>	<p>John Stemp</p>

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.5 Level of monitoring required</b>	The audit noted that the level of contract monitoring action currently required; whereby every site is checked by the PO over a four week rolling cycle; is significantly more than would normally be expected for a cleaning contract that is being effectively delivered. The high level of monitoring required is directly related to the quality of service thus far provided by the contractor not being of an acceptable standard. It is currently estimated that 40% of the PO's time is being spent on contract monitoring duties. It was also noted that the Property Manager and the Head of Planning, Development & Regeneration are also spending more time overseeing the cleaning contract than would normally be necessary.	Increased monitoring costs.  Lost opportunity to deploy officer and management time on other important areas.	3	The current level of time spent managing and monitoring the cleaning contract needs to reduce to a more reasonable level. It is however noted that this can only be achieved if the contractor raises its performance to an acceptable standard.	Agreed	N/A
<b>3.6 Other contract terms &amp; conditions</b>	The audit highlighted that the contractor has not provided the Council with the required supporting evidence/documentation for several important contract terms and conditions. These are summarised as follows: <ul style="list-style-type: none"> <li>• P8, para 8.5 b - contractor to confirm to Council steps taken to prevent unlawful discrimination.</li> <li>• P11, para 14 - up-to-date details of all contractor employees employed on contract, including training records to be provided by contractor.</li> <li>• P12, para 15 - confirmation that DBS checks and clearance obtained for all contractor staff working on the contract.</li> <li>• P13, para 19 - service improvement report required from contractor every six months.</li> <li>• P15, para 22 - contractor to provide indemnities.</li> <li>• P17, para 26 - contractor to provide evidence to confirm compliance with GDPR.</li> </ul>	Potential for non-compliance with contract terms & conditions.	3	Supporting documentation/evidence for the various contract terms and conditions noted in this audit report should be shared by the contractor with the Council.	Agreed	Adrian Thorpe  John Stemp  December 18

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.7 Equality &amp; Diversity Policy</b>	P8, para 8.5 a(iii) of the contract requires the Council to provide a copy of its Equality and Diversity Policy to the contractor. It is understood that this currently remains outstanding.	Contractor may not be complying with the Council's E&D Policy.	3	The Council should provide the contractor with a copy of the Equality and Diversity Policy as soon as possible and then seek written confirmation of full compliance from the contractor.	Agreed	Adrian Thorpe John Stemp September 2018
<b>3.8 KPI reporting – customer satisfaction</b>	<b>KPI 1a - Customer satisfaction - general needs - 80% or over</b> <b>KPI 1b - Customer satisfaction - sheltered - 80% or over</b> Review of the April 2018 performance report highlighted that it does not differentiate between KPI 1a and KPI 1b, so it is not possible to establish whether these KPIs were met. The report also gives no detail on the number of respondents to the questionnaire and was not supported by copies of actual questionnaires returned. The basis for the results reported by the contractor were queried by the Property Manager, but no satisfactory response was provided. Given the Council's view that service has thus far been unsatisfactory, it would be useful to see the detail behind contractor's questionnaire results.	Performance against KPI1a and KPI1b not separately reported.  Basis for claimed customer satisfaction results not supported by evidence.	3	The contractor should be required to report separately on performance against KPI1a and KPI1b and should support the claimed results with details of surveys sent out, surveys received and copies of surveys received.	Agreed	Adrian Thorpe John Stemp October 2018
<b>3.9 KPI reporting - complaints</b>	<b>KPI 2 - Complaints made to contractor - 97% dealt with within 5 days</b> The April 2018 performance report indicates that only one complaint was received. This does not agree with Council records of complaints they have raised with the contractor, which do not appear to be included at all. Whilst detailed narrative about the complaint is included in the report and its resolution, information is not presented in a manner that allows OWBC to assess whether the target of 97% within 5 days is being achieved.	Inaccurate performance report. True level of complaints not reported on.  Format of performance report does not readily demonstrate whether KPI 2 is being achieved.	3	The contractor should be instructed to report on all complaints raised, including those made directly by the Council as well as those from residents. The contractor should also be required to amend the reporting format to readily demonstrate the time taken to resolve each complaint and the overall performance against KPI 2.	Agreed	Adrian Thorpe John Stemp October 2018

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.10 KPI reporting – quality / graded inspections</b>	<b>KPI 3 -Quality/Graded inspections meeting grade 1 or 2 -90%</b> The April 2018 performance report indicates that 20 joint inspections were undertaken during the month, all of which were marked as grade 2, which is understood to be acceptable. It was however noted that there is no information available to provide detail on how the grading system operates and what, in practical terms, constitutes the difference between a grade 1 and a grade 2, or what would constitute a fail (grade 3 or below). It is also suggested that the performance currently reported against this KPI could be improved, as none of the inspections were able to achieve a grade 1 score.	Lack of clarity on scoring system for inspections.  None of the inspections were given the top grade.	3	The contractor should be required to provide further details on the scoring system used for joint inspections, which should then be formally agreed by the Council.  The Council should also require improvements to be made to ensure that more inspections achieve a grade 1 score in the future.	Agreed	Adrian Thorpe  John Stemp  October 2018
<b>3.11 KPI reporting – site attendance</b>	<b>KPI 4 - site attendance -98%</b> The April 2018 performance report indicates that, other than September 17 (98.43% claimed), all other months to April 18 have been claimed 100% attendance. This has been queried by the Council given the knowledge that the PO has noted numerous uncompleted attendance record sheets during his monitoring visits. The contractor response was that attendance was 100% after corrective action was taken.	Inaccurate KPI reporting.	3	The contractor should be required to report attendance performance figures based on whether the initial, rostered clean took place, rather than reporting figures after missed cleans are corrected.  (Please also see finding 3.4 for other controls that need to be put in place with regard to site attendance.)	Agreed	Adrian Thorpe  John Stemp  October 2018
<b>3.12 KPI reporting – management reports</b>	<b>KPI 6 - Management reports to be produced - 100%</b> There was no section for this KPI in the monitoring report, but it should have been marked as failed on the basis that April 18 was the first month that a management report had been received since the contract started in September 2017. It is however noted that monthly reports have subsequently been submitted by the contractor.	KPI 6 not included in the performance report.	3	The performance report should include a section for KPI 6, which should also include other reports that the contractor is required to submit, for example the six monthly service improvement report required by paragraph 19 of the contract.	Agreed	Adrian Thorpe  John Stemp  October 2018

Expected Control	Audit Finding	Risk	Risk Ranking	Recommendation	Response	Who and When
<b>3.13 KPI reporting - general</b>	It was noted that the April 2018 performance report submitted by the contractor was not referenced to the specific KPIs included in the contract and was not ordered in the sequence that the KPIs appear in the contract.	Lack of clarity in KPI reporting.	4	The contractor should be required to number and order the performance report in accordance with the KPIs included in the contract.	Agreed	Adrian Thorpe John Stemp October 2018
<b>3.14 Meetings with contractor</b>	Review of meeting notes indicate that detailed narrative is available to evidence the discussions held. It was however noted that the format of notes does not clearly identify action points agreed, individuals responsible for taking the action and evidence that action points have been cleared. A separate action sheet, which should be reviewed and updated at each meeting, would provide a formal trail to clearly demonstrate that action points are implemented.	Lack of clear management trail to demonstrate that all action points have been allocated to named individuals and have subsequently been cleared.	3	A formal action sheet should be introduced that clearly outlines action required, by whom, date raised and date cleared. This should become an agenda item on the monthly meetings with the contractor.	Agreed	Adrian Thorpe John Stemp October 2018
<b>3.15 Procedure documentation</b>	Whilst the Council has developed a process for monitoring delivery of the cleaning contract, there are no formal procedure documents outlining the processes to be followed. Should the need arise to raise a formal dispute over the quality of service provided by the contractor, it may be necessary to demonstrate that the Council has followed its own monitoring procedures.	Correct processes may not be followed.  Lack of clarity on processes to be followed.	3	Procedure documents should be produced that outline the monitoring processes in place in respect of the cleaning contract. These should include the control improvements recommended in this report.	Agreed. A bullet point list of the tasks required to monitor the cleaning contract will be compiled.	John Stemp December 2018

## Appendix 1: Definition of our assurance levels and our risk rankings

Assurance level	Assessment rationale
No	The audit highlighted weaknesses in the design or operation of controls that have not only had a significant impact on the delivery of key system objectives, they have also impacted on the delivery of the organisation's strategic objectives. As a result, <b>no</b> assurance can be given on the operation of the system's internal controls to prevent risks from impacting on achievement of both system and strategic objectives.
Limited	The audit highlighted some weaknesses in the design or operation of control that have had a serious impact on the delivery of key system objectives, and could also impact on the delivery of some or all of the organisation's strategic objectives. As a result, only <b>limited</b> assurance can be given on the operation of the system's internal controls to prevent risks from impacting on achievement of the system's objectives.
Moderate	The audit did not highlight any weaknesses that would in overall terms impact on the achievement of the system's key objectives. However, the audit did identify some control weaknesses that have impacted on the delivery of certain system objectives. As a result, only <b>moderate</b> assurance can be given on the design and operation of the system's internal controls to prevent risks from impacting on achievement of the system's objectives.
Significant	The audit did not highlight any weaknesses that would materially impact on the achievement of the system's key objectives. The audit did find some low impact control weaknesses detailed in section four of this report which, if addressed, would improve the overall performance of the system. However these weaknesses do not affect key controls and are unlikely to impair the achievement of the system's objectives. As a result, <b>significant</b> assurance can be given on the design and operation of the system's internal controls to prevent risks from impacting on achievement of the system's objectives.
Full	The audit did not highlight any weaknesses that would impact on the achievement of the system's key objectives. It has therefore been concluded that key controls have been adequately designed and are operating effectively to deliver the key objectives of the system. As a result, <b>full</b> assurance can be given on the operation of the system's internal controls to prevent risks from impacting on achievement of the system's objectives.

Risk ranking	Assessment rationale
1	The system has been subject to high levels of risk that have, prevented the system from meeting its objectives and also impacted on the delivery of the organisation's strategic objectives.
2	The system has been subject to high levels of risk that has, or could, prevent the system from meeting its objectives, and which may also impact on the delivery of some or all of the organisation's strategic objectives.
3	The system has been subject to medium levels of risk that have, or could, impair the system from meeting its objectives.
4	The system has been subject to low levels of risk that has, or could, reduce its operational effectiveness.

## Appendix 2: Statements

### Responsibility statement

We have prepared this document solely for your use and, therefore, we believe that it would not be appropriate for it to be made available to third parties. If such a third party were to obtain a copy, without our prior written consent, we would not accept any responsibility for any reliance that they might place upon it. In the event that, pursuant to a request which you have received under the Freedom of Information Act 2000 you are required to disclose any information contained in this report, then you will notify CW Audit Services promptly and consult with us prior to disclosing such report. You agree to pay due regard to any representations which we may make in connection with such disclosure and apply any relevant exemptions which may exist under the Act. If, following consultation with us, you disclose this report or any part thereof, it shall ensure that any disclaimer which we have included, or may subsequently wish to include in the information, is reproduced in full in any copies disclosed.

### Compliance with applicable standards

Our review of compliance against the applicable audit standards has confirmed that this engagement has been conducted in accordance with the International Standards for the Professional Practice of Internal Auditing. In conducting this assignment we can confirm that there have been no impairments to our independence or objectivity, either as an organisation or as individual auditors involved in delivering this service.

### General statement

This report highlights findings on an exception basis and does not therefore include detail of controls that the audit found to be operating satisfactorily. Our opinion provides an overall assessment regarding the level of assurance we can provide regarding the controls operating in the system. The review will feed into the Head of Internal Audit Opinion which in turn forms part of the assurance for the Annual Governance Statement. Implementation of recommendations will be monitored by the Audit Committee.

5 caretakers 5 years ago – huts on estates – under street cleaning. Own cleaning by caretakers with some multi tasking then a mix of caretakers and cleaning contracts, with cleaners in sheltered schemes

6 tupe staff, but only 5 went across. par

Kay Munder in finance Gary not being charged for his element 40% cleaning monitoring. Over monitored . management time

# Agenda Item 8



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information</b>
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**Report Title:** **Financial Outturn Report (Q2 2018/19)**

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

<b>Purpose of Report:</b>	This report gives a summary of the overall Council position for the financial year 2018/19 after the second quarter.
<b>Report Summary:</b>	This is the second budget monitoring report of this financial year and covers the period to 30 September. The Council faces significant challenges and funding pressures brought about by the impact of the government's austerity programme, but is making significant progress in transforming key services in order to deal with these pressures. In order to support and demonstrate the progress of transformation, the budget has been restated to reflect the key service departments. The forecast position for the year is for £370,000 to be made in savings and efficiencies to drive the Council towards a balanced outturn.
<b>Recommendation(s):</b>	<b>That the contents of the report and appendix be noted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a>  Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 <a href="mailto:chris.raymakers@oadby-wigston.gov.uk">chris.raymakers@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Balanced Economic Development (CP3) Green & Safe Places (CP4) Wellbeing for All (CP5)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision)
<b>Report Implications:-</b>	
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) Reputation Damage (CR4) 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.



Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Deputy Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	<a href="#">Report entitled 'Medium Term Financial Strategy 2018/19 and 2019/20' to Full Council, 22 February 2018</a> <a href="#">Report entitled 'Medium Term Financial Strategy Update' to the Policy Finance and Development Committee, 17 July 2018</a>
<b>Appendices:</b>	<b>1.</b> Capital Programme 2018/19

## 1. Introduction

- 1.1 In February 2018, the Council approved a General Fund Budget for 2018/19 of £6,399,000. This would leave a Balance of £615,000 in the General Fund Reserve which is slightly under the minimum level recommended in the Council's Medium Term Financial Strategy (MTFS) of 10% of the budget.

## 2. General Fund

- 2.1 A summary of the overall General Fund Budget is outlined in the table below. This includes Budgets from 2017/18 approved to be carried forward by this Committee on 17 July 2018.
- 2.2 As reported to Council, the set budget contained £232,500 of contingency items to be made in year 2018/19 and £202,000 of funding from the use of reserves. In the first quarter, there was considerable progress made in meeting these savings and reducing the amount needed from reserves. This has continued in the second quarter with the garden waste scheme continuing to be successful and the salaries budget continuing to provide savings through more efficient working.

Service	Budget 2018/19	Actual 30 September	Revised Forecast 2018/19	Variance +/-
Finance Revenues and Benefits	710,500	361,771	670,500	(40,000)
People and Performance	282,600	174,429	295,600	13,000
Customer Services and Transformation	1,242,400	634,220	1,242,400	0
Planning, Regeneration and Development	1,328,100	658,617	1,328,100	0
Operations and Street Scene	1,475,600	387,017	1,240,600	(235,000)
Leisure and Well Being	290,400	161,990	272,400	(18,000)
Law and Governance	724,900	342,613	724,900	0
Senior Management Team	423,800	192,647	333,800	(90,000)
Recharges to HRA	(497,400)	(248,700)	(497,400)	0
Contingency	(232,500)	0		232,500
Net Cost of Services	5,748,400	2,664,604	5,610,900	(137,500)
Capital Financing Charges	852,600	213,150	852,600	0
	6,601,000	2,877,754	6,463,500	(137,500)
Use of Earmarked Reserves	(202,000)	0	(64,500)	137,500
Net Expenditure	6,399,000	2,877,754	6,399,000	0

2.3 The first quarter of the financial year continues to predict a revised forecast position of £6,399,000: however, this is after the contingent savings have been met and a reduced allocation reserves needed. An explanation of the principal variations is given below.

### **3. Main Variances**

#### **3.1 Operations and Street Scene (saving £235,000)**

3.1.□1 The garden waste collection service is still attracting customers with a prospective income for 2018/19 service being around £375,000 against the original target for 2017/18 of £238,000. The Council has in fact reached its year two income target in the first year of the service.

3.1.□2 There has been considerable progression made in transforming the way in which these all depot-based services are delivered. The staffing of the Grounds Maintenance Service has been reviewed giving savings of £100,000.

#### **3.2 Senior Management Team (SMT) (saving £90,000)**

3.2.□1 The Senior Management Team are still operating without a Director of Services which gives a saving for this year only of approximately £90,000.

#### **3.3 Finance, Revenues and Benefits (saving 40,000)**

3.3.1 Debt collection with the Finance, Revenues and Benefits Sections has produced steady results again in 2018/19 and, as a result, it can be expected to save on provisions for bad debt relating to overpayment of housing benefit. The current bad debt provision relating to overpayments is £340,000 but with debt in this area not increasing at present, it is unlikely that the provision will need to be increased significantly.

#### **3.4 Leisure and Well Being (saving £18,000)**

3.4.1 The Council has been successful in its appeal to have Oadby Pool taken off the valuation list and the building is now longer subject to Non-Domestic Rates. This applies to all years going forward.

#### **3.5 People and Performance (increase £13,000)**

3.5.1 The Council's corporate training budget was underspent in 2017/18 and this amount has been carried forward to 2018/19 to meet the training requirements set out in the People Strategy.

### **4. Capital Programme**

4.1 At the first quarter review, a capital program totalling £5.85 million was reported to committee consisting of £1.88 million for the Housing Revenue Account and £3.97million with the General Fund Services.

There have been two amendments to the schemes since that review:

- Quotes from the County Council relating to the mounting for the CCTV cameras around the Borough totalled £20,500; and
- The Horsewell Lane pavilion project has had a further budget approved bringing the total scheme costs to £1,373,000.

4.2 The complete programme for 2018/19 split between General Fund and HRA is as follows:

Service	Original Budget £	c/f from 2017/18 £	Additional Allocations £	Total Programme £
General Fund	344,900	2,721,906	1,312,894	4,379,700
HRA	1,273,000	609,000	0	1,882,000
<b>Total</b>	<b>1,617,900</b>	<b>3,330,906</b>	<b>1,312,894</b>	<b>6,261,700</b>

4.3 A breakdown of the capital programme with expenditure to 30 September at **Appendix 1**.

## 5. Housing Revenue Account (HRA)

5.1 The Council's Housing Revenue Account budget was set in February 2018 with the view of breaking even during the year. This meant that the minimum balance of £300,000 which the business plan dictates would continue to be kept.

	Original Budget 202018/19 £	c/f budgets from 2017/18 £	Increases/Decreases in Budgets £	Estimated Outturn 2018/19 £
Net Costs of Services on the HRA	(625,600)	8,500		(617,100)
Capital Charges	573,500			573,500
Revenue Contributions to Capital	0		335,000	335,000
Appropriation to Earmarked HRA reserve	52,100	(8,500)		43,600
Increase in Year	0	0	335,000	335,000
Actual Balance b/f on Housing Revenue Account	(635,000)			(635,000)
Budgeted Deficit in Year	0	0	335,000	335,000
Balance c/f on Housing Revenue Account	(635,000)	0	335,000	(300,000)

5.2 However, the final outturn for the year showed an improved position leaving £635,000 in the HRA reserve. It is likely that this extra surplus can be utilised to save on borrowing to fund the carried forward capital projects from 2017/18. There are currently no further revisions to the HRA budget for 2018/19.

**OADBY AND WIGSTON BOROUGH COUNCIL CAPITAL PROGRAMME**

Project Code Reference	Scheme	2018-19 Capital Programme	Actuals to 30 September 2018	Unspent	Comments
<b>Housing Revenue Account</b>					
50003	Central Heating	100,000	42,644	(57,356)	Ongoing project to replace 50 boilers in 2018/19
50006	Front & Rear Doors	20,000	4,158	(15,842)	Work Started
50007	Car Hardstandings	20,000	0	(20,000)	Properties have been identified for completion later in year
50009	Fire Safety Marriot House	200,000	115,666	(84,334)	Phase 1 is complete
50016	Decent Homes Work	100,000	3,480	(96,520)	Allocated to improve 5 properties. Empty property on West Avenue is out to tender
50017	Major Adaptations	150,000	18,255	(131,746)	Ongoing but is dependent on referrals
20019	Fire Safety Chartwell House	35,000	0	(35,000)	Waiting for the outcome of government testing of fire doors
50021	Timber window replacement and external entrance / fire doors	358,000	0	(358,000)	Work to be carried out end of 18/19 or possible 2019/20
50024	Heating, Ventilation and Insulation	45,000	555	(44,445)	Budgeted to complete 4 properties in year
50030	Communal Heating System William Peardon Court	229,000	45,913	(183,087)	Contractor appointed, work to commence by end of September
50033	Garage Block Churchill Close	30,000	10,950	(19,050)	Work to be completed by end of September
50045	Conversion to 2 Homes	100,000	101,710	1,710	To start on site 17 September
50046	Kitchen Replacements Decent Homes	495,000	0	(495,000)	Survey work is now being undertaken
<b>Total - HRA</b>		<b>1,882,000</b>	<b>343,331</b>	<b>(1,538,669)</b>	
<b>General Fund - Service Delivery</b>					
52010	Disabled Access/Facility Improvements	14,200	12,349	(1,851)	Schemes to be identified as required
52090	Belmont House Refurbishment	91,100	82,320	(8,780)	Work now complete
54010	Play Area Refurbishments	21,600	0	(21,600)	Allocated to next area on the schedule
	Uplands Road Park Adult Gym Equipment	20,000	0	(20,000)	Tenders to be assessed
54012	Cemeteries - Memorial Safety	11,700	638	(11,062)	Adhoc expenditure as identified
54017	Purchase of Christmas Lights	15,000	22,224	7,224	Ongoing as part of the overall scheme
54025	Erwins Lock Footbridge	135,000	5,547	(129,453)	Scheme is on-going
54033	Refurbishment of bus shelters (continuation of project)	12,000	10,350	(1,650)	9 shelters complete, rest to follow.
54037	Wigston Cemetery Wall	3,000	0	(3,000)	Project finished no further expenditure
54043	Replacement of children's play equipment (Florence Wragg)	35,000	47,440	12,440	Scheme Complete - Funded by S106 contributions
54055	Brocks Hill Car Park Drainage	12,800	0	(12,800)	Ongoing as part of the overall scheme
54061	Replacement of children's play equipment (Brocks Hill)	22,000	0	(22,000)	Options to be investigated in the autumn
54063	Incorporating ex Scout Hut Land into Oadby Cemetery	25,000	256	(24,744)	Waiting ground water results with planning application to follow
	Development of Wi-Fi system in Wigston	10,000	0	(10,000)	£10,000 scheme total with £5,000 funding from LEP
54080	Horsewell Lane Pavilion	1,373,000	108,404	(1,264,596)	Start end of November
54111	Garden Waste Green Bins	4,200	30,704	26,504	Purchased as new requests for service are received
54112	Purchase of 4 Refuse Vehicles	682,500	682,209	(291)	Vehicle software on order included in scheme
54114	Car Park Resurfacing	76,200	19,935	(56,265)	Junction Rd scheme finished, Sandhurst and East Street still to complete
54129	Sandhurst Street Car Park Boundary Wall Repairs	15,000	0	(15,000)	Work to be done at same time as resurfacing
54131	Parklands Leisure Centre, Car Park Improvement	205,900	205,885	(15)	Largely Complete

54132	Purchase of New Vehicles	65,600	9,600	(56,000)	Izzuzu now delivered
54139	Brocks Hill Refurbishment Project	210,100	84,107	(125,993)	Largely Complete
54140	Road Sweepers 17/18	268,000	268,075	75	Both delivered
54141	Refurbishment of Crow Mill Picnic Shelter	6,000	0	(6,000)	Contractor has started on site
54142	Dog Walk Shelter at Blaby Road Park	3,300	0	(3,300)	Shelter ordered for January instalation
54144	Extension to Garden of Remembrance, Oadby Cemetery	5,600	5,280	(320)	Project complete
54145	Extension to Garden of Remembrance, Wigston Cemetery	14,000	14,410	410	project should start before Christmas
54146	Grounds maintenance Equipment Rolling Programme	10,000	0	(10,000)	To be spent over the autumn
54147	Recycling Wheelie Bins	500,000	490,637	(9,363)	Roll out now complete
54150	CCTV Cameras	50,000	26,530	(23,470)	Cameras now ordered
	<b>Total -Service Delivery General Fund</b>	<b>3,917,800</b>	<b>2,126,900</b>	<b>(1,790,900)</b>	
	<b>TOTAL SERVICE DELIVERY</b>	<b>5,799,800</b>	<b>2,470,230</b>	<b>(3,329,570)</b>	
	<b>General Fund - Policy, Finance &amp; Development</b>				
56001	Council Office Refurbishment/Demolition	65,600	7,757	(57,843)	Meeting Rooms now completed with work to be done on mezzanine area
56004	GDPR Compliance Update	20,000	17,694	(2,306)	Project now complete
56010	IT Replacement Programme	44,500	11,543	(32,957)	On going replacement programme in operation
56014	Upgrade of Contact Centre Telephones	16,000	0	(16,000)	Upgrade of Telephone system
56027	41 Canal Street CPO	200,000	31,550	(168,450)	Building to be purchased by the end of September
56037	PARIS Upgrade	5,100	1,425	(3,675)	Some residule work may still be required
56045	Citrix Upgrade	27,000	0	(27,000)	Equipment now being tested
56055	Document Management System Software	28,400	9,391	(19,009)	Project now live in Human Resourses
56056	Server / Network Hardware Replacements	14,500	0	(14,500)	Council building wi-fi now upgraded
56063	Building Control Public Access Module	3,500	0	(3,500)	Project not yet started
56065	Replacement of Academy server	11,600	0	(11,600)	Work scheduled for later in the year
56066	Town Centre Wi-Fi	10,000	10,000	0	Part Funded by LLEP
56067	Reception Re-configuration	8,200	8,179	(21)	Complete
56068	Orchard Server Replacement	7,500	5,810	(1,690)	Testing plan being drawn up
	<b>Total - Policy, Finance and Development</b>	<b>461,900</b>	<b>103,349</b>	<b>(358,551)</b>	
	<b>PLANNED EXPENDITURE GRAND TOTAL</b>	<b>6,261,700</b>	<b>2,573,579</b>	<b>(3,688,121)</b>	

# Agenda Item 9



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Review of Scale of Fees & Charges (2019/20)**

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

<b>Purpose of Report:</b>	This report is to allow Members to consider, review and approve the proposed scale of fees and charges for the financial year 2019/20 for the Council.
<b>Report Summary:</b>	Charges consist of both those set by statute and those set by this Council. Charges set by Council that are increased in line with inflation will be uplifted by the Retail Price Index at June 2018 which was 3.4%.
<b>Recommendation(s):</b>	<b>A. That members approve the proposed Scale of Fees and Charges for 2019/20 (as set out in Appendix 1); and B. That delegated authority be given to the Director of Finance &amp; Transformation to allow flexibility to charging charges to encourage a more commercial approach to maximising income.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a>  Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 <a href="mailto:chris.raymakers@oadby-wigston.gov.uk">chris.raymakers@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	Effective Service Provision (CP2) Balanced Economic Development (CP3) Green & Safe Places (CP4) Wellbeing for All (CP5) An Inclusive and Engaged Borough (CP1)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision) Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	It is important that the Council maximises its income streams.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Regulatory Governance (CR6) 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.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None
<b>Background Papers:</b>	Scale of Fees & Charges Working Papers (2019/20)
<b>Appendices:</b>	<b>1.</b> Proposed Scale of Fees & Charges (2019/20)

## **1. Introduction**

- 1.1 The Council charges for a number of its services that are provided to the public. All fees and charges are reviewed on an annual basis as part of the budget setting process.
- 1.2 When setting fees and charges, the following factors are taken into consideration:
- Statutory obligations;
  - Policies and objectives of the Council;
  - Inflation and relevant indices;
  - Local market research and competition (where relevant);
  - The impact of price changes on activity level or demand;
  - Changes in taxation;
  - Budget position and any associated gap; and
  - The cost of providing the service.
- 1.3 As at June 2018 the Retail Price Index, which is a measure of inflation, stood at 3.4%. This has been used as a guide for Heads of Service when considering any increases for 2019/20.
- 1.4 **Appendix 1** shows the current and next year's proposed charges together with any specific explanation of the change to any individual charge. A summary of changes by service area has been provided overleaf.
- 1.5 The three other Committees; Service Delivery, Licensing and Development Control have reviewed the charges that relate to their respective areas and have recommended them to this Committee for approval.

## **2. Information by Service**

### **2.1 Environmental Health**

A major review of Environmental Health charges was carried out in 2017/18 with charges being set at an appropriate level designed to increase income and move the service toward a break-even position. In light of this Officers are recommending an increase in line with inflation for 2019/20.

### **2.2 Leisure Centres and The Brocks Hill Centre**

The charges for the centres that are run for the Council by SLM Ltd are increased at the start of each calendar year concurrent with the contract year. Increases have generally been kept below the Retail Price Index Inflation Increase with the average increase in charge being around 2.73%.

### 2.3 **Cemeteries, Facilities for Hire and Housing**

It is recommended that the above services have their charges increased by inflation with the exception of charges for bowls which are to be held at the current level which is considered appropriate.

### 2.3 **Operational Services and Street Scene**

The Garden Waste collection scheme was a new income stream for 2018/19. There is no recommended increase in charge for this service for 2019/20.

### 2.4 **Licensing**

For 2019/20, it is proposed that licences are increased by the inflationary amount of 3.4% and rounded to the nearest five pence. This is to reflect the increases in the cost of provision and administering the service over the next financial year.

### 2.5 **Development Control**

The principal charges for the Planning and Building Control Services are set by statute. However it is recommended that these are increased by the rate of inflation.

The Council provides free access online to all the documents listed in sections 1.7 and 1.8 of **Appendix 1**. Where hard copies are requested, a charge is made to cover the cost of production, however very few of these are ordered and therefore no price increase is recommended.

It is considered that the Building Control service's charges are broadly aligned with other Councils and, as a result, no increase is recommended.

### 2.6 **Corporate Resources**

A new series of charges is recommended this year for the provision of legal and administrative tasks carried out by the section at the request of third parties. These charges have been bench-marked against other authorities and will allow the Council to recoup the cost of providing the services.



DEVELOPMENT CONTROL COMMITTEE									
	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
1	<b>BUILDING CONTROL &amp; PLANNING - COMMON CHARGES</b>								
	<b>1.1 PLANNING AND BUILDING CONTROL FEES</b> Statutory Charge set by Central Government and Local Authorities							X	
	<b>1.2 BUILDING AND PLANNING RECORDS SEARCH</b>								
	(a) Domestic and simple commercial development		40001 9356	Per Hour	1-Apr-17	40.00	<b>40.00</b>		No Change - charge considered appropriate
	(b) Commercial enquiries		40001 9356	Per Hour	1-Apr-17	80.00	<b>80.00</b>		No Change - charge considered appropriate
	<b>1.3 COPY OF PLANS, DOCUMENTS &amp; DECISIONS**</b> If the total charge (at the rates below) does not exceed £3.00 then no charge will made to provide the requested copies.								
	(a) A4 size (black and white) per sheet*		40001 9206	Each	1-Apr-13	0.10	<b>0.10</b>		No Change - charge considered appropriate
	(b) A4 size (colour) per sheet*		40001 9206	Each	1-Apr-13	1.00	<b>1.00</b>		No Change - charge considered appropriate
	(c) A3 size (black and white) per sheet*		40001 9206	Each	1-Apr-13	0.15	<b>0.15</b>		No Change - charge considered appropriate
	(d) A3 size (colour) per sheet*		40001 9206	Each	1-Apr-13	2.00	<b>2.00</b>		No Change - charge considered appropriate
	(e) A2 size per sheet		40001 9206	Each	1-Apr-17	8.50	<b>8.50</b>		No Change - charge considered appropriate
	(f) A1 per sheet		40001 9206	Each	1-Apr-17	8.50	<b>8.50</b>		No Change - charge considered appropriate
	(g) A0 per sheet		40001 9206	Each	1-Apr-17	8.50	<b>8.50</b>		No Change - charge considered appropriate
	<u>Documents Supplied electronically (via the website)</u> * Where information is held electronically and can be published to the website (without any data protection issues), subject to a maximum of 15 sheets, there will be no charge made. Requests in excess of 15 sheets will be charged at £25 per enquiry.		40001 9206	Per Enquiry	1-Apr-17	25.00	<b>25.00</b>		No Change - charge considered appropriate
	<u>Documents Supplied electronically (by e-mail or by CD)</u> If information is held electronically and cannot be published to the website without any data protection issues, then a charge of £25 per enquiry will apply.		40001 9206	Per Enquiry	1-Apr-17	25.00	<b>25.00</b>		No Change - charge considered appropriate
	<b>1.4 PRE APPLICATION CHARGES</b>								
	(a) Householder Proposal Enquiries (Including works to tree enquiries, if permission is required/dropped kerb/home working enquires etc) <b>Basic Service</b> (desk based assessment with no follow ups) <b>Gold Service</b> (includes one site visit or meeting, a written response, plus one follow - up proposal)	I	40001 9395	Per Enquiry	1-Apr-18	47.00	<b>49.00</b>		RPI 3.4% increase is £1.60 so rounded up to nearest £1
	(b) New Residential Unit Enquiries (including if permission is required) 1-3 new dwellings 4-9 new dwellings 10-49 new dwellings 50 or more new dwellings	I	40001 9395	Per Enquiry	1-Apr-18	155.00	<b>161.00</b>		RPI 3.4% increase is £5.27 but rounded up to nearest £1
		I	40001 9395	Per Enquiry	1-Apr-18	240.00	<b>250.00</b>		RPI 3.4% increase is £8.16 but rounded up to nearest £5
		I	40001 9395	Per Enquiry	1-Apr-18	675.00	<b>700.00</b>		RPI 3.4% increase is £22.95 but rounded up to nearest £5
		I	40001 9395	Per Enquiry	1-Apr-18	1350.00	<b>1400.00</b>		RPI 3.4% increase is £45.90 but rounded up to nearest £5
	(c) Commercial / Other Enquiries (including if permission is required) Lawful use of premises enquiry Change of Use / No additional floor space / telecoms / advertisements etc Additional floor space up to 500 square metres Between 500 and 999 additional square metres Over 1000 additional square metres	I	40001 9395	Per Enquiry	1-Apr-18	155.00	<b>161.00</b>		RPI 3.4% increase is £5.27 but rounded up to nearest £1
		I	40001 9395	Per Enquiry	1-Apr-18	155.00	<b>161.00</b>		RPI 3.4% increase is £5.27 but rounded up to nearest £1
		I	40001 9395	Per Enquiry	1-Apr-18	240.00	<b>250.00</b>		RPI 3.4% increase is £8.16 but rounded up to nearest £5
		I	40001 9395	Per Enquiry	1-Apr-18	675.00	<b>700.00</b>		RPI 3.4% increase is £22.95 but rounded up to nearest £5
		I	40001 9395	Per Enquiry	1-Apr-18	1350.00	<b>1400.00</b>		RPI 3.4% increase is £45.90 but rounded up to nearest £5
	<b>1.5 HIGH HEDGE COMPLAINTS</b> Those on means tested benefits and war pensions will receive 33% discount		40001 9369	Per Enquiry	1-Apr-18	475.00	<b>495.00</b>		RPI 3.4% increase is £16.15 so rounded up to nearest £5
			40001 9369	Per Enquiry	1-Apr-18	320.00	<b>330.00</b>		RPI 3.4% increase is £10.88 so rounded to nearest £10

**DEVELOPMENT CONTROL COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
<b>1.6</b>	<b>WEEKLY LIST OF ALL PLANNING APPLICATIONS</b>		40001 9354	Per Year	1-Apr-18	135.00	<b>140.00</b>		RPI 3.4% increase is £4.59 so rounded up to nearest £5
<b>1.7</b>	<b>OADBY AND WIGSTON LOCAL PLAN</b>								
(a)	Oadby and Wigston Saved Local Plan **		40101 9206		1-Apr-17	45.00	<b>45.00</b>		No change. Rarely sold as available free electronically
i)	Residents and Local groups		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
	Core Strategy DPD (non resident or local group)		40101 9206		1-Apr-17	45.00	<b>45.00</b>		No change. Rarely sold as available free electronically
	Core Strategy DPD (resident or local group)		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
	Town Centres Area Action Plan DPD (non resident or local group)		40101 9206		1-Apr-17	45.00	<b>45.00</b>		No change. Rarely sold as available free electronically
	Town Centres Area Action Plan DPD (resident or local group)		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
	Saved Local Plan DPD (non resident or local group)		40101 9206		1-Apr-17	45.00	<b>45.00</b>		No change. Rarely sold as available free electronically
	Saved Local Plan DPD (resident or local group)		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
	New Local Plan DPD (non resident or local group)		40101 9206		1-Apr-18	45.00	<b>45.00</b>		No change.
	New Local Plan DPD (resident or local group)		40101 9206		1-Apr-18	20.00	<b>20.00</b>		No change.
<b>1.8</b>	<b>OTHER DOCUMENTS</b>								
(a)	Residential Land Availability Statement (Published Annually) **		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(b)	Supplementary Planning Guidance / Supplementary Planning Document / Statements of Consultation **		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(c)	Employment Land Availability Study (Published Annually) **		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(d)	Landscape Character Assessment		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(e)	Oadby & Wigston Green Wedge Management Strategy		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(f)	Oadby & Wigston Phase 1 Habitat Survey and Biodiversity Audit ( Available on CD only )		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change from previous year. Available on CD
(g)	Oadby and Wigston Employment Land and Premises Study**		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(h)	Statement of Community Involvement **		40101 9206		1-Apr-17	15.00	<b>15.00</b>		No change. Rarely sold as available free electronically
(i)	Annual Monitoring Report **		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(j)	Nature Conservation Strategy		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(k)	Local Development Scheme**		40101 9206		1-Apr-17	10.00	<b>10.00</b>		No change. Rarely sold as available free electronically
(l)	Strategic Housing Land Availability Assessment/HEDNA **		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(m)	Retail Study**		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(n)	Faith Community Study & Places of Worship Needs Assessment**		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(o)	Play & Recreational Facilities Study		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(p)	Affordable Housing Viability Assessment		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(q)	Whole Plan Viability Assessment		40101 9206		1-Apr-18	35.00	<b>35.00</b>		No change.
(r)	Assessment of Highways and Transportation Implications		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(s)	Employment Sites & Brownfield Land Study		40101 9206		1-Apr-17	35.00	<b>35.00</b>		No change. Rarely sold as available free electronically
(t)	Adopted Policies Map		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(u)	Housing Implementation Strategy		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
(v)	Annual Open Space Review		40101 9206		1-Apr-17	20.00	<b>20.00</b>		No change. Rarely sold as available free electronically
	<b>** Documents are available on the Councils Website free of charge</b>								
	<a href="http://www.oadby-wigston.gov.uk">www.oadby-wigston.gov.uk</a>								
	<b><u>BUILDING CONTROL</u></b>								
<b>1.9</b>	<b>COMPLETION CERTIFICATE</b>								
(a)	Written confirmation of works exempt from Building Regulations		21001 9201		1-Apr-17	60.00	<b>60.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(b)	Written confirmation of non-existence of Building Regulations record		21001 9201		1-Apr-17	40.00	<b>40.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.

**DEVELOPMENT CONTROL COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
	(c) Written confirmation of completion of work to which Building Regulations applied		21001 9201		1-Apr-17	40.00	<b>40.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
<b>1.10</b>	<b>RECOVERY OF EXPIRED PLAN</b>		21001 9201	Per hour	1-Apr-17	44.00	<b>44.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
<b>1.11</b>	<b>STREET NAMING &amp; NUMBERING</b>								
(a)	List of all new property street names and numbers	E	21002 9382	Per Year	1-Apr-17	500.00	<b>500.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(b)	Written confirmation of postal address details	E	21002 9382	Per Address	1-Apr-15	25.00	<b>25.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(c)	Renaming/renumbering of existing property	E	21002 9382	Per Address	1-Apr-15	40.00	<b>40.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(d)	Naming/Numbering of 1-5 plots	E	21002 9382	Per Plot	1-Apr-15	40.00	<b>40.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(e)	Naming/ Numbering for each additional plot over 5	E	21002 9382	Per Plot	1-Apr-15	25.00	<b>25.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(f)	Naming of a street	E	21002 9382	Per Street	1-Apr-15	150.00	<b>150.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(g)	Numbering of new flat complex	E	21002 9382	Per Flat	1-Apr-15	25.00	<b>25.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(h)	Change to a development after notification #	E	21002 9382	Per Application	1-Apr-15	50.00	<b>50.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(i)	Administration fee, plus additional fee per plot	E	21002 9382	Per Plot	1-Apr-15	15.00	<b>15.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	# Notification means after the Authority has numbered the street or part of.								
(j)	Street re-named / re-numbered at residents request ##	E	21002 9382	Per Request	1-Apr-15	## 250.00	<b>## 250.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	## plus all compensation (the compensation is to be met by the applicant). Compensation relates to monies paid to residents to help them pay for the cost of informing all parties that they correspond with, regarding the change to their address. NB: A two thirds majority agreement from residents is required by ballot.								
<b>1.12</b>	<b>WORK ASSOCIATED WITH AN EMERGENCY OR ENFORCEMENT INCIDENT</b>								
(a)	Building Control Surveyor - rate per hour (either on site or in office)		21001 9356		1-Apr-09	50.00	<b>50.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(b)	Building Control Manager - rate per hour (either on site or in office)		21001 9356		1-Apr-14	58.00	<b>58.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(c)	Preparation & posting of documentation (letters, notices, etc) per document		21001 9356		1-Apr-15	29.85	<b>29.85</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(d)	Telephone calls made from a mobile - per minute (standard rate)		21001 9356		1-Apr-15	0.03	<b>0.03</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(e)	Telephone calls made from a mobile to mobile - per minute (standard rate)		21001 9356		1-Apr-15	0.09	<b>0.09</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(f)	Mobile text messaging (standard rate)		21001 9356		1-Apr-15	0.04	<b>0.04</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(g)	Telephone calls made from landlines to mobiles - connection charge (standard business rate)		21001 9356		1-Apr-15	0.08	<b>0.08</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
(h)	Telephone calls made from landlines to mobiles - per minute thereafter (standard business rate)		21001 9356		1-Apr-15	0.16	<b>0.16</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.

**DEVELOPMENT CONTROL COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
	(i) Telephone calls made from a landline to a landline - connection charge (standard business rate)		21001 9356		1-Apr-15	0.08	<b>0.08</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	(j) Telephone calls made from a landline to a landline - per minute thereafter (standard business rate)		21001 9356		1-Apr-15	0.03	<b>0.03</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	<b>1.13 SUPPLY OF RADAR KEY TO A RESIDENT WITH PROOF OF DISABILITY</b>		14204 9201		1-Apr-14	3.50	<b>3.50</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	<b>1.14 NOTIFICATION OF DEMOLITION (Section 80)</b>								
	(a) Buildings with a volume less than 49.56 cubic metres (Exempt)	E	21002 9363		1-Apr-15	0.00	<b>0.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	(b) Domestic Building in excess of 49.56 cubic metres	E	21002 9363		1-Apr-17	120.00	<b>120.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	(c) Non-Domestic Building in excess of 49.56 cubic metres	E	21002 9363		1-Apr-17	120.00	<b>120.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	(d) Non-Domestic Building in excess of 300 cubic metres	E	21002 9363		1-Apr-17	180.00	<b>180.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	(e) Sites with multiple buildings, additional charge per non-exempt unit	E	21002 9363		1-Apr-17	25.00	<b>25.00</b>		No change. Considered to generally align with other Councils but will review upon establishment of shared service.
	<b>1.15 ADVERTISING ON THE DIGITAL DISPLAY SCREENS</b>								
	(a) Community Groups/Charity	I	41001 9053	Per Week/Slot	1-Apr-16	0.00	<b>0.00</b>		
	(b) Business Within the Borough	I	41001 9053	Per Week/Slot	1-Apr-17	25.00	<b>15.00</b>		Income has dropped significantly due to higher price - reduced price intended to attract more advertisers plus increase income.
	i) Introductory Offer of 4 weeks at Half Price	I	41001 9053	Per Week/Slot	1-Apr-18	13.00	<b>7.50</b>		Income has dropped significantly due to higher price - reduced price intended to attract more advertisers plus increase income.
	(c) Business Outside the Borough	I	41001 9053	Per Week/Slot	1-Apr-17	50.00	<b>30.00</b>		Income has dropped significantly due to higher price - reduced price intended to attract more advertisers plus increase income.
	i) Introductory Offer of 4 weeks at Half Price	I	41001 9053	Per Week/Slot	1-Apr-18	26.00	<b>15.00</b>		Income has dropped significantly due to higher price - reduced price intended to attract more advertisers plus increase income.
	<u>NB: A Slot will show an Advert for one minute in every ten minutes</u>								
	<u>Total Advertising Time of 9 hours 6 minutes a week (8am-9pm 7days a week)</u>								
	5% discount for 3 - 6 months								
	10% discount for 6 - 12 months								
	20% discount for 12 months								

VAT Key

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

LICENSING AND REGULATORY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	(Pre 01-Oct-18) 2018/19 £	*(Post 01-Oct-18) 2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
2	<b>LICENCES</b>									
2.1	<b>HACKNEY CARRIAGE AND PRIVATE HIRE CARS</b>									
(a)	Driver's Licence - Private Hire and Hackney Carriage*									
i)	One Year	N	42001 9333	Each	1-Apr-18	80.00	-	83.00		RPI 3.4% increase, round up from £82.72. Equivalent to 3.75%
ii)	Two Year	N	42001 9333	Each	1-Apr-18	148.00	-	153.00		RPI 3.4% increase, round down from £153.03
iii)	Three Year	N	42001 9333	Each	1-Apr-18	206.00	-	213.00		RPI 3.4% increase
(b)	Competence Test	N	42001 9389	Each	1-Apr-18	41.50	-	42.90		RPI 3.4% increase, round down from £42.91
(c)	Drivers Badge - Replacement	N	42001 9333	Each	1-Apr-18	22.00	-	22.75		RPI 3.4% increase
(d)	Private Hire Operator's Licence									
i)	One Year	N	42001 9331	Each	1-Apr-18	275.00	-	284.35		RPI 3.4% increase
ii)	Two Year	N	42001 9331	Each	1-Apr-18	508.00	-	525.30		RPI 3.4% increase, round up from £525.27
iii)	Three Year	N	42001 9331	Each	1-Apr-18	710.00	-	735.00		RPI 3.4% increase, round up from £734.14. Equivalent to 3.52%
iv)	Four Year	N	42001 9331	Each	1-Apr-18	860.00	-	890.00		RPI 3.4% increase, round up from £889.24. Equivalent to 3.49%
v)	Five Year	N	42001 9331	Each	1-Apr-18	974.00	-	1010.00		RPI 3.4% increase, round up from £1007.12. Equivalent to 3.70%
vi)	Operators Licence Competency Test*									
(e)	Private Hire Vehicle Licence	N	42001 9332	Each	1-Apr-18	238.00	-	246.00		RPI 3.4% increase, round down from £246.09
(f)	Private Hire Vehicle Licence - Age Exempt	N	42001 9332	Each	1-Apr-18	275.00	-	284.35		RPI 3.4% increase
(g)	Hackney Carriage Vehicle Licence	N	42001 9335	Each	1-Apr-18	254.00	-	262.65		RPI 3.4% increase, round up from £262.64
(h)	Hackney Carriage Licence - Age Exempt	N	42001 9335	Each	1-Apr-18	290.00	-	300.00		RPI 3.4% increase, round up from £299.86. Equivalent to 3.45%
(i)	Replacement of Vehicle Licence Plate	N	42001 9332	Each	1-Apr-18	27.00	-	27.95		RPI 3.4% increase, round up from £27.92
(j)	Transfer of Vehicle Licence to Another Licensee	N	42001 9332	Each	1-Apr-18	48.00	-	49.65		RPI 3.4% increase, round up from £49.63
(k)	Transfer of Licence from Private Hire Vehicle to Hackney Carriage (vice-versa)									
(l)	Sale of Vehicle Licence Bracket	N	42001 9332	Each	1-Apr-18	24.00	-	24.85		RPI 3.4% increase, round up from £24.82. Equivalent to 3.54%
(m)	Certificate of Compliance									
(n)	Replacement of Vehicle Licence (paper)									
(o)	Replacement docu-dash									
(p)	Replacement Front Windscreen pouch									
*	Excludes DBS fee £44.00 payable on application and £5.00 DVLA mandate fee									
(q)	HPI checks (new applicants)	N	42001 9383	Each	1-Apr-18	5.00	-	5.20		RPI 3.4% increase, round up from £5.17. Equivalent to 4%
(r)	Vehicle checks for 6 month inspections	N	42001 9384	Each	1-Apr-18	N/A	-	N/A		
(s)	Child Sexual Exploitation (CSE) Training (for new applicants & renewals)	N	42001 9385	Each	1-Apr-18	20.00	-	20.70		RPI 3.4% increase, round up from £20.68. Equivalent to 3.5%
2.2	<b>LICENCE FEES</b>									
(a)	Animal Boarding Establishment (new)	N	42002 9323	Each	1-Apr-18	150.00	120.00	124.08	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(b)	Animal Boarding Establishment (renewal)								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
i)	One Year (Up to 6 animals)	N	42002 9323	Each	New	-	68.00	70.31	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
ii)	Two Year (Up to 6 animals)	N	42002 9323	Each	New	-	89.00	92.03	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
iii)	Three Year (Up to 6 animals)	N	42002 9323	Each	New	-	110.00	113.74	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
iv)	One Year (7 or more animals)	N	42002 9323	Each	New	-	88.00	90.99	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
v)	Two Year (7 or more animals)	N	42002 9323	Each	New	-	109.00	112.71	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
vi)	Three Year (7 or more animals)	N	42002 9323	Each	New	-	130.00	134.42	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(c)	Breeding of Dogs (new)	N	42002 9326	Each	1-Apr-18	150.00	120.00	124.08	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(d)	Breeding of Dogs (renewal)								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
i)	One Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
ii)	Two Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
iii)	Three Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(e)	Dangerous Wild Animals (new)	N	42002 9334	Each	1-Apr-18	150.00	-	155.00	X	RPI 3.4% increase
(f)	Dangerous Wild Animals (renewal)								X	RPI 3.4% increase
(g)	Pet Animal Shop (new)	N	42002 9327	Each	1-Apr-18	150.00	-	155.00	X	RPI 3.4% increase
(h)	Pet Animal Shop (renewal)								X	RPI 3.4% increase
(i)	Riding Establishment (new)	N	42002 9325	Each	1-Apr-18	150.00	-	155.00	X	RPI 3.4% increase
(j)	Riding Establishment (renewal)								X	RPI 3.4% increase
(k)	Hiring out horses (new)	N	42002 93XX	Each	New	-	120.00	124.08	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(l)	Hiring out horses (renewal)								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
i)	One Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
ii)	Two Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
iii)	Three Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(m)	Selling animals as pets (new)	N	42002 93XX	Each	New	-	120.00	124.08	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(n)	Selling animals as pets (renewal)								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
i)	One Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
ii)	Two Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
iii)	Three Year								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(o)	Exhibiting animals (new)	N	42002 93XX	Each	New	-	120.00	124.08	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
(p)	Exhibiting animals (renewal)								X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018



LICENSING AND REGULATORY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	(Pre 01-Oct-18) 2018/19 £	*(Post 01-Oct-18) 2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
	i) Three Year (Only)		42002 93XX	Each	New	-	89.00	92.03	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	(g) Variation of licence (no visit)	N	42002 93XX	Each	New	-	68.00	70.31	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	(r) Variation of licence (visit)	N	42002 93XX	Each	New	-	27.00	27.92	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	(s) Re-evaluation of rating	N	42002 93XX	Each	New	-	109.00	112.71	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	(t) Additional activity Fee (50% of fee)	N	42002 93XX	Each	New	-	60.00	62.04	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	i) One Year		42002 93XX	Each	New	-	34.00	35.16	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	ii) Two Year		42002 93XX	Each	New	-	45.00	46.53	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	iii) Three Year		42002 93XX	Each	New	-	55.00	56.87	X	*Under Review subject to new Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018
	<b>NB</b> For licences (a) - (j), vets fees incurred by the Council will be charged to the applicant. POA = Price on Application.			Each	New	POA	POA	POA		<b>All of the above have had the RPI 3.4% increase applied, but may well be amended at the conclusion of the Regional Fee setting exercise.</b>
	(u) Acupuncture, Tattooing, Ear piercing, Electrolysis - Registration of									
	i) Premises	N	42002 9329	Each	1-Apr-18	78.00	-	80.65		RPI 3.4% increase
	ii) Person	N	42002 9329	Each	1-Apr-18	78.00	-	80.65		RPI 3.4% increase
	iii) Person and premises combined	N	42002 9329	Each	1-Apr-18	119.00	-	123.00		RPI 3.4% increase, round down from £123.05
	(v) Hairdresser - Registration of Premises and Persons									
	i) Premises	N	42002 9336	Each	1-Apr-18	78.00	-	80.65		RPI 3.4% increase
	ii) Person	N	42002 9336	Each	1-Apr-18	78.00	-	80.65		RPI 3.4% increase
	iii) Person and premises combined	N	42002 9336	Each	1-Apr-18	119.00	-	123.00		RPI 3.4% increase, round down from £123.05
	(w) Scrap Metal Dealers Act 2013									
	i) Site Licence	N	42002 9337	Each	1-Apr-18	362.00	-	374.30		RPI of 3.4% increase, round down from £374.31
	ii) Renewal of Site Licence	N	42002 9337	Each	1-Apr-18	362.00	-	374.30		RPI of 3.4% increase, round down from £374.31
	iii) Collectors Licence	N	42002 9337	Each	1-Apr-18	321.00	-	332.00		RPI 3.4% increase, round up from £331.91. Equivalent to 3.43%
	iv) Collectors Renewal of Licence	N	42002 9337	Each	1-Apr-18	321.00	-	332.00		RPI 3.4% increase, round up from £331.91. Equivalent to 3.43%
	v) Variation to Licence (inc change of site manager)	N	42002 9337	Each	1-Apr-18	67.00	-	69.30		RPI 3.4% increase, round up from £69.28
	vi) Change of Circumstance	N	42002 9337	Each	1-Apr-18	36.00	-	37.25		RPI 3.4% increase, round up from £37.22
	(x) Street Trading (fixed) per outlet									
	i) 1 day a week Annual Licence	N	42002 9440	Each	1-Apr-18	98.00	-	101.35		RPI 3.4% increase, round up from £101.33
	ii) 1 month licence	N	42002 9440	Each	1-Apr-18	119.00	-	123.00		RPI 3.4% increase, round down from £123.05
	iii) 3 month licence	N	42002 9440	Each	1-Apr-18	171.00	-	176.85		RPI 3.4% increase, round up from £176.81
	iv) 6 month licence	N	42002 9440	Each	1-Apr-18	275.00	-	284.35		RPI 3.4% increase
	v) 12 month licence	N	42002 9440	Each	1-Apr-18	435.00	-	450.00		RPI 3.4% increase, round up from £449.79. Equivalent to 3.45%
	vi) Transfer of Consent (fixed or mobile)	N	42002 9440	Each	1-Apr-18	67.00	-	69.30		RPI 3.4% increase, round up from £69.28
	(y) Street Trading (mobile) per outlet									
	i) 1 day a week Annual Licence	N	42002 9440	Each	1-Apr-18	67.00	-	69.30		RPI 3.4% increase, round up from £69.28
	ii) 1 month licence	N	42002 9440	Each	1-Apr-18	88.00	-	91.00		RPI 3.4% increase, round up from £90.99
	iii) 3 month licence	N	42002 9440	Each	1-Apr-18	119.00	-	123.00		RPI 3.4% increase, round down from £123.05
	iv) 6 month licence	N	42002 9440	Each	1-Apr-18	192.00	-	198.55		RPI 3.4% increase, round up from £198.53
	v) 12 month licence	N	42002 9440	Each	1-Apr-18	332.00	-	343.30		RPI 3.4% increase, round up from £343.29
	vi) One off Event Licence	N	42002 9440	Each	1-Apr-18	83.00	-	85.85		RPI 3.4% increase, round up from £85.82
	(z) Sex Establishments	N	42002 9323	Each	1-Apr-18	2440.00	-	2523.00		RPI 3.4% increase, round up from £2522.96
	<b>2.3 LICENSING ACT 2003</b>									
	(a) Personal Licence									
	Grant or Renewal of a Personal Licence (valid for 10 years)	N	42003 9371	Each	1-Apr-11	37.00	-	37.00	X	LA 2003 Schedule 6
	(b) Premises Licences / Club Premises Certificates									
	Annual Fees Rateable Value Bands :-									
	A (no rateable value to £4,300)	N	42003 9364	Each	1-Feb-05	70.00	-	70.00	X	LA 2003 Schedule 5
	B (£4,301 to £33,000)	N	42003 9364	Each	1-Feb-05	180.00	-	180.00	X	LA 2003 Schedule 5
	C (£33001 to £87,000)	N	42003 9364	Each	1-Feb-05	295.00	-	295.00	X	LA 2003 Schedule 5
	D (£87,001 to £125,000)	N	42003 9364	Each	1-Feb-05	320.00	-	320.00	X	LA 2003 Schedule 5
	E (£125,001 and above)	N	42003 9364	Each	1-Feb-05	350.00	-	350.00	X	LA 2003 Schedule 5
	A multiplier is applied to premises in band D and E where they are exclusively or primarily in the business of selling alcohol									
	D (x2)	N	42003 9364	Each	1-Feb-05	640.00	-	640.00	X	LA 2003 Schedule 5
	E (x3)	N	42003 9364	Each	1-Feb-05	1050.00	-	1050.00	X	LA 2003 Schedule 5
	(c) New or Variation of Premises Licences / Club Premises Certificates									
	Application fees Rateable Value Bands :-									
	A (no rateable value to £4,300)		42003 9364	Each	1-Feb-05	100.00	-	100.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	B (£4,301 to £33,000)		42003 9364	Each	1-Feb-05	190.00	-	190.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	C (£33001 to £87,000)		42003 9364	Each	1-Feb-05	315.00	-	315.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	D (£87,001 to £125,000)		42003 9364	Each	1-Feb-05	450.00	-	450.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	E (£125,001 and above)		42003 9364	Each	1-Feb-05	635.00	-	635.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	A multiplier is applied to premises in band D and E where they are exclusively or primarily in the business of selling alcohol									

LICENSING AND REGULATORY COMMITTEE

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	(Pre 01-Oct-18) 2018/19 £	*(Post 01-Oct-18) 2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
	D (x2)		42003 9364	Each	1-Feb-05	900.00	-	900.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
	E (x3)		42003 9364	Each	1-Feb-05	1905.00	-	1905.00	X	LA 2003 Schedule 2 (wrt Reg 4 (2), (3) and 6 (1))
(d)	Application / Notice									
i)	Temporary Event notice	N	42003 9372	Each	1-Feb-05	21.00	-	21.00	X	LA 2003 Schedule 6
ii)	Theft, loss, etc of premises licence or summary	N	42003 9373	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
iii)	Application for a provisional statement where premises being built etc	N	42003 9374	Each	1-Apr-17	315.00	-	315.00	X	Increase under s29 of LA 2003, (Schedule 6)
iv)	Notification of change of name or address	N	42003 9375	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
v)	Application to vary licence to specify individual as premises supervisor	N	42003 9376	Each	1-Feb-05	23.00	-	23.00	X	LA 2003 Schedule 6
vi)	Application for transfer of premises licence	N	42003 9377	Each	1-Feb-05	23.00	-	23.00	X	LA 2003 Schedule 6
vii)	Interim authority notice following death etc of licence holder	N	42003 9378	Each	1-Feb-05	23.00	-	23.00	X	LA 2003 Schedule 6
viii)	Theft, loss, etc of certificate or summary	N	42003 9379	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
ix)	Notification of change of name or alteration of rules of club	N	42003 9380	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
x)	Change of relevant registered address of club	N	42003 9375	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
xi)	Theft, loss, etc of temporary event notice	N	42003 9379	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
xii)	Theft, loss, etc of personal licence	N	42003 9379	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
xiii)	Notification of change of name or address of premises licence holder	N	42003 9375	Each	1-Feb-05	10.50	-	10.50	X	LA 2003 Schedule 6
xiv)	Right to freeholder etc to be notified of licensing matters	N	49901 9356	Each	1-Feb-05	21.00	-	21.00	X	LA 2003 Schedule 6
<b>2.4</b>	<b>GAMBLING ACT 2005</b>									
(a)	Small Society Lotteries									
i)	Initial Application Fee	N	42004 9420	Each	1-Sep-07	40.00	-	40.00	X	The Small society Lotteries (Registration of Non-Commercial Societies) Regulations 2007, Section 3 (b)
ii)	Renewal Fee	N	42004 9420	Each	1-Sep-07	20.00	-	20.00	X	The Small society Lotteries (Registration of Non-Commercial Societies) Regulations 2007, Section 5 (a)
(b)	Bingo Premises									
i)	Premises Licence	N	42004 9410	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
ii)	Annual Fee	N	42004 9412	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
iii)	Variation of Licence	N	42004 9410	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
iv)	Change of Circumstances	N	42004 9410	Each	1-Apr-18	47.00	-	48.60		RPI 3.4% increase
v)	Transfer of Licence	N	42004 9410	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vi)	Re-instatement Fee	N	42004 9410	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vii)	Provisional Statement	N	42004 9410	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
viii)	Copy of Licence	N	42004 9411	Each	1-Apr-17	30.00	-	30.00	X	The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 Regulation 13 (2)
(c)	Betting Premises (Track)									
i)	Premises Licence	N	42004 9404	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
ii)	Annual Fee	N	42004 9406	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
iii)	Variation of Licence	N	42004 9404	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
iv)	Change of Circumstances	N	42004 9404	Each	1-Apr-18	57.00	-	58.95		RPI 3.4% increase, round up from £58.94
v)	Transfer of Licence	N	42004 9404	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vi)	Re-instatement Fee	N	42004 9404	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vii)	Provisional Statement	N	42004 9404	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
viii)	Copy of Licence	N	42004 9405	Each	1-Apr-17	30.00	-	30.00	X	The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 Regulation 13 (2)
(d)	Family Entertainment Centres									
i)	Premises Licence	N	42004 9323	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
ii)	Annual Fee	N	42004 9323	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
iii)	Variation of Licence	N	42004 9323	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
iv)	Change of Circumstances	N	42004 9323	Each	1-Apr-18	47.00	-	48.60		RPI 3.4% increase
v)	Transfer of Licence	N	42004 9323	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vi)	Re-instatement Fee	N	42004 9323	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vii)	Provisional Statement	N	42004 9323	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
viii)	Copy of Licence	N	42004 9323	Each	1-Apr-12	25.00	-	25.00	X	The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 Regulation 13 (2)
(e)	Adult Gaming Centre									
i)	Premises Licence	N	42004 9414	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
ii)	Annual Fee	N	42004 9416	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
iii)	Variation of Licence	N	42004 9414	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
iv)	Change of Circumstances	N	42004 9414	Each	1-Apr-18	47.00	-	48.60		RPI 3.4% increase
v)	Transfer of Licence	N	42004 9414	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vi)	Re-instatement Fee	N	42004 9435	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
vii)	Provisional Statement	N	42004 9436	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
viii)	Copy of Licence	N	42004 9434	Each	1-Apr-12	25.00	-	25.00	X	The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 Regulation 13 (2)
(f)	Betting Premises (Other)									
i)	Temporary Use Notice	N	42004 9323	Each	7-Jan-07	500.00	-	500.00	X	The Gambling Act 2005 (Temporary Use Notices) Regulations 2007 Regulation 7 (1)
ii)	Replacement of Temporary Use Notice	N	42004 9323	Each	7-Jan-07	25.00	-	25.00	X	The Gambling Act 2005 (Temporary Use Notices) Regulations 2007 Regulation 7 (2) (a)
iii)	Premises Licence	N	42004 9400	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
iv)	Annual Fee	N	42004 9402	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
v)	Variation of Licence	N	42004 9400	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
vi)	Change of Circumstances	N	42004 9400	Each	1-Apr-18	47.00	-	48.60		RPI 3.4% increase

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	vii) Transfer of Licence	N	42004 9400	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
	viii) Re-instatement Fee	N	42004 9323	Each	1-Apr-18	534.00	-	552.15		RPI 3.4% increase, round down from £552.16
	ix) Provisional Statement	N	42004 9323	Each	1-Apr-18	1270.00	-	1313.20		RPI 3.4% increase, round up from £1313.18
	x) Copy of Licence	N	42004 9401	Each	1-Apr-12	25.00	-	25.00	X	The Gambling (Premises Licence Fees) (England and Wales) Regulations 2007 Regulation 13 (2)
	(g) Club Gaming Machine Permits									
	i) Grant of Permit	N	42004 9422	Each	1-Sep-07	200.00	-	200.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (1)
	ii) Grant of Permit (Club Premises Certificate holder)	N	42004 9422	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (1) (a) or (b)
	iii) Variation of Permit	N	42004 9422	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 15
	iv) Renewal of Permit	N	42004 9422	Each	1-Sep-07	200.00	-	200.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (2) (a)
	v) Renewal of Permit (Club Premises Certificate holder)	N	42004 9422	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (2) (b)
	vi) Annual Fee	N	42004 9432	Each	1-Sep-07	50.00	-	50.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 12
	vii) Copy of Permit	N	42004 9422	Each	1-Sep-07	15.00	-	15.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 16
	(h) Club Gaming Permits									
	i) Grant of Permit	N	42004 9421	Each	1-Sep-07	200.00	-	200.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (1)
	ii) Grant of Permit (Club Premises Certificate holder)	N	42001 9421	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (1) (a) or (b)
	iii) Variation of Permit	N	42004 9421	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 15
	iv) Renewal of Permit	N	42001 9421	Each	1-Sep-07	200.00	-	200.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (2) (a)
	v) Renewal of Permit (Club Premises Certificate holder)	N	42004 9421	Each	1-Sep-07	100.00	-	100.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 8 (2) (b)
	vi) Annual Fee	N	42004 9431	Each	1-Sep-07	50.00	-	50.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 12
	vii) Copy of Permit	N	42004 9421	Each	1-Sep-07	15.00	-	15.00	X	The Gambling Act 2005 (Club Gaming and Club Machine Permits) Regulations 2007 Regulation 16
	(i) Family Entertainment Centre Permits									
	i) Grant of Permit	N	42004 9323	Each	1-Sep-07	300.00	-	300.00	X	The Gambling Act 2005 (Family Entertainment Centre Gaming Machine) (Permits) Regulations 2007 Reg 3 (a)
	ii) Renewal of Permit	N	42004 9323	Each	1-Sep-07	300.00	-	300.00	X	The Gambling Act 2005 (Family Entertainment Centre Gaming Machine) (Permits) Regulations 2007 Reg 3 (c)
	iii) Change of Name on Permit	N	42004 9323	Each	1-Sep-07	25.00	-	25.00	X	The Gambling Act 2005 (Family Entertainment Centre Gaming Machine) (Permits) Regulations 2007 Reg 5
	iv) Copy of Permit	N	42004 9323	Each	1-Sep-07	15.00	-	15.00	X	The Gambling Act 2005 (Family Entertainment Centre Gaming Machine) (Permits) Regulations 2007 Reg 6
	(j) Prize Gaming Permits									
	i) Grant of Permit	N	42004 9424	Each	1-Sep-07	300.00	-	300.00	X	The Gambling Act 2005 (Prize Gaming) (Permits) Regulations 2007 Regulation 3 (a)
	ii) Renewal of Permit	N	42004 9424	Each	1-Sep-07	300.00	-	300.00	X	The Gambling Act 2005 (Prize Gaming) (Permits) Regulations 2007 Regulation 3 (c)
	iii) Change of Name on Permit	N	42004 9424	Each	1-Sep-07	25.00	-	25.00	X	The Gambling Act 2005 (Prize Gaming) (Permits) Regulations 2007 Regulation 5
	iv) Copy of Permit	N	42004 9424	Each	1-Sep-07	15.00	-	15.00	X	The Gambling Act 2005 (Prize Gaming) (Permits) Regulations 2007 Regulation 6
	(k) Licensed Premises Gaming Machine Permits									
	i) Grant of Permit	N	42004 9423	Each	1-Apr-17	155.00	-	155.00	X	The Gambling Act 2005 (Licensed Premises Gaming Machine Permits) (England and Wales) Regulations 2007 Reg 3 (a) (ii)
	ii) Variation of Permit	N	42004 9423	Each	1-Apr-17	115.00	-	115.00	X	The Gambling Act 2005 (Licensed Premises Gaming Machine Permits) (England and Wales) Regulations 2007 Reg 3 (b)
	iii) Change of Name on Permit	N	42004 9423	Each	1-Apr-17	30.00	-	30.00	X	The Gambling Act 2005 (Licensed Premises Gaming Machine Permits) (England and Wales) Regulations 2007 Reg 8
	iv) Copy of Permit	N	42004 9423	Each	1-Apr-17	20.00	-	20.00	X	The Gambling Act 2005 (Licensed Premises Gaming Machine Permits) (England and Wales) Regulations 2007 Reg 9
	v) Transfer of Permit	N	42004 9423	Each	1-Apr-17	30.00	-	30.00	X	The Gambling Act 2005 (Licensed Premises Gaming Machine Permits) (England and Wales) Regulations 2007 Reg 3 (c)
	vi) Automatic Entitlement Notification	N	42004 9423	Each	1-Apr-17	55.00	-	55.00	X	The Gaming Machines in Alcohol Licensed Premises (Notification fee) (England and Wales) Regulations 2007 Reg 3

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**VAT Key**

- I Inclusive of VAT
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- Z Zero-rated VAT



**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19	2019/20	Externally Set	Explanation regarding the recommended level of charge
						£	£		
<b>3</b>	<b>ENVIRONMENTAL HEALTH</b>								
	<b>3.1 PEST CONTROL</b>								
	(a) Domestic Rodents								
	i) Per Treatment (3 visits)	I	14006 9343	Each	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	ii) Income support and/or other income related benefits	I	14006 9343	Each	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	iii) OAP	I	14006 9343	Each	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	(b) Mice in detached shed, garage, outbuilding or garden								
	i) Per Treatment (3 visits)	I	14006 9343	Each	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	(c) Squirrels within premises								
	i) Standard Treatment (3 visits)	I	14006 9343	Standard	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	Additional Single Visits		14006 9343	Each	1-Jul-17	45.00	<b>46.50</b>		RPI 3.4% increase, round down from £46.53
	ii) Income Support and/or other income benefits (MTB)	I	14006 9343	Standard	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	iii) OAP - Standard Treatment (3 visits)	I	14006 9343	Standard	1-Jul-17	90.00	<b>93.00</b>		RPI 3.4% increase, round down from £93.06
	OAP - Additional visits		14006 9343	Each	1-Jul-17	45.00	<b>46.50</b>		RPI 3.4% increase, round down from £46.53
	(d) Wasps								
	i) Per Treatment	I	14006 9340	Visit	1-Jul-17	66.00	<b>68.25</b>		RPI 3.4% increase, round up from £68.24
	ii) Additional nests during same visit		14006 9340	Each	1-Jul-17	45.00	<b>46.50</b>		RPI 3.4% increase, round down from £46.53
	(e) Bedbug Treatments								
	i) Minimum treatment of 3 visits	I	14006 9346	3 visits	1-Jul-17	180.00	<b>186.00</b>		RPI 3.4% increase, round down from £186.12
	ii) Subsequent Visits		14006 9346	Each	1-Jul-17	60.00	<b>62.00</b>		RPI 3.4% increase, round down from £62.04
	(f) Fleas Treatments								
	i) Minimum treatment of 3 visits	I	14006 9346	3 visits	1-Jul-17	80.00	<b>82.75</b>		RPI 3.4% increase, round up from £82.72
	ii) Subsequent Visits		14006 9346	Each	1-Jul-17	40.00	<b>41.50</b>		RPI 3.4% increase, round up from £41.36. Equivalent to 3.75%
	(g) Cockroaches								
	i) Minimum treatment of 5 visits	I	14006 9346	3 Visits	1-Jul-17	200.00	<b>207.00</b>		RPI 3.4% increase, round up from £206.80. Equivalent to 3.5%
	ii) Subsequent Visits		14006 9346	Each	1-Jul-17	35.00	<b>36.20</b>		RPI 3.4% increase, round up from £36.19. Equivalent to 3.43%
	(h) Treatments at commercial premises - Initial Visit	I	14006 9347	Initial Visit	1-Jul-17	200.00	<b>207.00</b>		RPI 3.4% increase, round up from £206.80. Equivalent to 3.5%
	Commercial premises - Revisits per hour or part thereof.		14006 9347	Per Hour	1-Jul-17	70.00	<b>72.50</b>		RPI 3.4% increase, round up from £72.38. Equivalent to 3.57%
	(i) Call out charge ( Identification of Pests)		14006 9200	Call out	1-Jul-17	70.00	<b>72.50</b>		RPI 3.4% increase, round up from £72.38. Equivalent to 3.57%
	<b>3.2 ENVIRONMENT &amp; SAFETY INFORMATION ACT 1988</b>								
	Copies of entries in register	I	14001 9356	Each	1-Apr-15	12.40	<b>12.85</b>		RPI 3.4% increase, round up from £12.82. Equivalent to 3.63%
	<b>3.3 FOOD SAFETY ACT</b>								
	Copies of Register of Food Business	I	14001 9356	Each	1-Apr-18	564.60	<b>584.00</b>		RPI 3.4% increase, round up from £583.80. Equivalent to 3.44%
	Copies of Computer Page	I	14001 9356	Page	1-Apr-11				
	<b>3.4 ENVIRONMENTAL PROTECTION ACT</b>								
	Copies of Register of Authorisations	I	14001 9356	Each	1-Apr-18	60.00	<b>62.00</b>		RPI 3.4% increase, round down from £62.04.
	<b>3.5 DOG CONTROL</b>								
	(a) Stray dogs - Statutory Charge		14007 9200	Each	1-Apr-16	25.00	<b>25.00</b>	X	The Environmental Protection (Stray Dogs) Regulations 1992 Sec. 2
	(b) Collect and Return to Owner (If Known)	N	14007 9200	Each	1-Apr-18	62.20	<b>64.35</b>		RPI 3.4% increase, round up from £64.31. Equivalent to 3.46%
	(c) Collect and Take to Kennels	N	14007 9200	Each	1-Apr-18	62.20	<b>64.35</b>		RPI 3.4% increase, round up from £64.31. Equivalent to 3.46%
	(d) Collect and Return if Dog Strays More Than Once (in a 6 month period)	N	14007 9200	Each	1-Apr-18	124.30	<b>128.55</b>		RPI 3.4% increase, round up from £128.53. Equivalent to 3.42%
	(e) Kennelling Fee	N	14007 9200	Per Day	1-Apr-18	14.50	<b>15.00</b>		RPI 3.4% increase, round up from £14.99. Equivalent to 3.42%
	(f) Emergency Vets Fee (plus 10% Admin Fee)	N	14007 9200	Visit	1-Apr-08	Actual	<b>Actual</b>		
	(g) Spray collar (barking dog prevention)	N	14007 9200	Each	1-Apr-18	18.60	<b>19.25</b>		RPI 3.4% increase, round up from £19.23. Equivalent to 3.49%

**SERVICE DELIVERY COMMITTEE**

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						£	£		
3.6	FOOD EXPORT CERTIFICATE	N	14001 9200	Each	1-Apr-18	124.30	128.55		RPI 3.4% increase, round up from £128.53. Equivalent to 3.42%
3.7	RE-INSPECTION FEE FOR THE FHRS INSPECTION (FOOD HYGIENE RATING SCHEME)	N	14001 9200	Each	1-Nov-18	150.00	150.00		New Fee following guidance from the Food Standards Agency (published March 2017)
3.8	<b>PRIVATE SECTOR HOUSING</b>								
(a)	Accommodation Certificates	N	14001 9360	Each	1-Apr-18	119.10	123.15		RPI 3.4% increase
(b)	Change of Details on Certificate	N	14001 9360	Each	1-Apr-18	25.90	26.80		RPI 3.4% increase, round up from £26.78
(c)	Mandatory Five year Licensing of Houses in Multiple Occupation (HMO)	N	14001 9392	Each	1-Apr-18	777.00	805.00		RPI 3.4% increase, round up from £803.42. Equivalent to 3.6%
(d)	Additional Fee for Unlicensed Premises	N	14001 9392	Each	1-Apr-18	207.20	214.25		RPI 3.4% increase, round up from £214.24
(e)	Renewal of Mandatory Five Year Licences for HMO	N	14001 9392	Each	1-Apr-18	643.30	665.00		RPI 3.4% increase, round down from £665.17. Equivalent to 3.37%
	Deductions for -								
i)	Second house to be licensed	N	14001 9392	Each	1-Apr-18	(25.90)	(26.80)		RPI 3.4% increase, round up from £26.78
ii)	Membership of approved accreditation schemes	N	14001 9392	Each	1-Apr-18	(103.60)	(107.20)		RPI 3.4% increase, round up from £107.12
iii)	Membership of approved landlord scheme	N	14001 9392	Each	1-Apr-18	(51.80)	(53.55)		RPI 3.4% increase, round down from £53.56
(f)	Notices served under Housing Act 2004		14001 9356	Per Hour	1-Apr-18	47.70	49.35		RPI 3.4% increase, round up from £49.32
(g)	Expenses incurred in determining Enforcement Action		14001 9356	Actual Cost	1-Apr-12	Actual	Actual		
3.9	<b>ABANDONED VEHICLE</b>								
(a)	Abandoned Vehicle Charge								
i)	Abandoned Vehicle in Good condition	N	14004 9383	Each	1-Apr-15	150.00+	150.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 1, Reg. 4
ii)	Abandoned Vehicle in Bad condition	N	14004 9383	Each	1-Apr-15	150.00+	150.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 1, Reg. 4
(b)	Daily charge for every day we store vehicle with a maximum of 15 days storage & only if vehicle is worth more than £1000 in value	N	14004 9383	Daily	1-Apr-17	10.00+	10.00+		No increase to daily charge - to remain in alliance with statutory fees which have not been amended.
(c)	For Disposal of Vehicle	N	14004 9383	Each	1-Apr-15	50.00+	50.00+	X	The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008 see Table 2, Reg. 5
3.10	<b>CONTAMINATED LAND ENQUIRIES</b>								
(a)	Written Correspondence	N	14004 9200	Per Letter	1-Apr-18	63.40	65.55		RPI 3.4% increase, round down from £65.56
(b)	Additional Hourly charge		14004 9200	Per Hour	1-Apr-18	47.70	49.35		RPI 3.4% increase, round up from £49.32
3.11	<b>DRAIN CAMERA SURVEY</b>								
(a)	First hour (including viewing)	I	14004 9348	First Hour	1-Apr-18	62.20	64.35		RPI 3.4% increase, round up from £64.31. Equivalent to 3.46%
(b)	Additional Half Hour	I	14004 9348	Additional	1-Apr-18	31.10	32.15		RPI 3.4% increase
3.12	<b>CCTV</b>								
(a)	Request for viewing	I	14001 9348	Each	1-Apr-18	15.50	16.00		RPI 3.4% increase, round down from £16.03
3.13	<b>SOLICITOR/BUSINESS REQUESTS including factual reports</b>								
(a)	Written Correspondence	I	14001 9356	Per Letter	1-Apr-18	58.10	60.00		RPI 3.4% increase, round down from £60.08
(b)	Additional Hourly charge		14001 9356	Per Hour	1-Apr-18	57.20	59.15		RPI 3.4% increase

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**POLICY FINANCE AND DEVELOPMENT COMMITTEE**

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<b>4</b>	<b>CORPORATE RESOURCES</b>								
<b>4.1</b>	<b>COPIES OF OFFICIAL / CERTIFIED COUNCIL DOCUMENTS</b>								
(a)	Annual Report & Budget Book (Hard-Copy Only)	Z	30201 9206	Each set	1-Apr-18	36.25	<b>36.00</b>		Reduction - new charge considered fair and appropriate.
(b)	Agendas, Reports & Background Documents (Hard-Copy Only)	Z	30201 9206	Each set	1-Apr-18	22.40	<b>20.00</b>		Reduction - new charge considered fair and appropriate.
(c)	Minutes (Hard-Copy Only)	Z	30201 9206	Each set	1-Apr-18	36.25	<b>15.00</b>		Reduction - new charge considered fair and appropriate.
(d)	Miscellaneous Legal Contracts, Agreements, Deeds, Instruments etc.	I	39904 9206	Each doc	-	-	<b>42.00</b>		New charge - benchmarked against other local authorities.
<b>4.2</b>	<b>LEGAL / ADMINISTRATIVE SERVICES</b>								
(a)	Simple Transfers, Charges, Leases, Licences, Other Agreements etc.	I	39904 9105	Each set	-	-	<b>300.00</b>		New charge - benchmarked against other local authorities.
(b)	Complex Transfers, Charges, Leases, Licences, Other Agreements etc.	I	39904 9105	Each set	-	-	<b>600.00</b>		New charge - benchmarked against other local authorities.
(c)	Commercial Transfers, Charges, Leases, Licences, Other Agreements etc.	I	39904 9105	Each set	-	-	<b>POA</b>		New charge - benchmarked against private-sector equivalent.
(d)	Freehold / Leasehold Property Enquiries	I	39904 9105	Each set	-	-	<b>42.00</b>		New charge - benchmarked against other local authorities.
(e)	Statutory Declarations, Statements, Affidavits, Certificates	I	39904 9105	Each doc	-	-	<b>42.00</b>		New charge - benchmarked against other local authorities.
(f)	Certification of Original Documents	I	39904 9356	Each doc	-	-	<b>20.00</b>		New charge - benchmarked against other local authorities.
(g)	Miscellaneous Hourly Rates (Qualified)	I	39904 9105	Per hour	-	-	<b>120.00</b>		New charge - benchmarked against other local authorities.
(h)	Miscellaneous Hourly Rates (Non-Qualified)	I	39904 9105	Per hour	-	-	<b>60.00</b>		New charge - benchmarked against other local authorities.
(i)	Miscellaneous Expenses and Disbursements	E	39904 9054	-	-	-	<b>POA</b>		New charge - benchmarked against other local authorities.
(j)	Miscellaneous Courts, Tribunals, Quangos etc. Costs and Fees	E	39904 9100	-	-	-	<b>POA</b>	X	New charge - set by various legislation, regulations etc.
(k)	Miscellaneous Civil / Administrative Penalties etc.	E	39904/9103	-	-	-	<b>POA</b>	X	New charge - set by various legislation, regulations etc.
	POA = Price on Application								
<b>4.3</b>	<b>LOCAL LAND CHARGES (LLC)</b>								
(a)	Full Search (LLC and Con29R) (Residential / Commercial)	I	-	Per search	1-Apr-18	116.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(b)	LLC1 Search	N	-	Per search	1-Apr-18	26.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(c)	CON29R Search	I	-	Per search	1-Apr-18	90.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(d)	Con29 Optional (Questions 4-22 each)	I	-	Each unit	1-Apr-18	20.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(e)	CON29 Building Regs (Q1.1j-l and 3.8 each)	I	-	Each unit	1-Apr-18	7.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(f)	LLC1 Additional parcel fee	N	-	Each unit	1-Apr-18	1.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(g)	CON29R Additional parcel fee	N	-	Each unit	1-Apr-18	18.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
(h)	Own written questions	N	-	Each unit	1-Apr-16	35.00	<b>TBC</b>	X	Set by Blaby District Council (Land Land Charges Service).
<b>4.4</b>	<b>COPIES OF BYLAWS</b> (Statutory max 20p per 100 words)	I	39904 9206	Each set	1-Apr-98	2.00	<b>2.00</b>	X	No change - charge considered appropriate.
<b>4.5</b>	<b>ELECTORAL SERVICES</b>								
(a)	Written proof of registration	N	30401 9203	Each	1-Apr-18	25.60	<b>0.00</b>	X	Under GDPR must be provided free of charge.
(b)	Forwarding of documents	N	30401 9203	Each	1-Apr-18	25.60	<b>0.00</b>	X	Under GDPR must be provided free of charge.
(c)	Written proof of historical registration	N	30401 9203	Each	1-Apr-18	32.00	<b>0.00</b>	X	Under GDPR must be provided free of charge.
(d)	Sale of registers (open register, marked register etc).	N	30401 9203	Each	1-Apr-18	-	<b>POA</b>	X	Statutory formula to calculate fee based on format required (i.e. data or paper) and number of electors etc.
	POA = Price on Application								
<b>4.6</b>	<b>ENVIRONMENTAL INFORMATION REGULATIONS (EIR) CHARGES</b>								
(a)	Photocopy or printing, standard, black and white, normal paper - min A4	I	39904 9356	Per Page	1-Apr-15	0.10	<b>0.10</b>		No change - charge considered appropriate.
(b)	Photocopy or printing, standard, black and white, normal paper - A3	I	39904 9356	Per Page	1-Apr-16	0.15	<b>0.15</b>		No change - charge considered appropriate.
(c)	Photocopy or printing, standard, black and white, normal paper - A2	I	39904 9356	Per Page	1-Apr-18	0.45	<b>0.45</b>		No change - charge considered appropriate.
(d)	Photocopy or printing, standard, black and white, normal paper - A1	I	39904 9356	Per Page	1-Apr-18	0.85	<b>0.85</b>		No change - charge considered appropriate.

**POLICY FINANCE AND DEVELOPMENT COMMITTEE**

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(e)	Photocopy or printing, standard, black and white, normal paper - A0	I	39904 9356	Per Page	1-Apr-18	1.25	<b>1.25</b>		No change - charge considered appropriate. RPI 3.4% increase is £5.48 so round up to the nearest 5p. New charge - set by the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 [FIDP (ALF) Regulations 2004] New charge - benchmarked against other local authorities.
(f)	Reproduction of data onto CD, DVD, USB or other Portal / Cloud Device	I	39904 9356	Each	1-Apr-18	5.30	<b>5.50</b>		
(g)	Staff costs for location, collation, redaction and checking of information etc.	I	39904 9356	Per Hour	1-Apr-18	26.70	<b>25.00</b>	X	
(h)	Miscellaneous Expenses and Disbursements POA = Price on Application	E	39904 9054	-			<b>POA</b>		
<p><u>NB</u> : If the total charge (at the rates above) does not exceed £3.00 then no charge will made to provide the requested copies</p>									
<b>4.6</b>	<b>FREEDOM OF INFORMATION ACT (FOIA) CHARGES UNDER SECTION 12</b>								
(a)	Standard - Refusals of requests on cost grounds (Limit 18 hrs / £450.00 Max)	E	39904 9356	Per Hour	-	-	<b>25.00</b>	X	New charge - set by the FIDP (ALF) Regulations 2004.
(b)	Extra - Requests exceeding cost limit at (a) [Necessary for Compliance] POA = Price on Application	E	39904 9356	-	-	-	<b>POA</b>	X	New charge - set by the FIDP (ALF) Regulations 2004.

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**SERVICE DELIVERY COMMITTEE**

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5	<b>HOUSING</b>								
	5.1 Use of Guest Rooms	E	1150* 9552	Night	1-Apr-18	20.70	<b>21.40</b>		3.4% annual increase for 2019/20
	5.2 Questionnaires re Loans for House Purchase		12001 9552	Each	1-Apr-18	41.45	<b>42.90</b>		3.4% annual increase for 2019/20 (round up to nearest £0.10)
	5.3 Hostel charge	E	14201 9600	Weekly	1-Apr-18	24.19	<b>25.00</b>		Reflects 3.4% increase on the new Belmont House Hostel charge which was £24.19 in 2018/19 (round to nearest £0.10)
	5.4 Housing Options administration fee		12003 9356	Each	1-Apr-18	40.00	<b>41.40</b>		3.4% annual increase for 2019/20 (round up to nearest £0.10)
	5.5 Personal contribution for hotel accommodation	E	14201 9600	Night	1-Apr-17	15.00	<b>15.50</b>		This charge is changed from weekly to nightly with an 85% discount applicable for those in receipt of Income Support, Employment Support Allowance or Universal Credit (round to nearest £0.10)
	5.6 Charge for Scooter Storage (VAT rate of 5%)	I	1150* 9608	Weekly	1-Apr-18	8.20	<b>8.50</b>		3.4% annual increase for 2019/20 (round up to nearest £0.10)
	5.7 Room Hire - Communal lounge (sheltered housing scheme)	E	1150* 9554	Hourly	1-Apr-18	15.55	<b>16.10</b>		3.4% annual increase for 2019/20 (round up to nearest £0.10)
	5.8 Communal lounge and kitchen facilities	E	1150* 9554	Hourly	1-Apr-18	19.15	<b>19.80</b>		3.4% annual increase for 2019/20

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6	<b>CEMETERIES</b>  The Cemeteries are open for interments from 9:30am to 3.45pm (2.30pm on Fridays); the latest time that an interment can be booked is 3.15pm (Monday to Thursday) and 2.00pm (Friday). For bookings outside of these hours the interment fee will be doubled.							
	<b>6.1 PURCHASE OF GRAVE AND EXCLUSIVE RIGHT OF BURIAL</b>							
	(a) Resident							
	i) For the exclusive right of burial, including the exclusive right of burial of cremated remains, in an earthen grave (includes application fee for memorials not exceeding 2' 6"(760mm)	E	20102 9200	1-Apr-18	790.00	<b>820.00</b>		RPI 3.4% increase is £26.86 but rounded up to nearest £5
	ii) For the exclusive right of burial for a child up to and including the age of 12 years in Oadby Cemetery or Wigston Cemetery Children's Section (includes application fee for memorials not exceeding 2' 6" (760mm))	E	20102 9200	1-Apr-18	215.00	<b>225.00</b>		RPI 3.4% increase is £7.31 but rounded up to nearest £5
	iii) Purchase of the exclusive right of burial for cremated remains in the Garden of Remembrance at Oadby or Wigston Cemetery (includes application fee for memorials not exceeding 2' 6"(760mm))	E	20102 9200	1-Apr-18	400.00	<b>415.00</b>		RPI 3.4% increase is £13.60 but rounded up to nearest £5
	(b) Non Resident The above charges are trebled in the case of a Non Resident of the Borough of Oadby and Wigston							
	(c) The fees above include the issue of the Deed of Grant of Right of Burial which is given for a period of 100 years							
	i) To extend the Deed of Grant of Right of Burial in a grave previously purchased, for a further 50 years.	E	20102 9200	1-Apr-18	160.00	<b>165.00</b>		RPI 3.4% is £5.44 rounded to nearest £5
	<b>NOTES:</b> The fees above refer to single graves for two coffin burials and six ash caskets The allocation of grave spaces for interment and exclusive rights of burial at both the cemeteries will be made available only in rotation. Purchase of burial or cremation plots in advance is not permitted at Oadby Cemetery Purchase of burial plots or cremation plots in Wigston Cemetery is limited to a maximum of 2 per applicant							
	<b>6.2 INTERMENT - IN A PRIVATE OR COMMON GRAVE</b>							
	For Interment in a Grave :-							
	(a) Resident							
	i) Foetus, a stillborn child, or a child whose age at the time of death did not exceed one month.			N/A	Free	Free		
	ii) A child whose age at the time of death exceeded one month but did not exceed 12 years.	E	20102 9200	1-Apr-18	130.00	<b>135.00</b>		RPI 3.4% is £4.42 rounded up to nearest £1
	iii) A person whose age at the time of death exceeded 12 years.	E	20102 9200	1-Apr-18	450.00	<b>470.00</b>		RPI 3.4% is £15.30 rounded up to nearest £5
	iv) For the interment of cremated remains in a grave or vault.	E	20102 9200	1-Apr-18	160.00	<b>165.00</b>		RPI 3.4% increase is £5.44 but rounded to nearest £1
	v) A scattering of Ashes	E	20102 9200	1-Apr-18	65.00	<b>68.00</b>		RPI 3.4% increase is £2.21 but rounded up to nearest £1
	(b) Non Resident The above charges are double in the case of a non resident of the Borough of Oadby and Wigston.							
	(c) Additional charge for burial with less than 48 hours notice or cremated remains with less than 24 hours notice over and above charges at i) ii) iii) and iv) for residents and non residents.	E	20102 9200	1-Apr-18	200.00	<b>210.00</b>		RPI 3.4% increase is £6.80 but rounded to nearest £10
	<b>NOTE:</b> The above charges include the digging of a grave where appropriate							
	<b>6.3 BURIAL OF A RESIDENT IN A DIFFERENT DISTRICT WHERE FAITH NEEDS CANNOT BE MET WITHIN THE BOROUGH</b> The Council subsidy where applicable will be limited to a maximum of £1,000					<b>No change</b>		
	<b>6.4 WALLED GRAVES AND VAULTS</b>							
	(a) For the right to construct a walled grave or vault:-							
	i) 9ft x 9ft	E	20102 9200	1-Apr-18	1055.00	<b>1,095.00</b>		RPI 3.4% increase is £35.87 but rounded up to nearest £5
	ii) 9ft x 4ft	E	20102 9200	1-Apr-18	855.00	<b>885.00</b>		RPI 3.4% increase is £29.07 but rounded up to nearest £1

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
Page 61	<b>6.5 MONUMENTS, GRAVESTONES, TABLETS AND INSCRIPTIONS</b>							
	(a) For the right to erect or place on a grave or vault subject to approval of the Council; A headstone or memorial tablet, vase and base							
	i) not exceeding 1ft in height (300mm)	I	20102 9200	1-Apr-18	66.00	<b>70.00</b>		RPI 3.4% increase is £2.24 but rounded up to nearest £5
	ii) exceeding 1ft but not exceeding 2ft 6in. (300mm to 760mm)	I	20102 9200	1-Apr-18	97.00	<b>100.00</b>		RPI 3.4% increase is £3.30 but rounded to nearest £1
	iii) exceeding 2ft 6in (over 760mm) (but see <b>NOTES</b> below)	I	20102 9200	1-Apr-18	193.00	<b>200.00</b>		RPI 3.4% increase is £6.56 but rounded up to nearest £1
	(b) Kerbstone, Borderstone or Flatstone enclosing or over a grave (but see <b>NOTES</b> below)	I	20102 9200	1-Apr-18	215.00	<b>225.00</b>		RPI 3.4% increase is £7.31 but rounded up to nearest £5
	(c) For the right to place an inscribed plaque on the memorial at the Garden of Remembrance at Oadby Cemetery.							
	i) Not Exceeding 6ins x 4ins (150mm x 100mm)	I	20102 9200	1-Apr-18	57.00	<b>60.00</b>		RPI 3.4% increase is £1.94 but rounded up to nearest £5
	ii) Exceeding 6ins x 4ins (150mm x 100mm)	I	20102 9200	1-Apr-18	91.00	<b>95.00</b>		RPI 3.4% increase is £3.09 but rounded up to nearest £1
	(d) For each inscription after the first inscription	I	20102 9200	1-Apr-18	45.00	<b>48.00</b>		RPI 3.4% increase is £1.53 but rounded up to nearest £2
	(e) Replacement of existing memorial - administration fee	I	20102 9200	1-Apr-18	45.00	<b>48.00</b>		RPI 3.4% increase is £1.53 but rounded up to nearest £2
	<b>NOTES:</b> Kerb edgings, headstones and memorials exceeding 2'6" (760mm) are not allowed in the Gardens of Remembrance or those sections of either cemetery designated as Lawn Cemetery (e.g. Wigston Cemetery Extension) and if installed will be removed. An additional inscription is defined as an action taken after the erection of the monument. Fees are to be enclosed with all applications							
	<b>6.6 MISCELLANEOUS</b>							
	(a) Transfer of Grave Ownership	N	20102 9200	1-Apr-18	50.00	<b>52.00</b>		RPI 3.4% increase is £1.70 but rounded up to nearest £1
	(b) for Searches of registers, copies and extracts therefrom:							
(i) Search of registers by Council staff - per hour or part hour	N	20102 9200	1-Apr-18	25.00	<b>30.00</b>		RPI 3.4% increase is £0.85 but rounded up to nearest £5	
Search of registers - in person - per hour or part hour	N	20102 9200	1-Apr-18	7.00	<b>10.00</b>		RPI 3.4% increase is £0.24 but rounded up to nearest £10	
(ii) Certificated copies of entry	N	20102 9200	1-Apr-18	27.00	<b>30.00</b>		RPI 3.4% increase is £0.92 but rounded up to nearest £10	
(c) Notice of Interment Forms			N/A					
(d) Use of the Chapel at Wigston Cemetery - per funeral	I	20102 9200	1-Apr-18	100.00	<b>110.00</b>		RPI 3.4% increase is £3.40 but rounded up to nearest £10	
(e) Purchase and planting of memorial trees - Donation	I	20102 9200	1-Apr-18	190.00	<b>200.00</b>		RPI 3.4% increase is £6.46 but rounded up to nearest £10	
(f) Donation towards a memorial seat (provided and installed by Council)	I	20102 9200	1-Apr-18	675.00	<b>700.00</b>		RPI 3.4% increase is £22.95 but rounded up to nearest £5	
(g) Exhumation (where requested by Deed Holder - subject to the required statutory approvals) - burial plot	E	20102 9200	1-Apr-18	595.00	<b>620.00</b>		RPI 3.4% increase is £20.23 but rounded up to nearest £10	
(h) Exhumation (where requested by Deed Holder - subject to the required statutory approvals) - casket plot	E	20102 9200	1-Apr-18	210.00	<b>220.00</b>		RPI 3.4% increase is £7.14 but rounded up to nearest £10	
<b>DEFINITION OF THE TERM RESIDENT</b> For Purchase of Grant of Right of Burial a <b>RESIDENT</b> is defined as: A person who, at the time of applying, has a permanent home address within the Borough For Interments a <b>RESIDENT</b> is defined as: i) A person who had resided at a private address within the Borough for 5 consecutive years immediately preceeding the date of death <b>OR</b> ii) A person who had at the time of death, resided in a residential or nursing home (or similar establishment) outside of the Borough for 3 years or less but had resided at an address within the Borough for the 5 consecutive years (or more) immediately preceeding moving to the residential or nursing home <b>OR</b> iii) A person who had resided within the Borough for 5 consecutive years (or more) but had within the 6 months immediately preceeding the date of death moved from the Borough.								

**VAT Key**

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



**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	Leisure Card	Non Member	Leisure Card	Non Member	Externally Set	Explanations regarding the recommended level of charge
				01.01.18 £	01.01.18 £	01.01.19 £	01.01.19 £		
7	<b>SPORTS LEISURE MANAGEMENT LIMITED (SLM)</b>								<b>Increases based on RPI - rounded</b> <b>As a whole, the prices across all categories have increased by 2.73%</b>
	<b>7.1 SWIMMING ADMISSIONS / SESSION</b>								
	a) Adult	I	1-Jan-18	£3.65	£4.00	<b>£3.70</b>	<b>£4.10</b>	x	£0.05 increase for Card holders, £0.10 increase for Non-members
	b) Junior	I	1-Jan-18	£2.50	£2.80	<b>£2.60</b>	<b>£2.90</b>	x	RPI 3.4% increase, round to nearest £0.05
	c) Concessions	I	1-Jan-18	£2.50	£2.80	<b>£2.60</b>	<b>£2.90</b>	x	RPI 3.4% increase, round to nearest £0.05
	d) Inflatable session Adult	I	1-Jan-18	£4.05	£4.50	<b>£3.70</b>	<b>£4.10</b>	x	Reduced price to make it the as same as 'general' Junior
	e) Inflatable session Junior	I	1-Jan-18	£2.95	£3.30	<b>£2.60</b>	<b>£2.90</b>	x	Reduced price to make it the as same as 'general' Adult
	f) Aquafit	I	1-Jan-18	£4.65	£5.15	<b>£4.75</b>	<b>£5.30</b>	x	£0.10 increase for Card holders, £0.15 increase for Non-members
	g) Young at Heart	I	1-Jan-18	£2.15	£2.40	<b>£2.20</b>	<b>£2.45</b>	x	£0.05 increase for Both Card holders and Non-Members
	h) Under 3	I	1-Jan-18	free	free	free	free	x	
	<b>7.2 SWIM SCHOOL LESSONS / 1/2 HOUR</b>								
	a) Adult/Junior	E	1-Jan-18	£6.15	£6.85	<b>£6.50</b>	<b>£7.12</b>	x	Includes free swimming, badges, certificates
	b) Private 1:1 (1/2hr)	E	1-Jan-18	£15.80	£17.55	<b>£17.25</b>	<b>£19.00</b>	x	£1.45 increase for Both Card holders and Non-Members
	<b>7.3 PRIVATE HIRE</b>								
	a) Parties - ( 1hr in pool / 1hr in Food Area)	I	1-Jan-18	£90.00	£90.00	<b>£93.00</b>	<b>£93.00</b>	x	Price includes lifeguard charge
	b) Lifeguard Charge	I	1-Jan-18	£15.00	£15.00	<b>£0.00</b>	<b>£0.00</b>	x	Price removed and included in above
	c) Gala	I	1-Jan-18	£75.00	£75.00	<b>£78.00</b>	<b>£78.00</b>	x	RPI 3.4% increase, round to nearest £1
	<b>7.4 SWIM DIRECT DEBITS</b>								
	a) Adult	I	1-Jan-18	£26.50	£26.50	<b>£26.50</b>	<b>£26.50</b>	x	No Change - charge considered appropriate
	b) Junoir	I	1-Jan-18	£13.25	£13.25	<b>£13.25</b>	<b>£13.25</b>	x	No Change - charge considered appropriate
	<b>7.5 SCHOOL HIRE (during school hours) / CLUB HIRE</b>								
	a) During School Hrs	I	1-Jan-18	£65.00	£65.00	<b>£67.00</b>	<b>£67.00</b>	x	Price includes lifeguard charge
	b) Lifeguard Charge	I	1-Jan-18	£15.00	£15.00	<b>£0.00</b>	<b>£0.00</b>	x	Price removed and included in above
	<b>7.6 SAUNA</b>								
	a) Adult	I	1-Jan-18	£4.35	£4.85	<b>£4.50</b>	<b>£5.00</b>	x	RPI 3.4% increase, round to nearest £0.05
	b) Concessions	I	1-Jan-18	£2.95	£3.30	<b>£3.05</b>	<b>£3.40</b>	x	RPI 3.4% increase, round to nearest £0.05
	<b>7.7 SPORTS HALL</b>								
	a) Badminton - Peak	I	1-Apr-17	£9.65	£10.70	<b>£9.90</b>	<b>£11.00</b>	x	£0.25 increase for Card holders, £0.30 increase for Non-members
	b) Badminton - Off Peak	I	1-Apr-17	£7.90	£8.75	<b>£8.10</b>	<b>£9.00</b>	x	£0.20 increase for Card holders, £0.25 increase for Non-members
	c) Active Life morning	I	1-Jan-18	£3.90	£4.40	<b>£4.05</b>	<b>£4.55</b>	x	RPI 3.4% increase, round to nearest £0.05
	d) Five a side - Peak	I	1-Jan-18	£39.85	£44.30	<b>£41.10</b>	<b>£45.65</b>	x	£1.25 increase for Card holders, £1.35 increase for Non-members
	e) Five a side - Off Peak	I	1-Jan-18	£31.50	£39.85	<b>£33.50</b>	<b>£41.05</b>	x	£2 increase for Card holders, £1.20 increase for Non-members
	f) Table Tennis - Peak	I	1-Jan-18	£4.65	£5.15	<b>£4.75</b>	<b>£5.30</b>	x	£0.10 increase for Card holders, £0.15 increase for Non-members
	g) Table Tennis - Off Peak	I	1-Jan-18	£3.55	£3.90	<b>£3.60</b>	<b>£4.00</b>	x	£0.05 increase for Card holders, £0.10 increase for Non-members



**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	DATE OF LAST CHANGE	Leisure Card 01.01.18 £	Non Member 01.01.18 £	Leisure Card 01.01.19 £	Non Member 01.01.19 £	Externally Set	Explanations regarding the recommended level of charge
	h) Football party	I	1-Jan-18	£70.00	£70.00	<b>£72.50</b>	<b>£72.50</b>	x	RPI 3.4% increase, round to nearest £0.50
	i) Bouncy Castle Party	I	1-Jan-18	£105.00	£105.00	<b>£110.00</b>	<b>£110.00</b>	x	RPI 3.4% increase, round to nearest £2
	j) Softplay Party	I	1-Feb-18	£143.00	£143.00	<b>£143.00</b>	<b>£143.00</b>	x	Not increased due to benchmarking year
	k) Climbing Party	I	1-Feb-18	£165.00	£165.00	<b>£165.00</b>	<b>£165.00</b>	x	Not increased due to benchmarking year
	l) Softplay under 1	I	1-Feb-18	free	free	<b>free</b>	<b>free</b>	x	Not increased due to benchmarking year
	m) Softplay 1-3 yrs	I	1-Feb-18	£5.25	£5.80	<b>£5.25</b>	<b>£5.80</b>	x	Not increased due to benchmarking year
	n) Softplay 4-12 yrs	I	1-Feb-18	£7.95	£8.75	<b>£7.95</b>	<b>£8.75</b>	x	Not increased due to benchmarking year
	o) Climbing adult	I	1-Feb-18	£14.95	£16.45	<b>£14.95</b>	<b>£16.45</b>	x	Not increased due to benchmarking year
	p) Climbing junior	I	1-Feb-18	£9.95	£10.95	<b>£9.95</b>	<b>£10.95</b>	x	Not increased due to benchmarking year
	<b>7.8 STUDIO</b>								
	a) Cycle Workout	I	1-Jan-18	£6.35	£6.95	<b>£6.45</b>	<b>£7.15</b>	x	£0.10 increase for Card holders, £0.20 increase for Non-members
	b) 30 minute Sessions	I	1-Jan-18	£3.55	£3.95	N/A	N/A	x	Remove - no longer applicable
	c) 45 minute Sessions	I	1-Jan-18	£5.05	£5.60	N/A	N/A	x	Remove - no longer applicable
	d) 60 minute Sessions	I	1-Jan-18	£6.35	£6.96	<b>£6.45</b>	<b>£7.15</b>	x	£0.10 increase for Card holders, £0.20 increase for Non-members
	e) Junior Dance Sessions	I	1-Jan-18	£3.30	£3.60	<b>£3.35</b>	<b>£3.70</b>	x	£0.05 increase for Card holders, £0.10 increase for Non-members
	f) Short Mat Bowls - Peak	I	1-Jan-18	£5.20	£5.80	N/A	N/A	x	Remove - no longer applicable
	g) Short Mat Bowls - Off Peak	I	1-Jan-18	£4.05	£4.50	N/A	N/A	x	Remove - no longer applicable
	h) Virtual Group Exercise class	I	1-Jan-18	£3.15	£3.15	<b>£3.25</b>	<b>£3.25</b>	x	£0.10 increase for Both Card holders and Non-Members
	i) GP Referral / Heartsmart	I	1-Jan-18	£2.70	£2.70	<b>£2.80</b>	<b>£2.80</b>	x	£0.10 increase for Both Card holders and Non-Members
	<b>7.9 GYM (Casual User)</b>								
	a) Adult / Session	I	1-Jan-18	£6.45	£7.10	<b>£6.55</b>	<b>£7.30</b>	x	£0.10 increase for Card holders, £0.20 increase for Non-members
	b) Concession / Session	I	1-Jan-18	£3.70	£4.25	<b>£3.85</b>	<b>£4.40</b>	x	RPI 3.4% increase, round up to nearest £0.05
	c) Disabled (Registered)	I	1-Jan-18	£2.80	£3.10	<b>£2.90</b>	<b>£3.20</b>	x	RPI 3.4% increase, round to nearest £0.05

**VAT Key**

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

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	Leisure Card 2018/19 £	2018/19 £	Leisure Card 2019/20 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
<b>8</b>	<b>RECREATION GROUNDS AND PAVILION HIRE</b>										
	<b>8.1 ROOM HIRE PER HOUR - VAT Exempt Pavilions</b>										
	Blaby Road										
	Freer Centre - commercial	E	20004 9538								
	Freer Centre - non commercial	E	20004 9539								
	Horsewell Lane										
	Horsewell Lane New Pavilion - commercial										
	Horsewell Lane New Pavilion - non commercial										
	Sheila Mitchell										
	Uplands Road										
	Walter Charles Centre - commercial	E	20004 9538								
	Walter Charles Centre - non commercial	E	20004 9539								
	(a) Non Commercial Use	E	20002 9539	Per Hour	1-Apr-18		15.50		<b>16.00</b>		RPI 3.4% increase is £0.53 but rounded to nearest £1
	(b) Commercial Use	E	20002 9538	Per Hour	1-Apr-18		19.50		<b>20.50</b>		RPI 3.4% increase is £0.66 but rounded up to nearest £0.50
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards										
	(c) Refundable deposit per booking (full or part)		62023 9627	Deposit	1-Apr-18		160.00		<b>165.00</b>		RPI 3.4% increase is £5.44 but rounded to nearest £5
	(d) Charge for lost keys (in addition to (e) below)		20002 9539	Each	1-Apr-18		17.00		<b>18.00</b>		RPI 3.4% increase is £0.58 but rounded up to nearest £1
	(e) Late return of keys (charge per working day)		20002 9539	Each	1-Apr-18		11.00		<b>11.50</b>		RPI 3.4% increase is £0.37 but rounded up to nearest £0.50
	<b>8.2 ROOM HIRE PER HOUR - VATable Pavilions</b>										
	Coombe Park										
	(a) Non Commercial Use	I	20002 9539	Per Hour	1-Apr-18		18.50		<b>19.00</b>		RPI 3.4% increase is £0.63 but rounded to nearest £1
	(b) Commercial Use	I	20002 9538	Per Hour	1-Apr-18		23.50		<b>25.00</b>		RPI 3.4% increase is £0.80 but rounded up to nearest £1
	(c) Refundable deposit per booking (full or part)		62023 9627	Deposit	1-Apr-18		160.00		<b>165.00</b>		RPI 3.4% increase is £5.44 but rounded to nearest £5
	(d) Charge for lost keys (in addition to (e) below)	E	20002 9539	Each	1-Apr-18		17.00		<b>18.00</b>		RPI 3.4% increase is £0.58 but rounded up to nearest £1
	(e) Late return of keys (charge per working day)	E	20002 9539	Each	1-Apr-18		11.00		<b>11.50</b>		RPI 3.4% increase is £0.37 but rounded up to nearest £0.50
	Saturday evening hire - minimum charge of 4 hours booking from 5pm onwards										
	<b>CANCELLATION OF ROOM HIRE</b>										
	Cancellation with more than 8 weeks notice - return 100% of hire fee										
	Cancellation less than 8 weeks but more than 6 weeks - return 75% of hire fee										
	Cancellations less than 6 weeks but more than 14 days- return 50% of hire fee										
	Cancellations less than 14 days but more than 7 days - return 25% of hire fee										
	Cancellations with less than 7 days notice - hire fee not refunded										
	<b>8.3 RECREATION GROUNDS</b>										
	(a) Bowls										
	i) Season Ticket - Adult	I	20002 9530	Each	1-Apr-18	87.60	90.00				Retain at current level - charge considered appropriate
	ii) Half Season Ticket - Adult	I	20002 9530	Each	1-Apr-18	43.75	45.00				Retain at current level - charge considered appropriate
	iii) Season Ticket - Junior (under 18)	I	20002 9530	Each	1-Apr-18		28.00				Retain at current level - charge considered appropriate
	iv) Hourly Ticket - per person	I	20002 9532	Per Person	1-Apr-18	3.80	4.00				Retain at current level - charge considered appropriate
	v) Visiting Team	I			1-Apr-15	N/A	N/A		<b>N/A</b>		
	vi) Season Ticket - New member (one year introductory offer)	I	20002 9530	Each	1-Apr-18		28.00		<b>30.00</b>		RPI 3.4% increase is £0.95 but rounded up to nearest £2
	(b) Cricket										
	i) Per match VATable	I	20002 9533	Per Match	1-Apr-18		74.00		<b>75.00</b>		RPI 3.4% increase is £2.52 but rounded to nearest £5
	ii) Per match Non VATable	E	20002 9534								
	(c) Football - Junior Clubs (Under 10's and below)										
	i) With shower facilities VATable	I	20002 9536	Per Booking	1-Apr-18		21.00		<b>22.00</b>		RPI 3.4% increase is £0.71 but rounded up to nearest £1
	With shower facilities non VATable	E	20002 9537								

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	Leisure Card 2018/19 £	2018/19 £	Leisure Card 2019/20 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
	ii) Without shower facilities VATable Without shower facilities non VATable	I E	20002 9536 20002 9537	Per Booking	1-Apr-18		10.50		11.00		RPI 3.4% increase is £0.36 but rounded up to nearest £1
	iii) Academy (Coombe Park - subject to VAT at Standard Rate)	I	20002 9536	Per Booking	1-Apr-18		160.00		165.00		RPI 3.4% increase is £5.44 but rounded to nearest £5
	(d) Football - Youths (10 - 18 years)										
	i) With shower facilities VATable	I	20002 9536	Per Booking	1-Apr-18		38.50		40.00		RPI 3.4% increase is £1.31 but rounded up to nearest £1
	ii) Without shower facilities Non VATable	E	20002 9537	Per Booking	1-Apr-18		19.20		20.00		RPI 3.4% increase is £0.65 but rounded up to nearest £1
	(e) Football - Senior Clubs (Over 18s)										
	i) Horsewell Lane Park VATable without showers	I	20002 9536	Per Booking	1-Apr-18		28.50		29.50		RPI 3.4% increase is £0.97 but rounded up to nearest £0.50
	Horsewell Lane Park Non VATable without showers	E	20002 9537								
	Horsewell Lane New Pavilion VATable with showers	I			1-Apr-19				59.00		
	Horsewell Lane New Pavilion Non VATable with showers	E									
	ii) Uplands Road Park VATable	I	20002 9536	Per Booking	1-Apr-18		56.50		59.00		RPI 3.4% increase is £1.92 but rounded up to nearest £1
	Uplands Road Park non VATable	E	20002 9537								
	iii) Coombe Park - subject to VAT at Standard Rate	I	20002 9537	Per Booking	1-Apr-18		56.50		59.00		RPI 3.4% increase is £1.92 but rounded up to nearest £1
	iv) Blaby Road Park VATable	I	20002 9536	Per Booking	1-Apr-18		56.50		59.00		RPI 3.4% increase is £1.92 but rounded up to nearest £1
	Blaby Road Park non VATable	E	20002 9537								
	v) Willow Park VATable	I	20002 9536	Per Booking	1-Apr-18		56.50		59.00		RPI 3.4% increase is £1.92 but rounded up to nearest £1
	Willow park Non VATable	E	20002 9537								
	vi) Peace Memorial Park - 5 a side		20002 9536	Per Booking	1-Apr-05						
	(f) Rounders - Senior Clubs (Over 18s)										
	(i) Willow Park VATable with changing rooms/showers	I		Per booking	1-Apr-19				59.00		New Charge - based on similar costs for football pitch plus research on what other local authorities charge
	(ii) Willow Park Non VATable with changing rooms/showers	E									
	(iii) Willow Park VATable pitch only	I		Per booking	1-Apr-19				29.50		New Charge - based on similar costs for football pitch plus research on what other local authorities charge
	(iv) Willow Park Non VATable pitch only	E									
	(g) Rounders - Junior / Youth teams (under 18s)										
	(i) Willow Park VATable with changing rooms/showers	I		Per booking	1-Apr-19				40.00		New Charge - based on similar costs for football pitch plus research on what other local authorities charge
	(ii) Willow Park Non VATable with changing rooms/showers	E									
	(iii) Willow Park VATable pitch only	I		Per booking	1-Apr-19				20.00		New Charge - based on similar costs for football pitch plus research on what other local authorities charge
	(iv) Willow Park Non VATable pitch only	E									
	Bookings of 10 matches or more booked together, are exempt from VAT (except Coombe Park)										10 match rule applies to both football and rounders added text to description
	(h) Fetes and Galas - Activities for commercial gain in line with Council Priorities										Increase to reflect commercial rate
	i) Use of Ground - per day	E	20002 9552	Per Day	1-Apr-18		185.00		250.00		
	ii) Deposit - to be returned in part or whole dependent on condition of ground.	N	62023 9624	Deposit	1-Apr-18		700.00		725.00		RPI 3.4% increase is £23.80 but rounded up to nearest £2
	(i) Fetes and Galas - Community events supportive of Council priorities										
	i) Use of Ground - per day			Per Day	N/A		Free		Free		
	ii) Deposit - to be returned in part or whole dependent on condition of ground.	N	62023 9624	Deposit	1-Apr-18		160.00		165.00		RPI 3.4% increase is £5.44 but rounded to nearest £5
	<b>NOTES</b> Deposits may be withheld in part or full for any damage caused and / or where the hirer fails to leave the building clean and tidy for the next user and / or where a hirer fails to remove and dispose of waste arising from their hire. An additional charge (over and above the deposit) is levied for the late return / non return of keys.										

**VAT Key**

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

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	TYPE	DATE OF LAST CHANGE	2018/19 £	01.01.19 to 31.12.19	Externally Set	Explanation regarding the recommended level of charge
9	<b>BROCKS HILL CENTRE</b>							
9.1	<b>HIRE OF ACTIVITY HALL (TAKES UPTO 150 THEATRE STYLE)</b> 1 hour hire rate for the hall or meeting room hire at £20		All	1-Apr-17	25.00	20.00	x	Attract more hire with a reduced rate
9.2	<b>HIRE OF THE MEETING ROOM (TAKES UPTO 50 THEATRE STYLE)</b> 1 hour hire rate for the hall or meeting room hire at £15.00		All	1-Jan-19	N/A	15.00	x	New rate intended to attract more hire
	<b>HIRE OF MEETING ROOM / HALL (EXCLUSIVE USE) - EVENINGS</b> <b>WEEKDAY EVENING - 16:45 P.M ONWARDS (SUBJECT TO STAFF AVAILABILITY)</b> <b>WEEKEND EVENINGS - 15:45 P.M. ONWARDS (SUBJECT TO STAFF AVAILABILITY)</b> NB: Evening meeting must vacate the site by 21:30 p.m.							
9.3	<b>TALKS - PER GROUP</b>			1-Apr-14	55.00	55.00	x	No Change - charge considered appropriate
9.4	<b>TOURS - PER ORGANISED GROUP</b>			1-Apr-14	55.00	55.00	x	No Change - charge considered appropriate
9.5	<b>SCHOOL GROUPS</b> Per school activity up to maximum size of 35 pupils. A fixed charge is applicable based on the following :- (a) Upto 20 children for schools outside the Borough Council's boundaries (b) Upto 20 children for schools located within Oadby and Wigston boundaries (c) For all schools the additional charge above 20 children (per child per session) Teachers/Leaders			1-Apr-14	55.00	55.00	x	No Change - charge considered appropriate
				1-Apr-14	45.00	45.00	x	No Change - charge considered appropriate
				1-Apr-16	2.50	2.50	x	No Change - charge considered appropriate
				1-Apr-14	Free	Free	x	No Change - charge considered appropriate
9.6	<b>SELF LED ACTIVITIES AVAILABLE FOR HIRE BY SCHOOLS AND GROUPS SUCH AS THE MINI-BEAST KIT BOX ( TERMS &amp; CONDITIONS APPLY)</b>			1-Apr-14	30.00	30.00	x	No Change - charge considered appropriate
	<b>ORGANISED EVENTS AND ACTIVITIES OPEN TO THE PUBLIC (POA)</b> Charges to the public for events vary according to the type of event & age of participants and so are not listed here. They are calculated on an event by event basis taking into consideration materials provided, use of room, cost of instructor/speaker etc (POA = Price On Application)							
	<b>FILMING AND PHOTOGRAPHY</b> POA; small scale £55 per hour			1-Apr-16	POA	POA		
	Day Delegate Rate for Conference / Training etc inclusive of Food etc			New		POA		

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**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	UNIT	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
<b>10</b>	<b>ALLOTMENTS</b>								
	<b>10.1 RESIDENTS</b>								
	(a) Rent of plot to residents - per 100 square yards	N	20001 9552	Each	1-Apr-18	14.50	<b>15.00</b>		RPI 3.4% increase is £0.49 but rounded up to nearest £1
	(b) Rent of plot to residents - where tenancy commenced after 29 September 2011								
	1) Wigston Road	N	20001 9552	Each	1-Apr-18	18.20	<b>18.70</b>		RPI 3.4% is £0.62 but standardise price rise to £0.50
	2) Aylestone Lane	N	20001 9552	Each	1-Apr-18	18.20	<b>18.70</b>		RPI 3.4% is £0.62 but standardise price rise to £0.50
	3) Manchester Gardens - Rectangle	N	20001 9552	Each	1-Apr-18	16.10	<b>16.60</b>		RPI 3.4% is £0.55 but standardise price rise to £0.50
	4) Manchester Gardens - Triangle	N	20001 9552	Each	1-Apr-18	14.50	<b>15.00</b>		RPI 3.4% is £0.49 but standardise price rise to £0.50
	5) Brabazon Road	N	20001 9552	Each	1-Apr-18	16.10	<b>16.60</b>		RPI 3.4% is £0.55 but standardise price rise to £0.50
	Allotment rent year runs from 29 September to 28 September the following year								
	<b>10.2 SENIOR CITIZENS</b>								
	25% reduction on the above charge								
	<b>10.3 DEPOSIT - REFUNDABLE</b>	N	20001 9622	Each	1-Apr-18	55.00	<b>60.00</b>		RPI 3.4% increase is £1.87 but rounded up to nearest £5
	<b>10.4 KEY - REPLACEMENT</b>	I	20001 9362	Each	1-Apr-18	17.00	<b>18.00</b>		RPI 3.4% increase is £0.58 but rounded up to nearest £1

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**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
11	<b>SPECIAL COLLECTION OF HOUSEHOLD REFUSE</b>							
	<b>11.1 COLLECTION OF HOUSEHOLD REFUSE</b>							
	(a) The following non electrical items can be collected :- All Domestic items - house improvement or building work related. Items such as building waste or replaced windows will not be collected. Broken glass must be supplied in a box. Bagged, boxed and tied waste will be classed as individual items. Sheds <u>must</u> be dismantled and each panel classed as an item. Items <u>must</u> be presented in a form that reasonably facilitates loading and satisfies manual handling requirements - failure to do so will result in non-collection and payment refunded for those items not collected. Note - Bags should be strong enough so items do not split when being taken to vehicle. Charges for Garden Tools and Equipment* are :-							NB: We have to be careful as councils are doing this free of charge  Also the tip is closed on a Thursday and Friday We don't want to encourage fly tips
	i) 1 Item	N	20801 9310	1-Apr-18	21.00	22.00		RPI 3.4% increase is £21.71 but rounded up to nearest £1
	ii) Each Additional Item	N	20801 9310	1-Apr-18	4.00	4.10		RPI 3.4% increase is £4.14 but rounded down to nearest £0.10
	(b) The following electrical items can be collected :- Vacuum Cleaners, Televisions, Fridge, Fridge/Freezer, Coolers, Washing Machines, Tumble Dryers, Dishwashers, Audio Visual Equipment. Charges for Electrical Items are :-							
	i) 1 Item	N	20801 9310	1-Apr-18	21.00	22.00		RPI 3.4% increase is £21.71 but rounded up to nearest £1
	ii) Each Additional Item	N	20801 9310	1-Apr-18	4.00	4.10		RPI 3.4% increase is £4.14 but rounded down to nearest £0.10
	The collection of electrical and non-electrical items are two separate services. Free collection for all items above, for those residents receiving :- Housing Benefit, Council Tax Benefit or Disability Benefit, Military Service - Maximum of four items - no more than two separate collections per annum * Garden Tools can be taken to Brocks Hill Environment Centre ( for re-use by volunteers working in the Borough )							
	<b>11.2 GARDEN WASTE COLLECTION SERVICE</b>							
	(a) This charge applies to 1 x 240 litre bin or upto 2 x 140 litre bins (le still applies if there is only 1 x 140 litre bin) This provides a fortnightly collection all year round.	N	20805 9318	1-Apr-18	35.00	35.00		No increase is recommended thisfor 2019/20
	(b) Additional bins of any size (These will incur a charge for collection - currently £20 per year) * Please see separate terms & conditions for further details	N	20805 9217	1-Apr-18	20.00	20.00		No increase is recommended thisfor 2019/20
	<b>11.3 DISPOSAL OF DECEASED DOMESTIC ANIMALS</b>	I	20701 9200	1-Apr-18	63.00	65.00		RPI 3.4% increase is £65.14 but rounded down to nearest £1

**SERVICE DELIVERY COMMITTEE**

	DESCRIPTION OF CHARGE	VAT	GL ACCOUNT CODE	DATE OF LAST CHANGE	2018/19 £	2019/20 £	Externally Set	Explanation regarding the recommended level of charge
Page 69	<b>11.4 REMOVAL OF UNAUTHORISED ADVERTISING ON STREETS, OPEN SPACES AND PUBLIC NOTICE BOARDS</b>							
	(a) Removal of unapproved advertising, promotional material or balloons on public spaces, street furniture or notice boards - per item per week	N	20701 9200	1-Apr-18	42.30	45.00		RPI 3.4% increase is £43.74 but rounded up to nearest £5 RPI 3.4% increase is £43.74 but rounded up to nearest £5 RPI 3.4% increase is £93.06 but rounded up to nearest £1
	(b) Removal of unapproved notices	N	20701 9200	1-Apr-18	42.30	45.00		
	(c) Taking down and storage of fly posters	N	20701 9200	1-Apr-18	90.00	93.00		
	<b>11.5 COUNCIL CAR PARKS</b>							
	(a) Off Street parking Parking charge for stays of over 3 hours (where applicable)	I	20501 9500	1-Apr-15	3.00	3.00		Retain at current level - charge considered to be appropriate
	<b>11.6 CLEANSING OF PRIVATELY OWNED PARKING AREAS</b>							
	(a) Cleaning of Slabbed and Block Paved Areas							RPI 3.4% increase is £113.74 but rounded up to nearest £5
	i) Up to 20 sq metres (subject to availability and site inspection for suitability)	N	20701 9200	1-Apr-18	110.00	115.00		
	ii) Greater than 20 sq metres	N	20701 9200	1-Apr-12	POA	POA		
	(b) Cleaning of Car Parks and other areas	N	20701 9200	1-Apr-11	POA	POA		
	(c) Mowing of Large Private Grassed Areas POA = Price on Application	N	20701 9200	1-Apr-11	POA	POA		
	<b>11.7 RELOCATION OF STREET NAME PLATES</b>							
(a) At the request of resident and subject to agreement at the discretion of the Council							RPI 3.4% increase is £4.08 but rounded up to nearest £1 RPI 3.4% increase is £6.29 but rounded up to nearest £5	
i) Wall mounted name plates		20601 2013	1-Apr-18	120.00	125.00			
ii) Frame mounted name plates		20601 2013	1-Apr-18	185.00	195.00			

**VAT Key**

- I Inclusive of VAT
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# Agenda Item 10



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information</b>
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**Report Title:** **Collection and Write-Off of Miscellaneous Debtors (Q2 2018/19)**

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

<b>Purpose of Report:</b>	The purpose of this report is to inform Members of the levels of outstanding debt owed to the Council from the second quarter of 2018/19 and for Members to approve any write-off of uncollectable debts as per the Council's Financial Regulations.
<b>Report Summary:</b>	Council Tax, Benefit overpayments and sundry debts have all fallen again this quarter. Business Rates and Housing Rents have seen arrears rise, however remedial action is being taken to bring this back under control.
<b>Recommendation(s):</b>	<b>That the contents of the report be noted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a>  Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 <a href="mailto:chris.raymakers@oadby-wigston.gov.uk">chris.raymakers@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	Effective Service Provision (CP2) Wellbeing for All (CP5)
<b>Vision and Values:</b>	Accountability (V1) Teamwork (V3) Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from the report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Reputation Damage (CR4) Increased Fraud (CR10)
Equalities and Equalities Assessment (EA):	There are no implications arising from the report. EA not applicable.
Human Rights:	There are no implications arising from the report.
Health and Safety:	There are no implications arising from the report.
<b>Statutory Officers' Comments:-</b>	



Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Deputy Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	None.

## 1. Introduction

1.1 As part of the income collection function, the Council operates a comprehensive debt collection process which covers all service areas of the Authority.

1.2 The Council uses three principal methods for collecting these debts:

- (i) Direct contact with the debtor by letter or telephone;
- (ii) Referring the debt to a collection agent; and
- (iii) Legal action through the courts.

## 2. Council Tax and Non-Domestic (Business) Rates

2.1 Council Tax and Non-Domestic (Business) Rates (NDR) make up the largest debits within the income collection area. These income streams have a combined annual debit to collect of around £40 million.

2.2 At 30 September 2018, the arrears in this area were:

Service	Council Tax	NDR
<b>Previous Years Arrears</b>	£	£
<b>Arrears at 30 June 2018</b>	1,365,461	758,521
<b>Arrears at 30 September 2018</b>	1,269,605	750,158

2.3 Council Tax has seen a reduction in arrears of around 7% in the second quarter of the year. NDR arrears have also fallen during this quarter by around £8,000 which is a reversal of the last quarter's trend.

2.4 The collection rates for the current year debit dipped in the second quarter. During this period 27.80% of the Council Tax debit and 25.51% of the Business Rates debit had been collected. For the first time both taxes have fallen below target. This has been due to a combination of staff vacancies and sickness absence. However during October 2018 a new Revenues Officer was employed to fill the vacancy and further assistance will be brought in to assist with Council Tax collection. Positively, business rates were above target again by the end of October 2018.

## 3. Overpayments of Housing Benefit

3.1 Recouping the overpayment of housing benefit has become an increasing problem for Councils across the country over the last few years. Oadby and Wigston have, since 2015, brought this under control. The majority of cases have been collected from ongoing benefit;

however, where the claimant is no longer receiving or is entitled to housing benefit, the debt is passed over to a debt collection team.

3.2 Historically, the Council has raised almost 12,500 overpayment invoices totalling over £3.8million of debt, successfully collecting £3.1million.

3.3 The total still outstanding is listed below by age:

	Days Overdue				Total
	0-90	90-182	182-365	Over 365	
<b>30 June 2018</b>	46,174	42,524	81,647	478,455	648,800
<b>30 September 2018</b>	60,201	26,041	78,362	482,917	647,521

3.4 The Universal Credit (UC) system will have an impact on the recovery of these debts. As debtors migrate from Housing Benefit to UC the Council will no longer be able to collect overpayments from on-going benefit so alternative methods of collection will have to be used. This will put pressure on collection resources as more cases are dealt with directly with the debtor. This has not yet made a significant impact on collection however this is likely to change when full migration takes place in the future.

#### 4. Housing Rents

4.1 The Council runs a housing stock of approximately 1,200 dwellings with a total collectable debit of £4,780,000 of which £2,600,000 is paid for by Housing Benefit.

4.2 Rent arrears are split between current and former tenant. Arrears have risen since year end, however this would be expected because of the collection profile with the four non-collected (free weeks) toward the end of the year. This area has also been subjected to a period of long term sickness which is currently ongoing. However, temporary staff have been recruited to cover this area and the post of Income and Debt Recovery Assistant has also been recruited with a prospective start date of 03 December 2018. The extra resources brought in will be retained for a further month in order to start reversing the current trend of increasing rent arrears.

	Current Tenants	Former Tenants	Total
	£	£	£
<b>Arrears at 30 June 2018</b>	149,134	114,093	263,227
<b>Arrears at 30 September 2018</b>	183,420	117,345	300,765

4.3 From 13 June 2018, the Council moved to UC 'full service' which will see the gradual migration of working age tenants from Housing Benefit to the new UC system. It is anticipated that that this will put pressure on this particular collection area as tenants may no longer get their rent paid automatically. In order to combat the expected increase in debt pressure, further resources are being engaged.

#### 5. Miscellaneous Sundry Debts

5.1 In the second quarter of 2018/19, 537 debtors were raised totalling £516,000.

5.2 The current position relating to collection of outstanding invoices is summarised below:

	<b>Days Overdue</b>					
	<b>0-90</b>	<b>91-180</b>	<b>181-365</b>	<b>366-730</b>	<b>731+</b>	<b>Total</b>
<b>30 June 2018</b>	91,809	10,884	28,514	35,734	124,482	291,423
<b>30 September 2018</b>	95,634	22,527	19,851	38,360	126,785	303,247

- 5.3 During the second quarter of 2018/19, miscellaneous debt rose by £12,000. This has been during a period of staff absence through annual leave. Overall debt was back below £300,000 by the end of October 2018. Of the total debt of £300,000, approximately £91,000 (105 accounts) is actively managed through instalments.
- 5.4 During this quarter:
- The Council has referred thirteen cases to the collection agent;
  - No write-offs have been made;
  - Ten accounts have completed their arrangements to pay; and
  - A Key Performance Indicator (KPI) of the Council is the proportion of debt over 90 days old as a percentage of the total estimated annual debit. At 30 September 2018, this percentage is 15% (the target for 2018/19 being under 15%).

## **6. Write-off of Bad Debt**

- 6.1 There are no write-offs to be considered by Members at this Committee.

# Agenda Item 11



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Third Sector and Community Support Funding Requests (Q2 2018/19)**

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

<b>Purpose of Report:</b>	The purpose of this report is to receive approval for grants requested and to give an update on expenditure in the voluntary sector.
<b>Report Summary:</b>	A number of requests from the Resident Forums require approval from this Committee.
<b>Recommendation(s):</b>	<b>A. That the contents of the report and Appendix be noted. B. That the Forums' expenditure requests (as outlined at section 2 of the report) be approved.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Stephen Hinds (Director of Finance & Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a>  Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 <a href="mailto:chris.raymakers@oadby-wigston.gov.uk">chris.raymakers@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	An Inclusive and Engaged Borough (CP1) Green & Safe Places (CP4) Wellbeing for All (CP5)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision) Customer Focus (V5)
<b>Report Implications:-</b>	
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) Reputation Damage (CR4) Increased Fraud (CR10)
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.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.

Chief Finance Officer:	The report is satisfactory.
Deputy Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<b>1.</b> Residents' Forums Expenditure (Q2 2018/19)

## 1. Introduction

- 1.1 At Full Council on 05 December 2017, Members approved the setting up of a formal structure for dealing with 'Third Sector and Community Funding'.
- 1.2 This area includes the following funding streams to the community:
- Contractual Funding
  - Core Support Funding
  - Neighbourhood Residents Forums
  - Borough Wide Community Initiatives
  - Community and Youth Grant Schemes
- 1.3 The funds included under this umbrella are all discretionary funds except for the Health And Wellbeing funding which is a ring-fenced fund given by the Public Health Commissioner to the Council to deliver its objectives.
- 1.4 Approval and monitoring of this funding is shared between this Committee and the Community Engagement Forum. All requests should be underpinned by at least one of the Council's Priorities, which are;
- An Inclusive and Engaged Borough (IEB)
  - Effective Service Provision (ESP)
  - Balanced Economic Development (BED)
  - Green and Safe Places (GSP)
  - Wellbeing for All (WFA)

## 2. Residents' Forums

- 2.1 The table below shows the actual spend at the end of September 2018 for schemes approved by the Forums. Once a scheme is complete, any underspend on that scheme is placed back into the spending pot for future allocation. Members are requested to note the current position.

Forum	Original Allocation	Budgets Allocated	Unused Balances for Reserves	Total Unallocated Reserves	Spend 30 Sept 2018
	£	£	£	£	£
Wigston	259,200	220,566	10,517	49,151	200,291
South Wigston	129,600	118,370	7,626	18,856	100,302
Oadby	259,200	228,462	11,911	42,649	206,170
	<b>648,000</b>	<b>567,398</b>	<b>30,054</b>	<b>110,656</b>	<b>505,188</b>

2.1 The three Resident Forums met as follows in September and October:

- Oadby Residents Forum (5 September 2018)
- Wigston Residents Forum (19 September 2018)
- South Wigston Residents Forum (3 October 2018)
- Oadby Residents Forum (31 October 2018)

There are no grants or funding applications from these Forums to be approved at this Committee.

### **3. Contractual Funding**

3.1 The Council currently has a contract with both The Helping Hands Trust and The Citizens Advice to provide an advice service to residents. The current contracts end on 31 May 2019 and are budgeted at a total of £55,000. Discussions are now underway with both organisations regarding the continuing service in 2019/20.

### **4. Core Support Funding**

4.1 The Council currently supports a number of community groups within the Borough. These currently include:

- Age UK
- Oadby and Wigston Senior Citizens Group
- SSAFA
- Pride of the Borough

4.2 The current budget for Core Support Funding is £24,300. All of the above agreements require review during 2018/19.

### **5. Borough Wide Community and Grant Schemes**

5.1 A grant of £300 has been given to the 'Sam Says Stop' campaign. The campaign is aimed to educate taxi drivers and passengers about the dangers of 'car-dooring' (IEB, WFA).

<b>WIGSTON RESIDENT FORUM</b>	<b>Approved amount</b>	<b>Actual amount spent at 30/09/18</b>	<b>Completed projects - balance available for reallocation</b>	<b>Progress Report</b>
	<b>£</b>	<b>£</b>	<b>£</b>	
Original Allocation	230,000			
Allocation PFD committee 28 March 2017	29,200			
<b>Total allocated to Wigston Forum</b>	<b>259,200</b>	<b>259,200</b>		
<b>Schemes Complete at 1 April 2018</b>	<b>213,382</b>	<b>198,612</b>	<b>(10,446)</b>	
Refurbishment of Maromme Square (PFD July 16)	5,000	0		Work to commence after consultation with residents
Litter bin at Barford Close (PFD 1 May 18)	450	450		
Contribution to a defibrillator to be installed at Bell Street (PFD 1 May 18)	1,300	1,229	(71)	Scheme Complete
Wigston Civic Society - Information Board and totem pole (PFD Sept 18)	284	0		Not commenced yet
Little Hill Resident's Association - purchase of a strimmer (PFD Sept 18)	150	0		Not commenced yet
<b>Schemes currently requiring completion</b>	<b>7,184</b>	<b>1,679</b>	<b>(71)</b>	
<b>Total committed</b>	<b>220,566</b>	<b>200,291</b>	<b>(10,517)</b>	
<b>Completed projects - unused balance available for reallocation</b>	<b>10,517</b>			
<b>Funds remaining</b>	<b>49,151</b>			

<b>SOUTH WIGSTON RESIDENT FORUM</b>	<b>Approved amount</b>	<b>Actual amount spent at 30/09/18</b>	<b>Completed projects - balance available for reallocation</b>	<b>Progress Report</b>
	<b>£</b>	<b>£</b>		
Original Allocation	115,000			
Allocation PFD committee 28 March 2017	14,600			
<b>Total allocated budget</b>	<b>129,600</b>	<b>129,600</b>		
<b>Schemes Complete at 1 April 2018</b>	<b>113,920</b>	<b>96,294</b>	<b>(7,626)</b>	
<b>Schemes currently requiring completion</b>				
Litterbins to be placed on Saffron Road (delegated auth)	450	568	118	
Bus Shelter nr Gloucester Crescent/Cornwell Road (PFD May 18)	4,000	3,440	(560)	Bus Sheltered Ordered
<b>Subtotal</b>	<b>4,450</b>	<b>4,008</b>	<b>(442)</b>	
<b>Total committed</b>	<b>118,370</b>	<b>100,302</b>	<b>(8,068)</b>	
<b>Completed projects - balance available for reallocation</b>	<b>8,068</b>			
<b>Funds remaining</b>	<b>19,298</b>			



<b>OADBY RESIDENT FORUM</b>	<b>Approved amount</b>	<b>Actual amount spent at 30/09/18</b>	<b>Completed projects - balance available for reallocation</b>	<b>Progress Report</b>
	£	£	£	
Original Allocation Allocation PFD committee 28 March 2017 <b>Total allocated budget</b>	230,000 29,200 <b>259,200</b>			
<b>Spend at 1 April 2018</b>  Refurbishment of bench on Florence Wragg Way (PFD 1 May 18) Oadby Response Group - Emergency Plan Leaflet (PFD 1 May 18) Sandhurst School Stones Setting (PFD 1 May) Grit Bin - Blackthorn Watch Community Group (PFD Sept 18) Oadby Remembers/Oadby Stakeholders art installation (PFD Sept 18) <b>Schemes currently requiring completion</b>	<b>224,414</b>  600 1,575 1,000 500 373 <b>4,048</b>	<b>203,995</b>  600 1,575 0 0 0 <b>2,175</b>	<b>(11,911)</b>     <b>0</b>	About to be installed  Not commenced yet Not commenced yet Not commenced yet
<b>Total committed</b>	<b>228,462</b>	<b>206,170</b>	<b>(11,911)</b>	
<b>Completed projects - unused balance available for reallocation</b>	<b>11,911</b>			
<b>Funds Remaining</b>	<b>42,649</b>			

# Agenda Item 12



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information</b>
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**Report Title:** **People and Performance Update (Q2 2018/19)**

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

<b>Purpose of Report:</b>	To advise the Committee of the work undertaken by the People and Performance Team during the second quarter of 2018/19.
<b>Report Summary:</b>	The report provides a summary of the team's current performance against its Key Performance Indicators (KPIs), plus updates on new pay spines, health at work initiatives and press releases.
<b>Recommendation(s):</b>	<b>That the contents of the report be noted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	Anne Court (Chief Executive) (0116) 257 2572602 <a href="mailto:Anne.court1@oadby-wigston.gov.uk">Anne.court1@oadby-wigston.gov.uk</a>  Karen Pollard (Head of People & Performance) (0116) 257 2727 <a href="mailto:Karen.pollard@oadby-wigston.gov.uk">Karen.pollard@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	Effective Service Provision (CP2) Wellbeing for All (CP5)
<b>Vision and Values:</b>	Innovation (V4) Accountability (V1)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising directly from this report.
Corporate Risk Management:	No corporate risk(s) identified.
Equalities and Equalities Assessment (EA):	There are no implications arising from the report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.

<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	None.

## **1. Introduction**

- 1.1 The People and Performance Team covers work such as Human Resources, Communications, Public Relations and Health and Safety.
- 1.2 This report gives an update on the mid-year position on the team's Key Performance Indicators (KPIs) and an update on the current work programme.

## **2. Key Performance Indicators (KPIs)**

The People and Performance Team have nine performance indicators. The performance against each indicator is outlined below:

### **1. Deliver the Action Plan for the Investors in People Award.**

The Council successfully achieved the Award and has implemented all the recommendations from the action plan. This Award is in place until November 2019.

### **2. Review the Job Evaluation Scheme**

The work on this project is due to start in quarter 3. The review must have trade union involvement; however this has been delayed because there is currently only one union representative at the Council who is from GMB. Unison is canvassing for new representatives by holding drop in sessions at the Council Offices. If the efforts to recruit new representatives at the Council are unsuccessful, a regional branch has agreed to work on the project.

### **3. Develop a Workforce Strategy**

It has been decided to develop a forward-looking Workforce Strategy instead of a People Strategy which tends to do a reflection on past achievements and presents employee statistics. The Workforce Strategy is on target for the first draft to be completed by the end of December 2018. The Strategy will identify the organisation's needs in terms of the size, experience, knowledge and skills of its workforce, and how the Council will support its employees, for example in terms of learning and development, so that we can achieve our objectives. The Strategy will also detail key projects to be undertaken and how these will impact upon the workforce.

### **4. Implement the Workforce Strategy**

The Workforce Strategy, once complete, will be implemented. Progress against all of the key target data will be reported in quarter 4.

### **5. Improve the timeliness of Staff Recruitment**

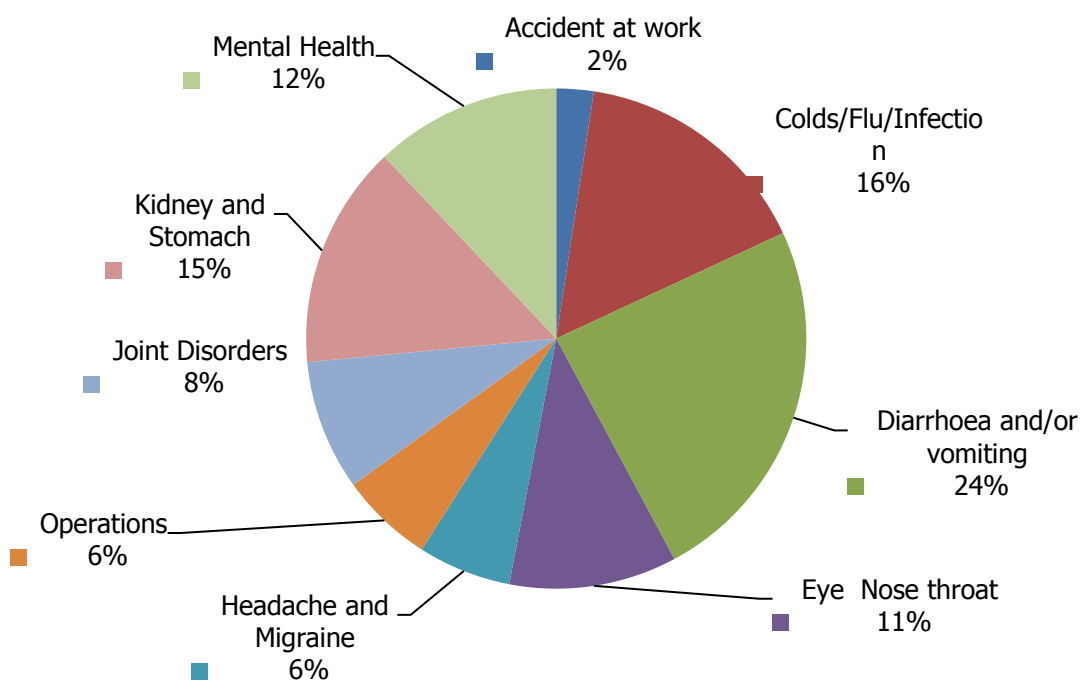
There is a target of 30 days from placing an advert for a vacancy to making an offer to the successful candidate. During this year the actual timescales for this have ranged from 15 days to 27 days. Achieving this performance indicator means that services to the residents of the Borough are delivered with minimum time delay. Teams are returned to full capacity as soon as possible thereby reducing the impact of heavy

workloads due to vacancies. Start dates for candidates depend on the period of notice they are required to give (where applicable).

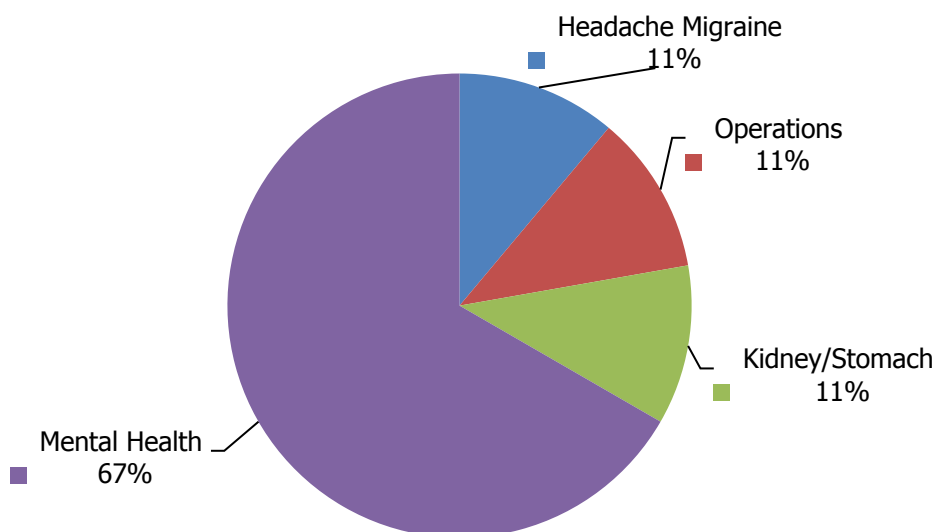
## 6. Increase Staffing Availability Through Reduced Sickness

There is a short term sickness target of 8 days per full time equivalent employee (FTE). Short term sickness is anything less than 4 weeks in duration. The actual sickness taken per FTE at the end of quarter 2 was 1.84 days. This is a real achievement for the Council and reflects both the impact of the new sickness policy and the introduction of initiatives such as the Health at Work Days (see para 2.4 below). The diagrams below illustrate the current short-term and long-term sickness reporting reasons:

### Reasons for Short Term Sickness April - Sept 2018



### Reasons for Long Term Sickness April - Sept 2018



## **7. Improve Availability of Staff to Minimise Service Delivery Interruptions**

The annual turnover target is 11%. The Council's cumulative monthly turnover at the end of quarter 2 is 11.47%. The outturn is slightly higher at the time of reporting due to three staff retirements this year, some staff relocating to other parts of the country and some staff leaving to take up promotions or pursue career changes.

## **8. Review of Council's Policies and Procedures**

There are a number of policies being reviewed this year. The following policies are currently out for consultation:

- Disciplinary Policy;
- Post Entry Training Policy;
- Employee Financial Hardship Policy;
- Annual Leave and Time Off Policy; and
- Social Media Policy.

The policies have been reviewed to ensure that they are easy to for employees to understand, promote good practice and comply with all current legislation and codes of practice. A number of the policies are in draft format for consultation, whilst others only require minor amendments.

## **9. Staff Are Fully Aware of and Understand their Statutory Responsibilities.**

The target is for 100% of staff to complete mandatory training courses on the Council's e-learning module Learning Pool. The mid-year figure achieved is 90.6%. These include courses on Health and Safety, Vision and Values, Introduction to Emergency Planning and 5 courses related to the introduction of the General Data Protection Regulations (GDPR). Heads of Service are sent a summary of those employees who have courses outstanding every month to ensure that any staff yet to complete courses are reminded of the requirement.

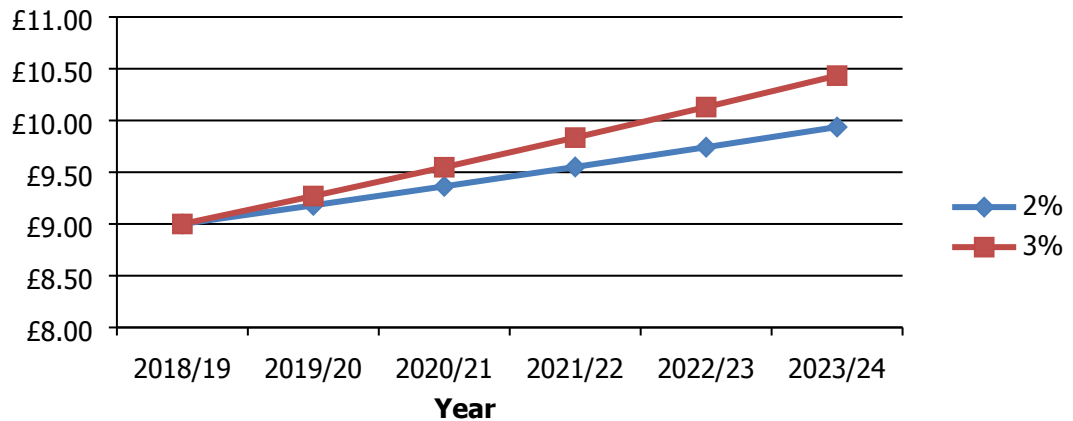
### **2.1 New Pay Spines**

2.2 The Council is currently working through the impact of the new pay spines which were proposed by the Local Government Association for the 2019/20 year. On 05 November 2018, East Midlands Councils hosted an event which was chaired by the Local Government Association which gave Councils further guidance. The final proposals have to be endorsed by the regional and national trade unions and be introduced on 01 April 2019. The new grading structure will be an Appendix to the Annual Pay Statement which will be reported to this Committee in February 2019.

2.3 The Real Living Wage was increased on 05 November 2018. The Living Wage Foundation has set at a minimum of £9.00 per hour from April 2019. This is the same hourly rate as the local authority minimum for the 2019 year. The Council has supported the Real Living Wage since 2013. No supplement will be required this year. Over time the Real Living Wage has risen by an average of 3% while local government pay has increased by just 2% per annum. If this trend continues, over the next five years Council minimum pay will be about £9.94 and the Real Living Wage will be about £10.43.

*(Continue overleaf)*

## Real Living Wage suggested projection



### 2.4 Health at Work

The team have been planning for the third Health at Work Day which will take place on 28 November 2018. Employees will be given the opportunity of having 9 health checks including height and weight, blood pressure, resting heart rate, body fat, hydration, cholesterol, diabetes and a lifestyle review. The day will also include boxercise and mindfulness sessions. There will be information stands from dietitians and from our Leisure Centres to encourage gym membership. There will also be samples of vegan food and foods suitable for those suffering from diabetes.

In previous years there were forty staff members who volunteered for health checks, of which twenty were referred to their GP for further investigation. This provided an early alert to those staff about potential health issues so that they could be make appropriate lifestyle changes.

- 2.5 Mental health issues are a significant reason for time off from work due to stress. The Council is introducing a number of initiatives to address this, such as a massage chair which is recognised in industry as contributing towards reducing health issues such as stress in the workplace.

### 3. Communications and Public Relations

- 3.1 Eleven press releases were issued during July to September 2018. All press releases were published on the Council's website and social media channels. Two of these press releases were given coverage by the wider media; the Borough bucking the national trend by agreeing to continue to collect waste on a weekly basis and the compulsory purchase of 41-47 Canal Street (also known as the pigeon factory).



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Coombe Park Pavilion Extension**

**Report Author(s):** **Alex Ward (Economic Regeneration Team Leader)**

<b>Purpose of Report:</b>	To set out proposals for an extension to Coombe Park Pavilion.
<b>Report Summary:</b>	Oadby Owls, the key users of the pavilion have expanded significantly and need an extension to the existing building to accommodate their growth. The report sets out their requirements and the overall community benefits along with how the extension will be funded and the project managed.
<b>Recommendation(s):</b>	<p><b>A. To allow the construction of an extension to the existing Coombe Park Pavilion, subject to the grant of Planning Permission;</b></p> <p><b>B. To agree for the Council to be the Project Lead applying for funding from the Football Foundation; and</b></p> <p><b>C. For the Council to manage the build, including the procurement exercise, supported by an externally appointed construction project manager.</b></p>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	<p>Stephen Hinds (Director of Finance &amp; Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a></p> <p>Adrian Thorpe (Head of Planning, Development and Regeneration) (0116) 257 2645 <a href="mailto:adrian.thorpe@oadby-wigston.gov.uk">adrian.thorpe@oadby-wigston.gov.uk</a></p> <p>Alex Ward (Economic Regeneration Team Leader) (0116) 257 2821 <a href="mailto:alex.ward@oadby-wigston.gov.uk">alex.ward@oadby-wigston.gov.uk</a></p>
<b>Corporate Priorities:</b>	An Inclusive and Engaged Borough (CP1) Balanced Economic Development (CP3) Wellbeing for All (CP5)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision) Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	The implications are as set out in the report.
Financial:	The implications are as set out in the report.
Corporate Risk Management:	Key Supplier/Partnership Failure (CR2) 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 resulting from this report.
Health and Safety:	Detailed risk assessments will be prepared and active risk management will be required. For construction this is a specialised area and these assessments will be prepared by the contractors in conjunction with the externally appointed construction project manager.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<b>1.</b> Proposed Extension Plans and Elevations

## **1. Background**

- 1.1 The current pavilion was built in 2007 with a combination of Football Foundation and Council funding. At that time Oadby Owls Football Club comprised approximately 20 active teams at all age ranges and had become an FA Charter Status Community Club.
- 1.2 The FA website indicates that the Charter Standard accreditation is for clubs who can be proud to be places where people want to play. These are the clubs who demonstrate they offer well-run and sustainable football. Clubs which achieve the FA Charter Standard status prioritise qualified coaching and safeguarding as well as the values of The FA's Respect campaign as part of their game. Furthermore, clubs which achieve The FA Charter Standard accreditation are challenged to maintain high standards and where appropriate, to improve and progress to new levels.
- 1.3 Since the completion of the pavilion the club has grown exponentially and is now one of the biggest clubs in Leicestershire and also the wider Midlands region. The Club now has 42 active teams at all age levels with a membership that has grown to 650 players. The activities of the club are supported by over 100 volunteers and they also run a non-affiliated football academy in season on Saturdays which attracts over 200 young players weekly. Overall, the club is very much a local success story whose achievements have been recognised by the FA. The Council has already supported the club, initially by investing in a new pavilion in 2007 and also with financial support for the provision of a new 3G pitch which will be a valuable training facility for the club to be located at Beauchamp College.
- 1.4 The success and rapid growth of the club has meant that they have outgrown the current pavilion even in what has been a relatively short period of time. This means that they need to expand the pavilion to create sufficient space to accommodate the club's growth and in line with the FA Charter Standard accreditation to have a facility which supports the aims of the club and maintains it as one of the premier clubs in the County.
- 1.5 The key issues that the club are facing are with storage and also the relatively small size of



the clubroom. As a result of the lack of storage the club have been utilising changing rooms for storage purposes and having to work around this for training and match day capacity. They have been working with the original architect on the scheme to increase the overall capacity of the building and they have produced a concept design, which is shown at **Appendix 1**.

- 1.6 The plans have been supplied to the Football Foundation for a technical review and they are satisfied that the extension will meet its requirements for funding support.

## **2. Capital Funding**

- 2.1 The club have been in discussion with the Football Foundation about the possibility of funding the project and they have agreed to support it, in principle, with some match funding from the club. Oadby Owls are confident that they can resolve a funding package to meet the projected budget.
- 2.2 Based upon the concept design the estimated cost of the project is in the order of £170,000 excluding VAT (i.e. £204,000 including VAT).
- 2.3 Oadby Owls are not registered for VAT and therefore cannot reclaim it. In terms of funding therefore it is proposed that the Council act as the Project Lead which means that the Council would be responsible for applying for the identified Football Foundation funding. Additionally, the project would be able to utilise the Council's beneficial VAT position and could reclaim the VAT for the project. In essence this would be a contribution of £34,000 based upon the concept design quotation.

## **3. Revenue Cost**

- 3.1 The increase in size of the building will result in additional day-to-day running costs and maintenance. At this stage definite figures are difficult to quantify and further work will need to be undertaken whilst plans develop.
- 3.2 It is envisaged that the increase in capacity of the main hall will create a more attractive space for hire and it is thought that the extension will result in more bookings, both from the club and the wider community. At this stage the club are the primary hirers of the building and this needs to be addressed through promotion during construction. A more detailed business plan will be developed once detailed design and Planning has been resolved. The performance of the building will be monitored and reported back 6 months after the opening of the building.

## **4. Next Steps**

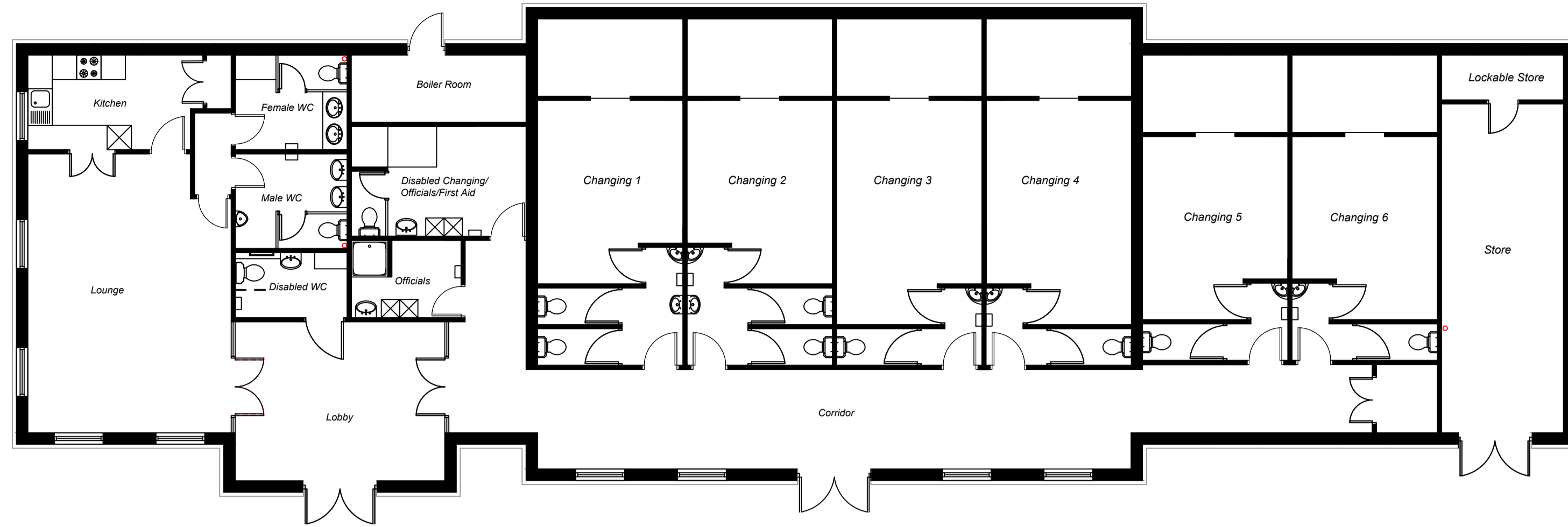
- 4.1 The club will submit a Planning Application for the extension which it is hoped will be with the Council before Christmas 2018. As the application is on Council owned land it will need to go to Planning Committee and should be determined in the New Year.
- 4.2 Should planning for the extension be granted then the Council, supported by Oadby Owls, will submit an application for funding to the Football Foundation.
- 4.3 If the funding is granted then the Council will become the Project Lead, all funds (Football Foundation and Oadby Owls match) will be transferred and the Council will manage the project. Construction project management support will be required and a procurement exercise for a build contract will be undertaken either by tender or through an Official Journal of the European Union (OJEU) compliant framework.

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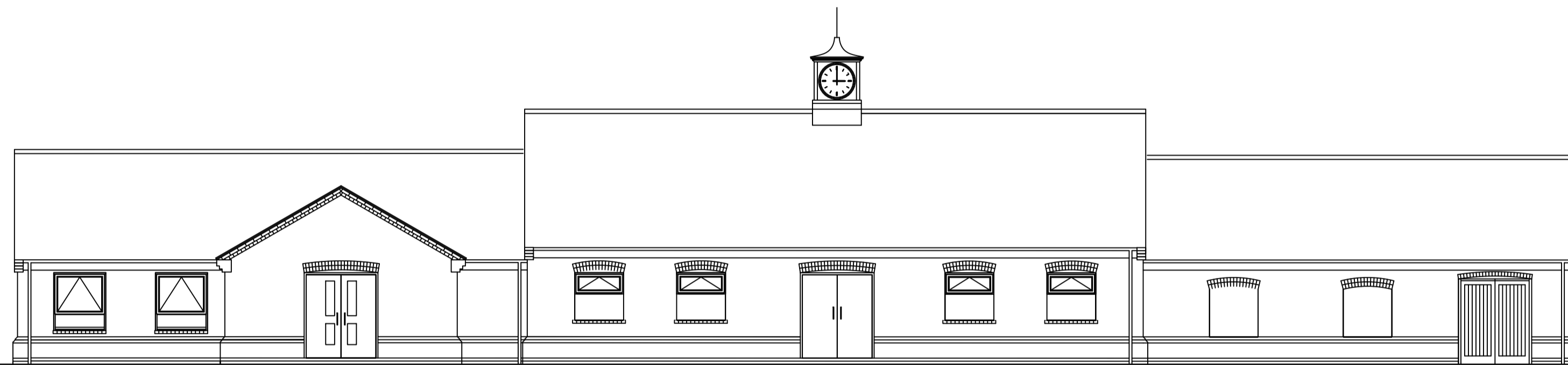
North Point:

Notes:

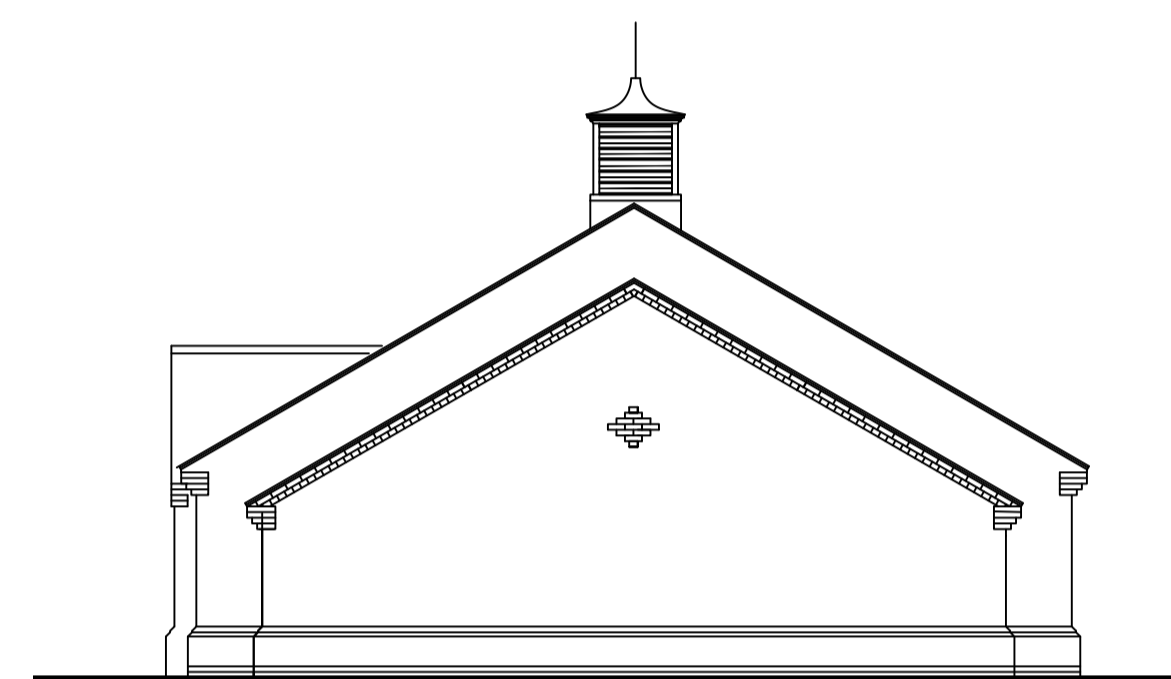
Appendix 1



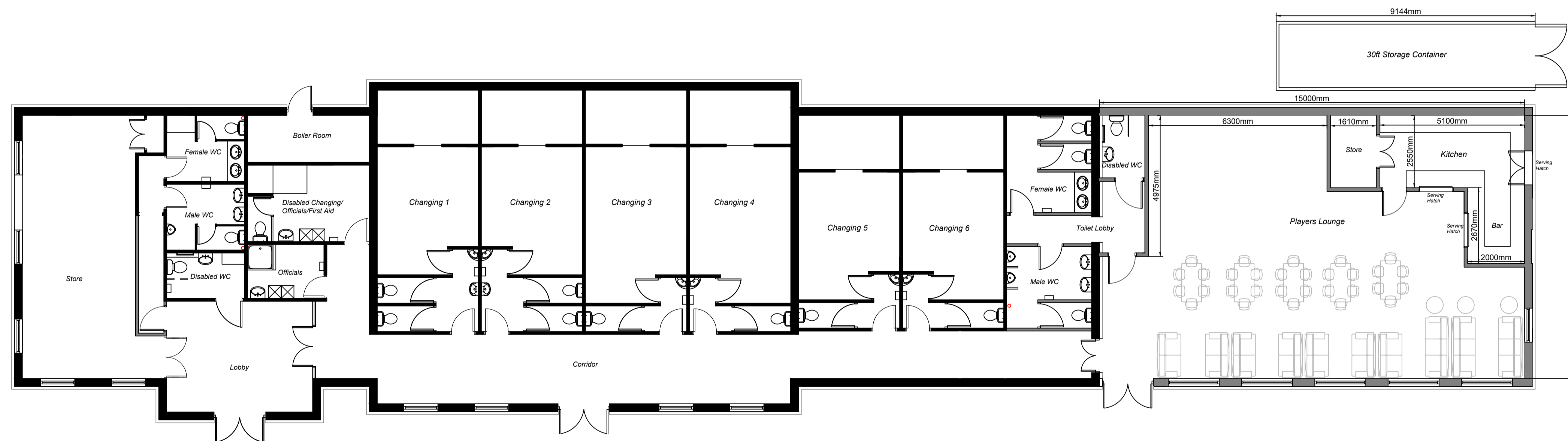
Existing Floor Plan



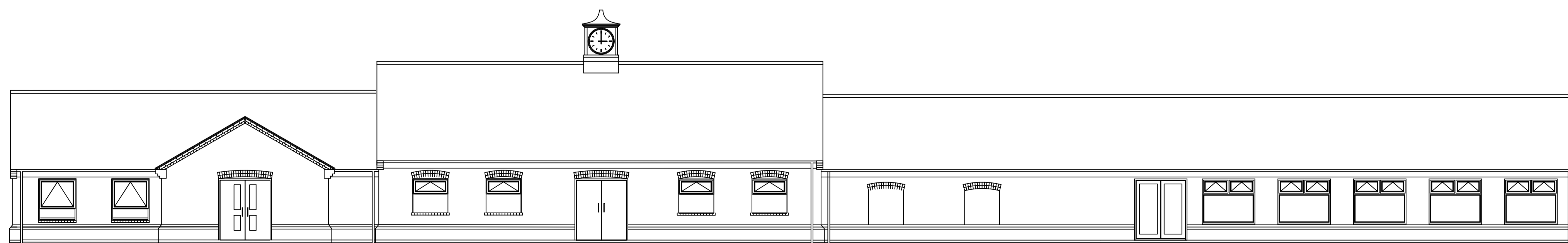
Existing Front Elevation



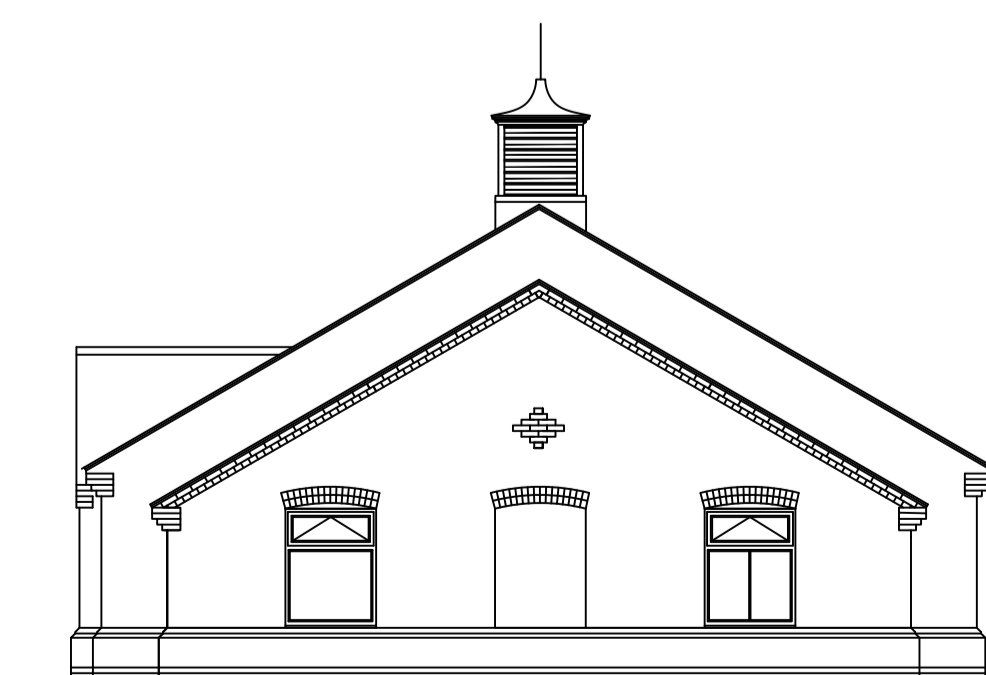
Existing Side Elevation



Proposed Floor Plan



Proposed Front Elevation



Proposed Side Elevation

Page 88

Rev:	Description:	By:	Date:
C	Further internal layout alterations.	NT	28.09.18
B	Internal layout alterations.	DP	19.09.18
A	Extension size revised.	IT	17.07.18

**Project:** Oadby Owls Club House, Coombe Rise, Oadby, Leicestershire  
**Client:** Oadby Owls Football Club

**Scale:** 1:100  
**Drawing Issue:** DRAFT

**Date:** 05.07.2018  
**Drawn by:** IT  
**Checked by:** SK  
**Paper Size:** A1

**Drawing Title:** Existing and Proposed Floor Plans & Elevations

**Drawing Number:** 3253.DR01  
**Revision Number:** C

**adm**  
Surveyors Ltd

Chartered Quantity & Building Surveyors

Suite 1, Rosehill, 165 Lutterworth Road,  
Blaby, Leicester, LE8 4DX  
Tel: 0116 2775527  
office@admsurveyors.co.uk

**RICS** **LABC**



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Proposed Changes to Council Tax Discounts**

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

<b>Purpose of Report:</b>	To seek Members' approval for changes to discretionary Council Tax discounts.
<b>Report Summary:</b>	This report proposes changes to discretionary discounts for Council Tax in respect of empty properties and a new discretionary discount for care leavers.
<b>Recommendation(s):</b>	<p><b>A. That the Council Tax discount currently allowed for all empty properties for the first 28 days be discontinued from 01 April 2019;</b></p> <p><b>B. That the Council Tax discount currently allowed for empty properties undergoing renovation for a maximum of 12 months be discontinued from 01 April 2019;</b></p> <p><b>C. That the additional premium of 50% currently charged to properties which have been empty for more than 2 years be increased to 100% from 01 April 2019; and</b></p> <p><b>D. That a new 100% discount be allowed to care leavers from the age of 18 to 25 who are resident in the Borough and solely or jointly liable for Council Tax.</b></p>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	<p>Stephen Hinds (Director of Finance &amp; Transformation) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a></p> <p>Chris Raymakers (Head of Finance, Revenues and Benefits) (0116) 257 2891 <a href="mailto:chris.raymakers@oadby-wigston.gov.uk">chris.raymakers@oadby-wigston.gov.uk</a></p> <p>David Coe (Revenues Team Leader) (0116) 257 2634 <a href="mailto:david.coe@oadby-wigston.gov.uk">david.coe@oadby-wigston.gov.uk</a></p>
<b>Corporate Priorities:</b>	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2)
<b>Vision and Values:</b>	Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report
Financial:	It is estimated that the changes to empty property discounts would bring in an extra £20,200 per year to the Council, and the introduction of a new care leaver discount would cost the Council less than £4,000 per year. However, the Council will be required to

	pay Council Tax on all void Housing properties where previously they were subject to a 28 day exemption. In order to keep this to a minimum the Council will need to reduce the average void turnaround time, getting properties back into operation quicker.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Reputation Damage (CR4) Economy/Regeneration (CR9)
Equalities and Equalities Assessment (EA):	The implications are set out in the report. EA not applicable.
Human Rights:	There are no implications arising from the report.
Health and Safety:	There are no implications arising from the report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	Details of any consultation are as set out in the report.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	None.

## 1. Introduction

- 1.1 Further to encouragement from Leicestershire County Council, this Council and the other Leicestershire Districts have been looking at ways in which the amount of Council Tax collectable can be maximised. Also Central Government is encouraging Council Tax billing authorities to use their discretionary powers to assist young adults who are leaving the care of local authorities.
- 1.2 Various discounts for different categories of empty property are allowed at present and they have been reviewed.
- 1.3 It is proposed to allow a discount of 100% to care leavers from the age of 18 to 25 years.

## 2. Empty Properties

- 2.1 Since 01 April 2013 local Councils have had the discretion on whether or not to allow discounts on the Council Tax payable for empty homes and also whether a premium of up to 50% should be charged for properties which are left empty long term for over 2 years.
- 2.2 Oadby & Wigston Borough Council (OWBC) currently operates the following scheme:
  - 100% discount for the first 28 days when a property becomes unoccupied and substantially unfurnished;
  - 50% discount for a maximum of 12 months for a property which requires major repairs or is undergoing structural alterations to make it habitable; and
  - 50% premium (making a total of 150% of the normal charge) for a property which has

been unoccupied and substantially unfurnished for over 2 years.

- 2.3 It is proposed to remove the two discounts above and also increase the premium for long term empty properties to 100% with effect from 01 April 2019.
- 2.4 Empty properties do still benefit from the provision of public services, such as access to Police and Fire services, street lighting, road sweeping, and refuse collection (which may be greater than usual at a time of moving house).
- 2.5 The Council wishes to encourage long term empty properties to be brought back into use as soon as possible.
- 2.6 The changes being considered here would bring in an additional income in the region of £150,000 to be able to be spent on services provided by Oadby & Wigston Borough Council, Leicestershire County Council, Leicestershire Police, and Leicestershire Fire and Rescue Service.
- 2.7 A consultation exercise was undertaken between 01 September and 30 September 2018 to seek residents' views on these changes. This was publicised by the following:
- On the Council's website with an on-line questionnaire;
  - Half-page news article with picture in Leicester Mercury;
  - Poster and paper copies available at Customer Services Centre;
  - Paper copy sent with all bills during the month (approximately 1,850); and
  - Paper copy sent individually to all main landlords and letting agents on our records (approximately 75).
- 2.8 There were 18 responses to the consultation (12 online and 6 by paper).
- 2.9 Responses were mixed for each question - the majority disagreeing that we should remove the 28 day discount and the 50% major repairs discount, but agreeing that we should increase the long term empty premium. However, it is felt that such a very small number of responses could not be considered to be representative of the views of all Council Tax payers.
- 2.10 The approximate additional yield for 2018/19 if these discounts had been cancelled would have been:

	<b>Total Yield</b>	<b>OWBC share (approx. 13%)</b>
If 28 day discount cancelled	£88,000	£11,500
If 50% uninhabitable discount cancelled	£47,000	£6,000
If long-term empty premium increased to 100%	£21,000	£2,700
<b>TOTAL</b>	<b>£156,000</b>	<b>£20,200</b>

### **3. Care Leavers**

- 3.1 The Council appreciates that the transition out of care for young people can be very problematic. Without the support of a family and being inexperienced in managing their own finances, care leavers can be more susceptible to falling into debt. Therefore, as part of a County-wide initiative, it is proposed that Oadby & Wigston Borough Council gives financial support to these young people by giving additional relief, on top of any other relief that may be available, to those leaving care by reducing their net liability for council tax to

zero until age 25, with effect from 01 April 2019.

- 3.2 Under Section 13A(1-3) of the Local Government Finance Act 1992 (as amended), a billing authority has the power to reduce liability for Council Tax in relation to individual cases or classes of cases that it may determine.

It is therefore proposed to reduce the Council Tax liability to zero for care leavers in the following circumstances:

- Where a care leaver is resident in a property in Oadby & Wigston and is solely or jointly liable for the payment of Council Tax in respect of that property;
- Relief will be given after all other eligible reliefs, e.g. single person discount, exemption, council tax support (benefit), have been taken into account;
- The relief will cease on the care leaver's 25<sup>th</sup> birthday;
- Verification is obtained from the relevant public body that the care leaver was in their care at the relevant times; and
- The care leaver must have been in care on their 16<sup>th</sup> birthday and for at least 13 weeks from the age of 14 – this is the definition of a care leaver within The Children Act 1989 (as amended).

- 3.3 The County Council has recently provided a figure of just 8 care leavers aged 18 to 25 currently living in Oadby and Wigston. It is therefore difficult to predict the exact cost to Oadby & Wigston Council Tax payers to fund this relief but it is estimated to be below £4,000 per annum.

- 3.4 Under the above legislation, the full amount of relief is borne by the billing authority, i.e. Oadby & Wigston Borough Council. However, in these cases, it is understood that the precepting authorities (County Council, Police, and Fire authorities) are to compensate the billing authorities in Leicestershire in the same proportions in which the amounts are charged.

- 3.5 Consultation should take place with precepting authorities and with other people the Council considers are likely to be affected by the change. The precepting authorities have been consulted as above. As this relief will affect very few people directly and the amount to be borne by the Council Tax payers of Oadby & Wigston is relatively small at approximately £4,000 per annum, it is felt that a more widespread consultation is not necessary.



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Proposed Adult Safeguarding Policy**

**Report Author(s):** **Mark Smith (Community Safety & Youth Officer)**

<b>Purpose of Report:</b>	To seek Member’s approval for the Council to adopt the proposed Adult Safeguarding Policy.
<b>Report Summary:</b>	<p>Local Authorities have a statutory duty to record and report safeguarding concerns or incidents that are brought to their attention. This duty forms part of the Council’s responsibility as a member of the Leicestershire and Rutland Safeguarding Boards (LRSB).</p> <p>The proposed policy highlights how Oadby &amp; Wigston Borough Council will undertake its moral and legal obligation to fulfil a duty of care for adults with care and support needs across all of its services, and is intended to provide guidance for Officers, Elected Members, and Volunteers engaged with the Council who may encounter a safeguarding concern or incident through the course of their work.</p> <p>The policy is proposed following a review of the Council’s existing safeguarding policies and procedures.</p>
<b>Recommendation(s):</b>	<b>That the proposed Adult Safeguarding Policy (attached at Appendix 1) is approved and adopted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	<p>Anne Court (Chief Executive) (0116) 257 2602 <a href="mailto:Anne.Court1@oadby-wigston.gov.uk">Anne.Court1@oadby-wigston.gov.uk</a></p> <p>Avril Lennox (Head of Leisure &amp; Wellbeing) (0116) 257 2673 <a href="mailto:Avril.Lennox@oadby-wigston.gov.uk">Avril.Lennox@oadby-wigston.gov.uk</a></p> <p>Mark Smith (Community Safety &amp; Youth Officer) (0116) 257 2675 <a href="mailto:Mark.Smith@oadby-wigston.gov.uk">Mark.Smith@oadby-wigston.gov.uk</a></p>
<b>Corporate Priorities:</b>	<p>Effective Service Provision (CP2)</p> <p>Green &amp; Safe Places (CP4)</p> <p>Wellbeing for All (CP5)</p>
<b>Vision and Values:</b>	<p>“A Strong Borough Together” (Vision)</p> <p>Accountability (V1)</p> <p>Respect (V2)</p> <p>Teamwork (V3)</p> <p>Customer Focus (V5)</p>
<b>Report Implications:-</b>	

Legal:	Adoption of the policy will assist the Council in performing its statutory functions.
Financial:	There are no implications arising directly from the report.
Corporate Risk Management:	Reputation Damage (CR4) Failure to Respond to a Significant Incident (CR7)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. Initial EA Screening (See Appendices)
Human Rights:	There are no implications arising directly from the report.
Health and Safety:	There are no implications arising directly from the report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	Leicestershire and Rutland Designated Safeguarding Officer Group
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<b>1.</b> Proposed Adult Safeguarding Policy (October 2018) <b>2.</b> Initial EA Screening (October 2018)

## **1. Adoption of the Proposed Adult Safeguarding Policy**

- 1.1 In accordance with the Council's statutory obligations as a signatory to the Leicestershire and Rutland Safeguarding Boards, the Council is required to have a policy document in place for the safeguarding of adults with care and support needs across all of its services.
- 1.2 Having conducted a review of the Council's current policy for the safeguarding of adults with care and support needs, the proposed policy document (at **Appendix 1**) was drafted, incorporating all changes and additions to relevant legislation up to October 2018.
- 1.3 The adoption of the proposed policy will enable greater organisational awareness of what constitutes a safeguarding concern, and clarify how Officers, elected Members and volunteers should react when presented with a safeguarding matter.
- 1.4 The proposed policy will underpin all work undertaken by the Council, and provide a strong legal position in the unlikely event of a serious or significant safeguarding related event occurring within the Borough if the Council can demonstrate that an appropriate policy is in place, and that the contents of said policy have been adhered to.
- 1.5 The proposed policy will be utilised as the basis for a revised programme of safeguarding training to be delivered to all officers and elected members at the Council, with the level of training undertaken tailored to suit the needs of the individual's role. All employees will be required to undertake basic safeguarding training via the Council's e-Learning portal, whilst roles that are more public facing will then also be required to attend a formal, face-to-face training session building upon the e-Learning foundation.



# Oadby & Wigston Borough Council

## Policy and Procedure for Safeguarding Adults with Care and Support Needs October 2018

### IMPORTANT

Remember it is not up to you to decide if abuse has taken place, that is the role of Leicestershire's social care services, but it is up to you to report ANY concerns to one of the Council's Designated Safeguarding Officers.

We have a legal responsibility to respond to any issues that may concern us even if they do not involve our staff or services.

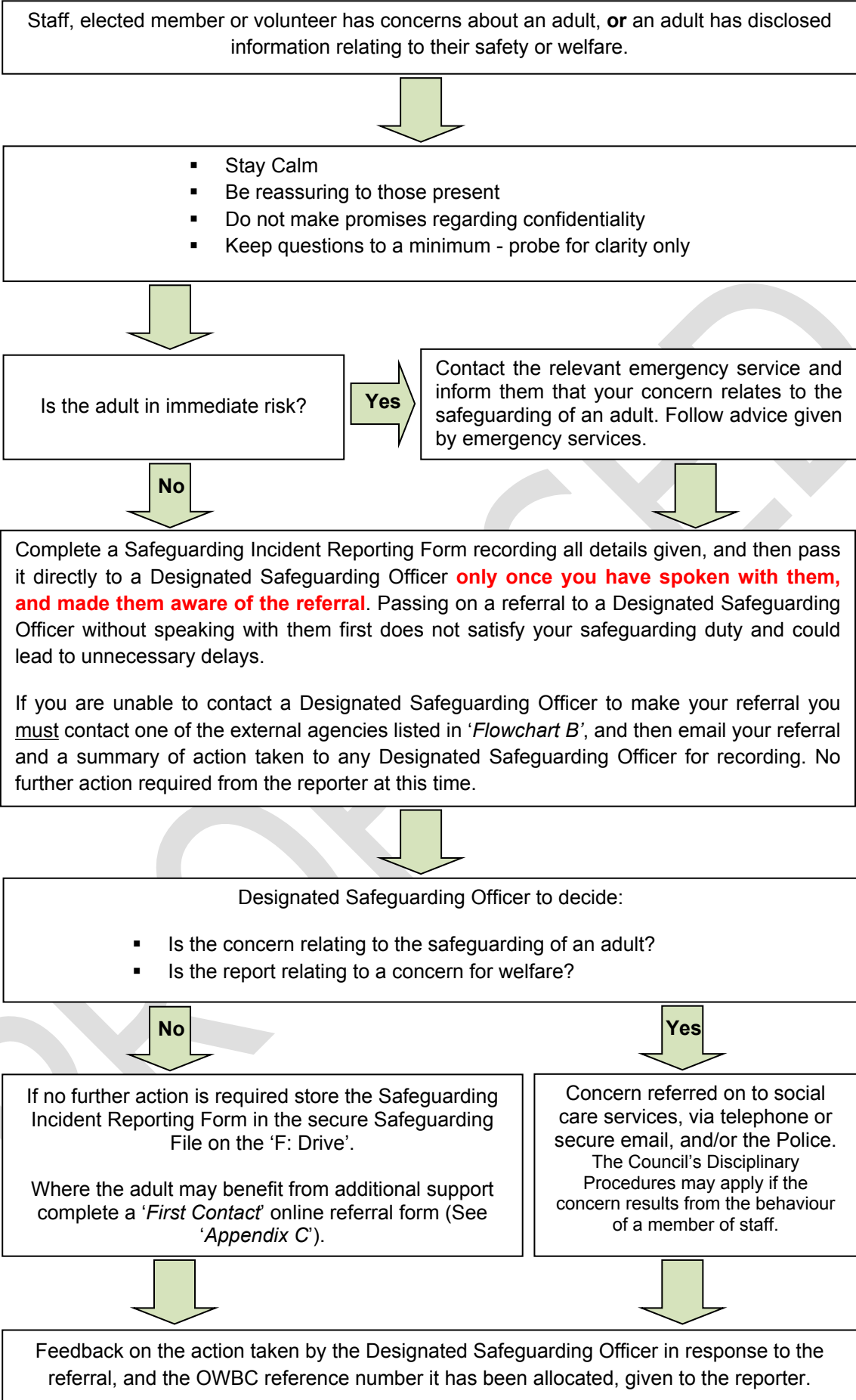
Committee Approval	
Policy Owner	Mark Smith
Review Date	



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**FLOWCHART A – GUIDE FOR MANAGING CONCERNS RELATING TO SAFEGUARDING ADULTS**

PROPOSED

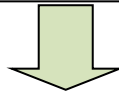


**FLOWCHART B – WHO ARE THE DESIGNATED SAFEGUARDING OFFICERS?**

A full list of the Council's current Designated Safeguarding Officers ("DSO") can be found on the Council's Intranet under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>) where you can find a copy of the most recent Safeguarding Poster.

This poster should also be displayed in each office and communal staff area owned by the Council, and contains the direct dial numbers for each DSO.

You can contact any DSO within the Council, not just the one that works within your service area or office. In the unlikely event that you are unable to get in direct contact with a DSO via their direct extension, please try the following number;



Oadby & Wigston Borough Council - Safeguarding Mobile

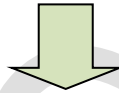
**0782 462 3655**

**If you cannot get hold of a DSO via the above methods, contact one of the following;**



Adult Social Care  
(Office Hours)

**0116 305 0004**



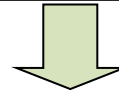
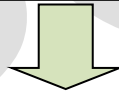
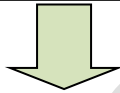
Adult & Communities  
Emergency Duty Team  
(24 hours)

**0116 255 1606**



Police Comprehensive  
Referral Desk (24 hours)

**0116 248 5311**



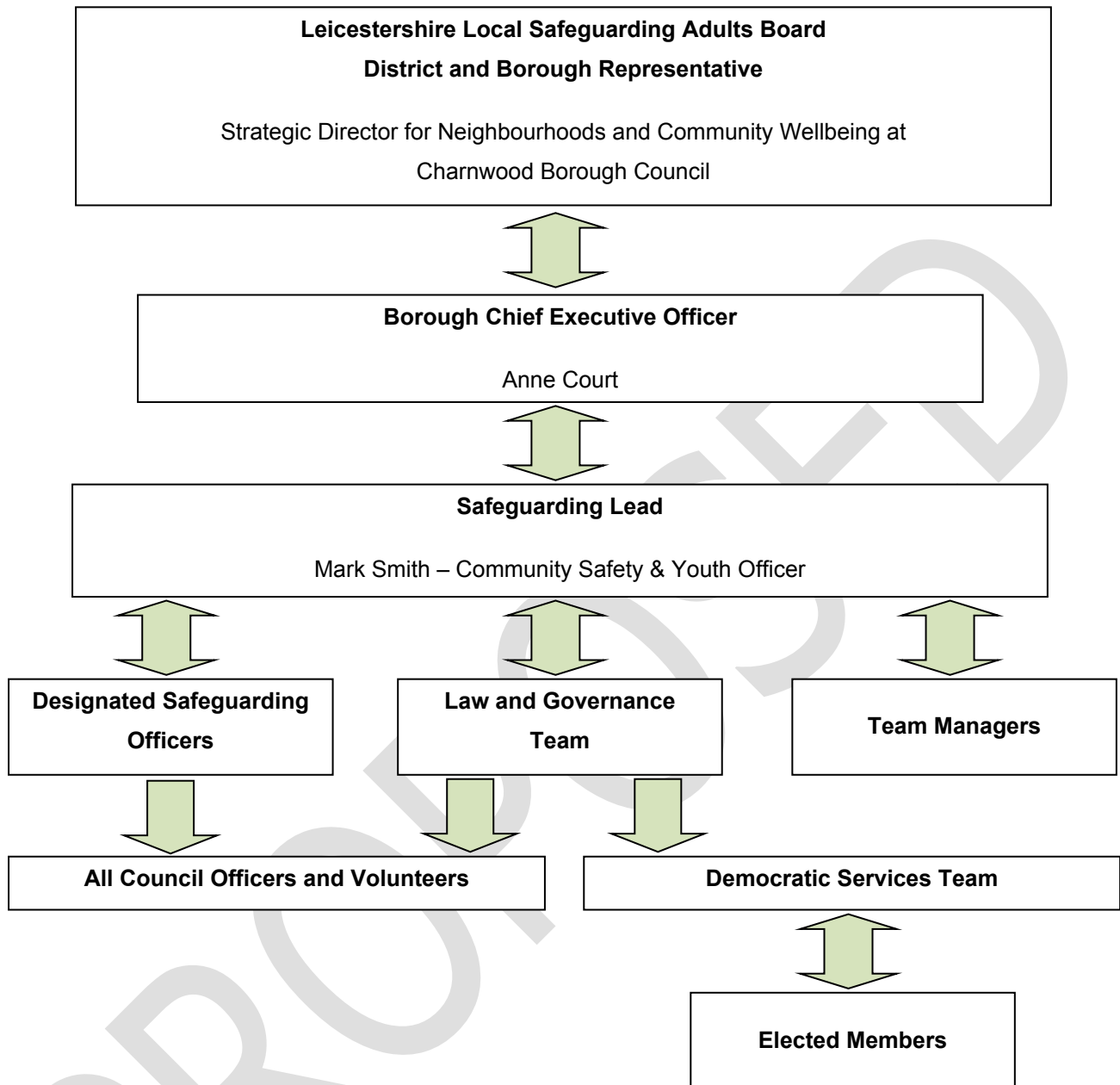
**Always follow the reporting procedure back to the DSOs.**

**999!**

**If you feel there is an immediate risk always contact the Emergency Services.**

**You must then inform a DSO at the earliest opportunity.**

# FLOWCHART C – COMMUNICATION AND ACCOUNTABILITY STRUCTURE



## 1.0 INTRODUCTION

### ***Every Adult with Care and Support Needs has the right to live their life free from abuse.***

#### 1.0(a) WHAT DOES 'SAFEGUARDING' MEAN?

The Government's *Care and Support Statutory Guidance* (2016), issued by the Department of Health in support of the *Care Act* (2014), defines Safeguarding as;

- Protecting an adult's right to live in safety, free from abuse and neglect,
- Preventing and stopping both the risks and experience of abuse or neglect,
- Promoting the wellbeing of the individual including, where appropriate, having regard to their views, wishes, feelings and beliefs, and
- Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

#### 1.0(b) WHO IS THIS POLICY FOR?

This policy is for you if you are a member of Oadby & Wigston Borough Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for, or representing the Council.

It is important to be aware that Oadby & Wigston Borough Council has both a moral and legal obligation to fulfill the duty of care for adults across all of its services. Council staff may come across cases of suspected abuse either through direct contact with adults with care and support needs, e.g. running a community event, or as a peripatetic staff visiting homes as part of their day to day duties.

Oadby & Wigston Borough Council is committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in services organised by the Council.

#### 1.0(c) WHAT DOES THIS POLICY COVER?

This policy equips you with the information you need regarding what actions to take if you suspect or are told about abuse and what will happen next. This may be the tool that helps you save the life of an adult with care and support needs.

While it is not our job to establish whether or not abuse is taking place it is our responsibility to report any concerns we have over the welfare of adults with care and support needs. This duty extends to the identification of abuse, poor practice by members of Council staff and elected members, as well as allegations brought to the attention of the Council by members of the public or community.

This policy outlines that your primary concern is to ensure that you record relevant information and pass it on to the Designated Safeguarding Officers, without delay, so that they can discuss any action or referral to the relevant authority.

## 1.0(d) SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS

The legal obligation concerning adults with care and support needs is underpinned by *Sections 42-46* of the *Care Act*. Further information is available from the *Care and Support Statutory Guidance* document.

Oadby & Wigston Borough Council is a statutory partner of the Leicestershire and Rutland Safeguarding Adults Board (SAB) as defined in *Section 43* of the *Care Act*. As such employees, elected members and volunteers should follow SAB guidance, on which this policy document is based, which can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk).

## 1.1 LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect adults with care and support needs, namely;

- *Human Rights Act* (1998),
- *Public Interest Disclosure Act* (1998),
- *No Secrets* (2000),
- *Sexual Offences Act* (2003),
- *Mental Capacity Act* (2005),
- *Health and Social Care Act* (2008),
- *Protection of Freedoms Act* (2012),
- *Care Act* (2014),
- *Preventing Violent Extremism [“Prevent”] Strategy* (2015),
- *Care and Support Statutory Guidance* (2016),
- *Data Protection Act* (2018),
- *General Data Protection Regulations* (2018), and
- Relevant Government guidance on safeguarding adults with care and support needs.

*Section 7.5* of the Department of Health guidance document *No Secrets* (2000), issued under *Section 7* of the *Local Authority Social Services Act* (1970) and amended in 2010, states that;

“Provider agencies will produce for their staff a set of internal guidelines which relate clearly to the multi-agency policy and which set out the responsibilities of all staff to operate within it. These will include guidance on;

- Identifying those who are particularly at risk,
- Recognising risk from different sources and in different situations and recognising abusive behaviour from other service users, colleagues and family members,
- Routes for making a referral and channels of communication within and beyond the agency,
- Assurances of protection for whistleblowers,
- Working within best practice as specified in contracts,
- Working within and co-operating with regulatory mechanisms, and
- Working within agreed operational guidelines to maintain best practice in relation to;



- Challenging Behaviour,
- Personal and Intimate Care,
- Control and Restraint,
- Sexuality,
- Medication,
- Handling of User's Money, and
- Risk Assessment and Risk Management.”

In addition to the above *Section 7.6* of the same document states that “internal guidelines should also cover the rights of staff and how employers will respond where abuse is alleged against them within either a criminal or disciplinary context”.

The guidance also clearly defines who is considered to be an adult with care and support needs.

To support the multi-agency approach Oadby & Wigston Borough Council has produced a safeguarding policy in order to acknowledge its duty to protect adults with care and support needs as part of delivering services to the local, and wider, community.

The *Care Act* (2014) was adopted in May 2014; the guidance for the act was then implemented in April 2015 resulting in the repealing of *No Secrets*. The *Care Act* places the safeguarding of adults on a statutory footing and introduces new safeguarding duties for local authorities including;

- Leading a multi-agency local adult safeguarding system,
- Making or causing enquiries to be made where there is a safeguarding concern,
- Hosting safeguarding adult boards,
- Carrying out safeguarding adults reviews, and
- Arranging for the provision of independent advocates.

The responsibilities for partners included in the *Care Act* are;

- Promoting individual wellbeing,
- Preventing people's care and support needs from becoming more serious,
- Promoting integration of care and support with health services,
- Providing information and advice,
- Promoting diversity and equality in the provision of services,
- Co-operating generally with relevant partners such as other local councils, the NHS and the Police, and
- Co-operating in relation to specific cases with other local authorities and their relevant partners.

These responsibilities are underpinned by the six principles of Empowerment, Prevention, Proportionality, Protection, Partnership, and Accountability.

As part of this policy Oadby & Wigston Borough Council has included guidance from the Government's *Preventing Violent Extremism* [*“Prevent”*] *Strategy* (2015). The Government intends that the *Prevent Strategy*;

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views,

- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support, and
- Works with a wide range of sectors (including education, criminal justice, faith, charities, online, and health) where there are risks of radicalisation that we need to deal with.

The *Prevent Strategy* covers all forms of terrorism including far-right extremism and some aspects of non-violent extremism. Details on Oadby & Wigston Borough Council's adopted guidance on the *Prevent Strategy* can be found in 'Appendix B'.

## 1.2 POLICY STATEMENT

Oadby and Wigston Borough Council accepts responsibility, as a local provider of community services, to implement a policy that provides clearly defined procedures for alerting, reporting and referring concerns in relation to the protection of adults with care and support needs. This is in order to safeguard their wellbeing and protect them from abuse when they are engaged in services organised and provided by the Council.

We aim to do this by;

- Respecting and promoting the rights, wishes and feelings of adults with care and support needs,
- Raising the awareness of the duty of care responsibilities relating to adults with care and support needs throughout the Council,
- Promoting and implementing appropriate procedures to safeguard the wellbeing of adults with care and support needs to protect them from harm,
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur,
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect adults with care and support needs from abuse and minimize risk to themselves,
- Responding to any allegations of misconduct or abuse of adults with care and support needs in line with this policy and Leicester, Leicestershire and Rutland Multi-Agency Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures,
- Requiring staff, elected members and volunteers to adopt and abide by the Council's *Policy and Procedure for the Protection of Adults with Care and Support Needs*, and
- Reviewing and evaluating this policies and procedures document on an annual basis.

## 1.3 DEFINITIONS

This policy, and the procedures found herein, is based on the following definitions;

- Safeguarding duties apply to an adult over the age of 18 years who;
  - Has needs for care and support (whether or not the Council is meeting any of those needs),
  - Is experiencing, or is at risk of, abuse or neglect, and
  - As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

- The terms 'Staff', 'Elected Members' and 'Volunteers' are used to refer to employees of the Council, borough councillors, volunteers and anyone working on behalf of, delivering a service for or representing the Council including commissioned services.

Throughout this policy the term "adults with care and support needs" is used; this is in order to reflect the language used in the *Care Act* (2014). Under *Section 42* of the *Care Act* a 'care and support need' can reflect a range of needs including people;

- With learning disabilities,
- With physical disabilities,
- With sensory disabilities,
- With mental ill health,
- Who are frail due to their age,
- With dementia,
- With brain injuries, or
- With drug or alcohol problems.

A care and support need is valid whether or not this need is currently being met.

Whether an adult has care and support needs can determine whether a concern is a safeguarding one or a concern for welfare. Staff and elected members do not need to determine whether an adult has care and support needs, or whether abuse is taking place; this is the role of the Designated Safeguarding Officers and Leicestershire's Social Care Services.

### **1.3(a) WHAT CONSTITUTES ABUSE?**

Abuse is a violation of an individual's human and civil rights by any other person or persons, or the abuse of power or control one person may have over another.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not consented, or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Abuse may be perpetrated as the result of deliberate intent, negligence, or ignorance. Where there is a dependency, there is the possibility of abuse or neglect unless adequate safeguards are put into place. Intent is not necessarily an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person, and the harm or risk of harm to that individual.

Acts of abuse may constitute a criminal offence.

### **1.3(b) WHAT CONSTITUTES SIGNIFICANT HARM?**

Significant harm should be taken to include;

- Ill treatment including sexual abuse and forms of ill treatment which are not physical,
- The impairment of, or an avoidable deterioration in, physical or mental health, and
- The impairment of physical, intellectual, emotional, social, or behavioural development.

See Sections 1-2 of the *Care and Support Statutory Guidance* (2016) document for more information.

### 1.3(c) CONCERNS FOR WELFARE

The term 'safeguarding' directly relates to a situation where abuse is taking place by a third party. Officers may, however, be concerned about the welfare of an adult where there is no abuse, e.g. if an adult is living in surroundings that are unsuitable or unsafe, or if there are concerns around self-harming, substance misuse or mental health. The concern should be reported to a Designated Safeguarding Officer who will work to pass on the information to the appropriate agency as a 'Concern for Welfare'.

## 1.4 PRINCIPLES

- The welfare of adults with care and support needs is the primary concern,
- No adults with care or support needs must be treated any less favourably than others in being able to access services which meet their particular needs,
- All adults with care and support needs, irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual orientation, have the right to live their lives free from abuse of any description,
- All agencies and individuals that have contact with adults with care and support needs have a duty to protect them from abuse,
- It is everyone's responsibility to report any concerns about abuse,
- Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures,
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately, and
- All personal data will be processed in accordance with the requirements of the *Data Protection Act* (2018) and *General Data Protection Regulations* (2018).

## 2.0 REPORTING AND MANAGING INCIDENTS AND CONCERNS

This policy and its procedures inform all staff, elected members, and volunteers of what response actions they should take if they have concerns or encounter a case of alleged, or suspected, abuse of an adult with care and support needs.

Council staff may come across cases of suspected abuse either through direct contact with adults with care and support needs, e.g. through running a community event, or as peripatetic staff visiting homes as part of their day to day duties. It is not your responsibility to decide whether or not an adult has been abused; it is, however, your responsibility to report your concerns.

Your primary concern is to ensure that any relevant information is passed on to the DSOs who will then discuss any action or referral to the relevant agency, e.g. Police or social care services, without delay.

The process on how to respond to concerns is detailed in the 'Flowchart A'.

## 2.1 RESPONDING TO SUSPICIONS

You are not expected to investigate suspicions or concerns. Other agencies are trained to do this.

Most suspicions arise because a member of staff notes a pattern of occurrences or a significant incident happens.

If you have a concern about the safety or welfare of an adult with care and support needs you should;

- Note the concerns and your reasons for them using the Safeguarding Incident Reporting Form,
- Report to a DSO, and
- Maintain confidentiality in line with *Section 2.4* of this policy.
- **Do not undertake further investigations yourself.**

You may choose to discuss a referral with your line manager who will support you in reporting your concerns to a DSO.

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult the family member or carer should not be contacted about the allegation of abuse; Social Care Services and/or the Police will do this at an appropriate time. You must, however, ensure that the environment for the adult with care and support needs, and any other adults that may become at risk, is made safe.

## 2.2 RESPONDING TO DISCLOSURE

Abused adults are more likely to disclose details of abuse to someone they trust, and with whom they feel safe. By listening and taking seriously what is being said you are already helping the situation.

The following points are a guide to help you respond appropriately.

### 2.2(a) WHAT TO DO IF AN ADULT DISCLOSES INFORMATION TO YOU;

- React calmly,
- Take what is being said seriously, recognising the difficulties inherent in interpreting what is being said by an adult who has a speech impediment or differences in language,
- Do clarify your understanding of what the adult has said but avoid asking detailed or leading questions. They may subsequently be formally interviewed by the Police or social care services and they should not have to repeat their account on several occasions,
- Reassure the adult that they were right to tell but **do not** make promises of confidentiality or potential outcomes,
- Be open and honest; explain to them that you will have to share your concerns with a DSO who has the authority to act,
- Immediately record all details in writing using the adult's own words,

- As soon as possible fill out the incident reporting form again including all of the details that you are aware of and what was said, again using the adult's own words, and
- Attach your original notes to the incident reporting form and give these to a DSO.

The process on how to respond to concerns is detailed in '*Flowchart A*'.

## **2.2(b) ACTIONS TO AVOID**

The person receiving the disclosure should not;

- Dismiss the concern,
- Panic,
- Allow their shock or distaste to show,
- Attempt to investigate the disclosure themselves,
- Probe for more information than is comfortably offered (do not overpressure for a response). Inappropriate and excessive questioning at an early stage may impede the conduct of a subsequent criminal investigation,
- Speculate or make assumptions,
- Make negative comments about the alleged abuser,
- Make promises or agree to keep secrets,
- Discourage anyone from reporting concerns,
- Suggest any actions and/or consequences that may be undertaken in response to the disclosure, or
- Leave a message of their concerns/the disclosure on voicemail.

**Remember:** Listen. Write it down. Report it.

## **2.3 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING EXTERNAL CONCERNS**

In the event of having a concern you may choose to talk to your line manager in the first instance who will support you in reporting your concerns to a DSO.

When a member of staff, an elected member, or a volunteer raises a concern with a DSO that officer will ensure that;

- The procedures are followed appropriately in consultation with the relevant social care services,
- The appropriate agencies, staff members, and parents are informed,
- Information is recorded and stored appropriately, and
- Staff involved are supported as required in line with the Council's employee well-being policies. This includes access to a confidential counselling service.

The Council recognises that when concerns relate to a colleague's conduct reporters could be under additional stress. The Council will fully support and protect all staff and elected members who, in good faith (without malicious intent), report their concern about a colleague's practice or the possibility that an adult with care and support needs may be being abused (See *Section 3.0* of this policy).

## 2.4 CONFIDENTIALITY

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of adults with care and support needs. Information should be handled and disseminated on a 'need to know' basis only. Your line manager and the DSOs will guide you as to who needs to know information about the case but this can include;

- Additional DSOs,
- Social care services,
- The Police,
- The carers (where applicable) or family of the adult who is alleged to have been abused,
- The person making the allegation,
- Legal advisors,
- Head of Service / Head of Law and Governance / Senior Management where appropriate, and
- The alleged abuser (and parents if the abuser is a child or young person).<sup>1</sup>

The responsible DSO will;

- Where concerns are raised, ensure that the family or carers of the adult are dealt with in a sensitive way, and in consultation with social care services and the Police. It is important that the timing of this does not prejudice the investigation.
- Any individual under supervision has the right to be notified about the cause for concern. This should be done via a DSO in joint consultation with social care services and the Police, and may include a Head of Service, or Head of Law and Governance, as appropriate. It is important the timing of this does not prejudice the investigation.
- Recorded information should be stored in a secure place with limited access, e.g. only accessible to the DSOs, and in line with the *Data Protection Act (2018)* e.g. that information is accurate, regularly updated, relevant and secure.
- If enquires arise from the public, including family, or any branch of the media it is vital that all staff and elected members are briefed so that they do not make any comments regarding the situation.
- Staff and elected members should be informed who the relevant designated Council spokesperson will be and all enquiries directed through them. Staff and elected members should reply "no comment" to all questions or enquiries.

It is extremely important that allegations or concerns are not discussed unnecessarily as any breach of confidentiality could be damaging to the adult, their family, or any investigations that may follow.

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<sup>1</sup> Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. This includes contacting the alleged perpetrator. Advice **should first** be sought from the Council's Legal Department, the Police and/or social care services; delay should not occur.



There may be occasions where an adult with care and support needs expresses a wish for concerns not to be pursued. Decisions about whether to respect the person's wishes must have regard to the level of risk to the individual and/or others, their capacity to understand the decision in question, and to make decisions relating to it. In some circumstances the person's wishes may be overridden in favour of consideration of safety for the person or other individuals. Where possible this decision will be the product of discussions between the line manager and DSOs.

Where a member of staff is approached regarding an allegation issues of confidentiality should be clarified early in the discussion. The reporter should be informed that the member of staff will, at the very least, have to disclose the conversation to a DSO and, depending on the severity of the information, may need to refer the report on to the Police or social care services.

## **2.5 SHARING CONCERNS WITH FAMILY OR CARERS**

Whilst delivering our services to adults with care and support needs there is a commitment to work in partnership with their family or carers, and share concerns about the adult. Therefore, in most circumstances, it would be important to talk to the family or carers to clarify any concerns (but not the alleged abuser). For example if an adult with care or support needs seems withdrawn there may be a reasonable explanation which the family or a carer can provide. In most cases this decision will be taken and followed up by social care services as the professional body on protection issues.

### **2.5(a) WHEN IT IS INAPPROPRIATE TO SHARE CONCERNS WITH THE FAMILY OR CARER**

There are circumstances when adults with care and support needs can be placed at greater risk by sharing concerns with their family or carers e.g. where the family or carer is the one who may be responsible for the abuse. In these circumstances, or where concerns still exist despite an explanation from the family or carers, any suspicion, allegation, or incident of abuse must be reported to a DSO immediately and recorded.

When there are ongoing concerns regarding the family or carer in relation to the alleged abuse of an adult with care and support needs, the family or carer should not be contacted about the allegation of abuse. Social care services and/or the Police will do this at an appropriate time.

## **2.6 SAFEGUARDING INCIDENT REPORTING FORM**

You need to complete an incident reporting form for all concerns, suspicions, and disclosures relating to the safeguarding of adults with care and support needs. This needs to be completed as soon as is practical to ensure that all the facts are recorded. Editable copies of the incident reporting form can be found on the Council's Intranet, under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>), or from a DSO. The same form is used for all disclosures, allegations and suspicions.

**Remember:** If you have to ask someone other than a DSO for help in order to find this form do not discuss your safeguarding concern with them.



Do not worry if all of the sections do not apply to your situation; they are purely to help you to remember as much relevant information as possible.

You then need to email it to a DSO (see 'Flowchart B'). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale. It is highly recommended that you verbally discuss the referral with a DSO before submitting to them in order to ensure they are in the office to receive it, and that the referral can be actioned within the required timescale.

The incident reporting form is an important tool for DSOs to keep track of concerns, to ensure that the necessary action is being taken, and to help to draw out the relevant information.

If you have to fill in a form, please include all relevant facts about you, about the incident, and about the victim. Please talk to a DSO for advice and guidance.

### **3.0 ALLEGATIONS AGAINST MEMBERS OF STAFF, ELECTED MEMBERS, OR VOLUNTEERS**

It can be very worrying to have concerns about an adult with care and support needs' safety or welfare that relate to the conduct of a colleague. The Council recognises that this can involve additional stress for those reporting concerns.

Full support will be given in line with the Council's *Confidential Reporting ["Whistleblowing"] Policy* which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. The Head of Law and Governance should be contacted for more information on the *Whistleblowing Policy*.

When you have concerns about a colleague the reporting procedures should be followed in exactly the same manner as outlined above. You may need to give regard to which DSO (and line manager if you wish) it is appropriate to report your concerns to.

#### **You can report to**

- Your Line Manager
- The Head of Law and Governance

#### **You must report to**

- A DSO

**Remember: The safety of the adult with care and support needs is paramount.**

There may be circumstances where allegations are about poor practice rather than abuse; this should always be communicated to a DSO for guidance and appropriate action. Managers wishing to seek further advice can refer to *Section 4.5* of the Leicestershire and Rutland Safeguarding Adults Board procedures available from <http://www.lradultsafeguarding.co.uk/abuse/>.

Where an allegation is made against an elected member this should be referred to a DSO who will then engage with the Monitoring Officer, or Deputy Monitoring Officer, who has responsibility to address member code of conduct related issues.

Any allegation or concern regarding a member of staff, officer, or volunteer involving conduct towards an adult with care and support needs should be referred to a DSO. The DSO will then engage with the Head of Law and Governance who has the responsibility to refer to the Local Authority Designated Officer (“LADO”) Team. The LADO Team will then;

- Provide advice and guidance to employers and voluntary organisations,
- Liaise with the police, and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently.

**Contact details for the LADO Team can be found in Section 4.1 of this policy.**

In the case of an allegation being made about a DSO this should be brought to the attention of the Safeguarding Lead for further action.

### **3.1 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING INTERNAL CONCERNS**

Strong feelings may be generated by the discovery that a member of staff or an elected member may be abusing an adult with care and support needs. This can raise concerns amongst other members of staff or elected members and create difficulties in reporting such matters.

The Council will fully support, and protect, any members of staff or elected members who, in good faith (without malicious intent), report their concern about a colleagues practice, or the possibility that an adult with care and support needs may be being abused.

If an allegation is made towards another member of staff or elected member full support will be given in line with the Council's *Whistleblowing Policy*. Contact the Head of Law and Governance for more information and/or a copy of the Policy.

### **3.2 TYPES OF INVESTIGATION**

Where there are allegations of abuse or concerns about poor practice of an employee or elected member there may be three strands of investigation;

1. Adult with Care and Support Needs Safeguarding Investigation (externally led by social care services),
2. Criminal Investigation (externally led by the Police), or
3. A Disciplinary or Misconduct Investigation (internally led).

In the first two instances the Council will not be involved in any form of the investigation unless requested to be by the social care services or the Police. Feedback on the outcomes of any investigation will not usually be fed back to the DSO involved unless there are outstanding misconduct issues to address.

In the third instance the Council will assess each individual allegation against an employee or elected member on its own, taking into account the findings of any criminal investigation, and respond to the outcome of the investigation in line with Council policy and procedures. Depending on the outcome of the investigation the Council will assess the appropriateness of the individual returning to work in their previous environment.

A decision to withdraw permission for the individual to work with vulnerable groups may lead to the Council having a legal duty to report the individual to the Disclosure and Barring Service (formally the Independent Safeguarding Authority). This also applies in instances where the Council would have withdrawn permission for the individual to engage in regulated or controlled activity had that individual not resigned, retired, been made redundant, or been transferred to a position that is not a regulated or controlled activity.

## 4.0 SYSTEMS AND STRUCTURES

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Leicestershire and Rutland Safeguarding Adults Board procedures for multi-agency working; these can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk). For more information contact the Safeguarding Lead.

### 4.1 KEY CONTACTS

If you have a concern, **during normal working hours**, about anything you have seen or heard you should contact one of the **DSOs** (See 'Flowchart B').

If a DSO is unavailable you can contact the **Adult Social Care Customer Service Centre** at Leicestershire County Council on **0116 305 0004**. This service is available between 8:30am and 5pm, Monday to Thursday, and between 8:30am and 4:30pm on Friday's only.

If you require immediate advice or have an immediate concern **out of normal working hours** you should contact the **Adult & Communities Emergency Duty Team** on **0116 255 1606**. If there is an immediate risk to life, or a crime has been committed, call the **Police or relevant Emergency Service** on **999**. A DSO must be informed of these actions at the earliest opportunity available.

If you are unsure if you should ring for advice or to raise a concern, **RING ANYWAY!** Your information could be more important than you think.

#### 4.1(a) OTHER KEY CONTACTS

- **Police Comprehensive Referral Desk (24 Hours)** - 0116 248 5311
- **Local Authority Designated Officer (LADO) Team** - 0116 305 7597 or 0116 305 4532
- **First Contact Plus** - 0116 305 4286

## 4.2 WHAT IS THE ROLE OF THE DSO?

All suspicions, concerns and disclosures have to be reported immediately to a DSO (See '*Flowchart B*' for a list of DSOs).

The DSOs have the responsibility to;

- Ensure that arrangements are made to identify staff that require training in protection issues relating to adults with care and support needs within their responsive area,
- Receive the appropriate training,
- Ensure that Incident Report Forms and copies of the policy and procedures are available across the Council,
- Receive information from staff, volunteers, and others who have concerns and record them using the identified forms and procedures,
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with social care services,
- Ensure that the appropriate agencies are informed,
- Ensure that information is recorded and stored appropriately,
- Provide information to staff reporting concerns about the support available to them, and
- Represent the Council on formal investigations into allegations of abuse led by social care services.

Where a matter appears urgent and a DSO is not available delay should be avoided; at such times contact should be made with the appropriate service directly as per '*Flowchart A*' and '*Flowchart B*'.

## 4.3 WHAT IS THE ROLE OF THE SAFEGUARDING LEAD

The Safeguarding Lead has the responsibility to;

- Ensure that arrangements are made to identify staff that require training in adult with care and support needs protection issues,
- Support staff in the organisation,
- Map training needs,
- Ensure that all staff have access to relevant level training,
- Develop and review policies,
- Manage safeguarding incident reporting forms,
- Retain an overview of all incidents reported,
- Ensure partnerships are in place,
- Represent the Council on formal investigations into allegations of abuse led by social care services,
- Check and challenge structures,
- Drive safeguarding agenda to Team Managers and the Chief Executive,
- Ensure communication strands are strong, and
- Ensure elected members are appropriately informed.

## 4.4 ESCALATION OF REFERRALS

In situations where a DSO has concerns that advice from First Response or social care services **not to refer** a case to them, or where a social care decision of “**No Action**” has been taken, and the DSO believes this is not the correct course of action **based on their own awareness and understanding of a case**, they should do the following;

- Contact the Safeguarding Lead to discuss the concerns and the rationale for an escalation of the case to social care services.
- Safeguarding Lead, in conjunction with the DSO raising the concern, to contact the relevant social care agency with referral information and an explanation of the reason for escalation of case.
- If it is felt that there is still a failure to respond appropriately to the concern raised the Safeguarding Lead is to raise concern with the Chief Executive to arrange a highest level organisational complaint.
- All actions are to be recorded internally using the established procedures.

## APPENDIX A – RESPONDING TO A THREAT OF SUICIDE OR SELF-HARM

Recognise the threat as a cry for help. Even if the person does not actually intend to harm themselves, threatening suicide or self-harm can be a way of voicing hopeless feelings, and the desire on the part of the person to end the pain they are feeling.

Oadby & Wigston Borough Council staff who respond to a threat of suicide or self-harm from a customer are not expected to counsel the customer.

The purpose of your conversation with the customer is to:

- Understand the nature of the threat that has been made,
- Gather key details needed to identify and locate the person, if possible,
- Report the threat appropriately, usually to the Police, and
- Encourage the person to seek help through their GP and/or the Samaritans.

The following procedure applies, and can be adapted whether the contact with the person is in writing, on the telephone, or in person:

**IF YOU FEEL THAT THE PERSON IS IN IMMEDIATE THREAT OR HARM RING 999.  
ALWAYS CONSIDER YOUR OWN SAFETY.**

<b>Take the threat of suicide or self-harm seriously.</b>	<ul style="list-style-type: none"><li>▪ Stop what you are doing and give the customer your full attention.</li><li>▪ Remain calm, listen carefully, and if you need to, clarify to ensure you understand what has been said.</li><li>▪ The aim is to identify whether there is a real risk or threat; what do they</li></ul>
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<p><b>Summon support from a colleague calmly but immediately.</b></p>	<p>intend to do?</p> <ul style="list-style-type: none"> <li>▪ If customer is on the phone – do not put them on hold.</li> <li>▪ Summon support from a colleague who will act as your ‘support partner’. You can call on any one available including your Line Manager.</li> <li>▪ Your support partner is there for two reasons; <ul style="list-style-type: none"> <li>□ To assist you as you help the customer, and</li> <li>□ To act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.</li> </ul> </li> <li>▪ Staff located at the Council’s Customer Service Centre on Bell Street, Wigston should follow their own procedures for alerting a Team Leader, or a colleague, if a situation is developing in person.</li> </ul>
<p><b>Gather key information about their identity, location, and any plans they have so that you can pass this on.</b></p>	<ul style="list-style-type: none"> <li>▪ Talk to the customer to gather information.</li> <li>▪ Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide.</li> <li>▪ Let the customer talk about their plans to self-harm or commit suicide.</li> <li>▪ Gather and record key information; their identity, address, current location, and any plans they have for going elsewhere to harm themselves. <b>This will be important as you are highly likely to need to inform other services.</b> <ul style="list-style-type: none"> <li>□ Who?</li> <li>□ What?</li> <li>□ Why?</li> <li>□ When?</li> <li>□ How?</li> </ul> </li> <li>▪ Explain to the person that you are duty bound to report the threat to the Police who will then take the appropriate action. This will most likely involve a personal visit from the Police.</li> <li>▪ If the customer has made specific threats about what they intend to do; <ul style="list-style-type: none"> <li>□ Find out specifically what is planned; <ul style="list-style-type: none"> <li>▫ When it is planned for?</li> <li>▫ Whether the customer has the means to hand?</li> </ul> </li> <li>□ Find out if action has already been taken;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▫ For example, have tablets or something else been taken? If so, find out what and when.</li> <li>▫ Have they tried to harm themselves before? If so, find out when and how.</li> <li>▫ Have they received treatment, or are they currently receiving treatment?</li> </ul>
<b>Suggest sources of support.</b>	<ul style="list-style-type: none"> <li>▪ Encourage the customer to speak to someone who can help them such as: <ul style="list-style-type: none"> <li>□ Their GP,</li> <li>□ The Samaritans, through their free 24 hour helpline, via <b>116 123</b></li> <li>□ MIND information helpline, 9am to 6pm, Monday to Friday (except Bank Holidays), via <b>0300 123 3393</b></li> </ul> </li> </ul>
<b>Report to the Police on 101, or summon emergency help using 999.</b>	<ul style="list-style-type: none"> <li>▪ Contact Leicestershire Police and report the suicide or self-harm threat. To do this call 101, unless the customer is distressed and is in immediate danger in which case summon emergency help using 999. <b>Do not delay in contacting the emergency services if you think this is appropriate.</b></li> <li>▪ Let the emergency services know the customers identity, address, current location, and any other relevant details you have uncovered.</li> <li>▪ If appropriate or applicable, stay with the customer until the police arrive.</li> <li>▪ You do not need their consent to call the Police or other emergency services, but it is important to advise the customer about what is happening and why. <b>You are duty bound to report the threat to the Police who will then take the appropriate action.</b> This will most likely involve a personal visit from the Police.</li> </ul>
<b>In the event that the customer threatens self-harm or suicide and then leaves the premises or puts the phone down.</b>	<ul style="list-style-type: none"> <li>▪ In the event that a customer threatens self-harm or suicide and leaves the premises or puts the phone down, call the Police and pass on whatever information you have that could help to identify or locate them. <b>Do not place yourself at risk by following the customer if they presented in person.</b></li> <li>▪ Consider if calling the customer back is the best option. Will doing so agitate them further?</li> </ul>
<b>Record the incident.</b>	<ul style="list-style-type: none"> <li>▪ A Safeguarding Incident Reporting Form should be completed as soon as is practically possible, as a priority, by both the member of staff dealing with the customer, and their support partner. This form should be passed to a DSO as soon as it has been completed.</li> <li>▪ If the threat of suicide or self-harm is directly linked to a complaint about</li> </ul>



	<p>their living environment, and/or a service they are receiving, where Oadby &amp; Wigston Borough Council are directly responsible, the relevant department should be made aware of the incident as soon as is practically possible. This is so that the relevant department can follow their normal procedures, complaints procedures, accordingly with appropriate sensitivity to the customer.</p>
<p><b>De-brief and review</b></p>	<ul style="list-style-type: none"> <li>▪ Responding to a threat of suicide or self-harm can be upsetting. After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal. Seek support from your colleagues and Line Manager.</li>   <li>▪ Your Team Leader or Line Manager should review the incident with you and your support partner if appropriate. This is your opportunity to reflect on the event and ask to agree on any further support for you. You will have recorded the incident following the guidelines above; you can use this record to review what happened.</li> </ul>



## APPENDIX B – PREVENTING VIOLENT EXTREMISM (“PREVENT”) STRATEGY GUIDANCE

The overall aim of Prevent is to stop people becoming terrorists or supporting violent extremism by raising awareness of the issues and supporting people who may be vulnerable.

The Prevent Strategy has three main objectives;

- **Ideology:** To respond to the ideological challenge of terrorism and of those extremist views conducive to it,
- **Individuals:** To prevent vulnerable people from being drawn into terrorism by developing and expanding programmes to identify who they are, and then to provide them with community-based support, and
- **Institutions:** To work within the wide range of sectors and institutions where the ideology, the ideologues and vulnerable people come together and where there are either risks of radicalisation or opportunities to prevent it, or both. That means education, health, faith, charities, prisons and probation, and the internet.

Prevent is not about catching terrorists; it is about identifying people who may be at risk of radicalisation and supporting them to change direction in a way that will help them.

It is not ‘spying on communities’. Those suspected of being engaged in illegal activity will be managed through the criminal justice system in accordance with normal criminal justice processes. Prevent is about working with communities to help them support vulnerable people and build resilience to groups or individuals who seek to create divisions and cause harm.

There are only a very small number of people who support terrorist activity, or are likely to. The vast majority of people, in all communities, want to see terrorism prevented and want to play their part as good citizens in helping to make that happen.

Prevent work covers all forms of potential terrorism such as Al Qaeda inspired, the far right, Irish republican, animal rights and others. There is a growing concern about the risk of far right violence, especially since the killings in Norway in 2010, and ‘neo Nazi’ activity elsewhere in Europe.

One of the main elements of Prevent work is a programme called ‘Channel’ whereby people who are assessed as being vulnerable to supporting violent extremism are provided with multi-agency support. Channel covers all forms of extremism. The support that is offered is tailored for each case and could consist of help with family problems, mental health support, mentoring, religious support and others. People who are referred to Channel are not criminals but may be at risk of committing an offence if not supported.

Any agency or member of the public can make a referral to Channel. Potential referrals from Oadby & Wigston Borough Council should be made via the Safeguarding Incident Reporting Form (See ‘Appendix E’) and followed up with the Safeguarding Lead. The Safeguarding Lead, or another DSO in the event of the Lead being unavailable, will then refer your concern on to the Police’s Prevent Team directly via the 101 number; this is in line with directions adopted in February 2016.

For generic Prevent or Channel advice the Leicestershire County Council Community Safety Team can be contacted via **0116 305 6056**.

Further information and resources on Prevent can be found at <http://lrsb.org.uk/prevent>.

## APPENDIX C – FIRST CONTACT PLUS

First Contact Plus is an online tool which helps adults and professionals in Leicestershire find information about a range of services all in one place. This is particularly useful when a vulnerable adult is encountered whose situation does not meet a safeguarding threshold, but the individual would benefit from additional support around one or a number of issues.

Information and resources on housing, health, living independently, money advice, work, security, and other topics that assist the County's residents can be found on the First Contact Plus website.

First Contact Plus is delivered by Leicestershire County Council in partnership with GPs, the Police, health organisations, voluntary groups, social care departments, and District & Borough Councils who are helping adults across the County by working together to make access to services much easier.

To explore the resources available to Leicestershire residents visit the areas covered on the First Contact Plus website via <http://www.firstcontactplus.org.uk>.

The First Contact Plus referral form can be downloaded via <http://www.firstcontactplus.org.uk/partner-resources/referral-form>.

For additional information relating to First Contact Plus please contact **0116 305 4286**.

## APPENDIX D – SAFEGUARDING PROVISION IN CONTRACT AND GRANT ARRANGEMENTS

Any service engaged by the Council should be provided on the basis of agreed terms or a contract. Safeguarding compliance should be included in all arrangements.

*Section 8.14 (Safeguarding Children) of the Council's 'Contract Procedure Rules' document states;*

“All services commissioned by the Council must operate within the requirements of the Council's Safeguarding Policy and meet the relevant legislative standards. Where appropriate, procuring officers will need to ensure that contractors demonstrate that they meet these requirements. As an indicator, contractors/agencies must have in place the following:

- Senior Management Commitment to Safeguarding,
- A clear, accessible Statement of Responsibility (including Safeguarding Policy, Complaints, Equal Opportunities and Incident Monitoring Procedures),
- Clear mechanisms for identification and investigation/action regarding safeguarding concerns,
- A clear Line of Accountability for Reporting Safeguarding Concerns,
- A Child and Family conscious service planning and delivery,
- A Staff Training programme for Safeguarding,
- A Safer Recruitment Policy, and
- An Information Sharing procedure.”

It is expected that the lead officer on any commissioning project be responsible for ensuring that any contract includes proper provision for the safeguarding of children, young people, and adults with care and support needs; this also includes making reasonable requests for evidence from contractors/providers that the above requirements, where applicable, are in place or ready to be implemented.

Where there is any confusion about the need for the inclusion of safeguarding in a contract arrangement clarification and/or advice should be sought from the Safeguarding Lead. This should particularly take place if any contracted work meets the following distinctions;

1. Involves direct contact with children, young people, or adults with care and support needs,
2. Takes place in, or overlooks, an area which children, young people, or adults with care and support needs regularly use, or
3. Includes access to data concerning children, young people, or adults with care and support needs.

In any of these circumstances safeguarding measures should be detailed within either the Request for Quotation, or Invitation to Tender, that require the contractor/provider to make appropriate and proportionate provision regarding the protection of children, young people, or adults with care and support needs.

The three tiers of contracted work are outlined overleaf with the respective Council expected standards detailed.

**TIER ONE: CONTRACTORS/PROVIDERS HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, AND ADULTS WITH CARE AND SUPPORT NEEDS.**

Expected Standards:

- A. Contractor/Provider has their own safeguarding policy and procedures as declared in any tendering process.
- B. If the Contractor/Provider does not have their own safeguarding policy and procedures: Written evidence presented to show compliance with, and promotion of, the principles shown in the Council's safeguarding policy and procedure documents ('Children & Young People' and/or 'Adults with Care and Support Needs') pending development of their own safeguarding policy and procedures.
- C. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER TWO: WORK TO BE CONTRACTED TAKES PLACE IN, OR OVERLOOKS, AN AREA WHICH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS REGULARLY USE.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with either their own safeguarding requirements or the Council's policy and procedures.
- B. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER THREE: CONTRACTORS/PROVIDERS DO NOT HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS NOR DOES THE WORK TAKE PLACE IN, OR OVERLOOK, AN AREA REGULARLY USED BY ANY OF THESE GROUPS BUT DOES INVOLVE ACCESSING DATA ABOUT THEM.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with confidentiality requirements.
- B. The recruitment process includes appropriate checks where staff are engaged in works where there could be access to information regarding safeguarding concerns.

**EVALUATION PROCEDURE FOR COMPLIANCE**

- **During the Creation of the Request for Quotation (RFQ) / Invitation to Tender (ITT)**  
The lead officer for the RFQ or ITT is responsible for ensuring that safeguarding standards are detailed within the it that require the contractor or provider to make appropriate, and proportionate, provision regarding the protection of children, young people, or adults with care and support needs.
- **During Evaluation**  
When evaluating tendered bids these standards should be scored appropriately.

- **At Contract Award Stage and Throughout the Contract**

It is the responsibility of the lead officer for the contract to verify that policies, procedures and practices confirm to the required standards. The 'Safeguarding Checklist' relevant to the tier identified (found on the following pages of this appendix) must be completed by the lead officer; a DSO must then sign off the checks undertaken. All criteria must be in place and a copy of the safeguarding checklist completed, signed, and filed with the rest of the contract documents.

Assistance to the lead officer for the contract is available from any DSO, or the Safeguarding Lead, throughout the process.

PROPOSED

**SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST**

**TIER ONE**

**Providers/Contractors with Direct Contact with Children, Young People, or Adults with Care and Support Needs**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

<b>Organisation/Company Name:</b>			
<b>Criteria</b>	<b>Please tick as appropriate</b>		
	<b>Yes</b>	<b>No</b>	<b>Planned Date</b>
<p>Does the Organisation/Company have their own Safeguarding Policy and Procedures?</p> <p>If 'Yes', complete Sections 1-6 below.</p> <p>If 'No',</p> <p>A. Have they provided written evidence to show compliance with, and promotion of, the principles contained in the Council's Safeguarding Policy and Procedure documents?</p> <p>B. Have they presented evidence of their own Safeguarding Policy development plans?</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>1. Children, Young People, and Adults with Care and Support Needs Policy</b></p> <p>▪ Does the organisation/company have a Safeguarding Policy that all involved in the activity are required to adhere to?</p> <p>▪ Is the Safeguarding Policy publicised and promoted to all staff, volunteers and stakeholders?</p>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>2. Children, Young People, and Adults with Care and Support Needs Procedures</b></p> <p>▪ Do the procedures contain clear instructions on what to do in the event of concerns about the welfare or protection of a child, young person or adult in need of safeguarding?</p> <p>▪ Are there clear guidelines for recording concerns about the welfare or protection of a child, young person or adult in need of safeguarding, the organisation's response and reasons?</p> <p>▪ Are there clear guidelines for reporting concerns where appropriate to external</p>	<input type="checkbox"/>	<input type="checkbox"/>	

<p>agencies such as Social Care or Police and partner agencies?</p> <ul style="list-style-type: none"> <li>▪ Do the procedures contain clear instructions on what to do in the event of an allegation, incident or suspicion of abuse or poor practice?</li> <li>▪ Are there complaints and disciplinary procedures to manage concerns about the behaviour of staff, coaches, volunteers, etc.?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>3. Prevention</b></p> <ul style="list-style-type: none"> <li>▪ Has the organisation identified staff with designated responsibility for safeguarding and protecting children, young people, and adults with care and support needs? E.g. Designated Safeguarding Officer.</li> <li>▪ Are there procedures for recruitment and selection of staff and volunteers including safeguarding checks (DBS), where appropriate, for those working with children, young people, and adults with care and support needs?</li> <li>▪ Are there codes of conduct and ethics for staff, coaches, volunteers, and participants?</li> <li>▪ Are there operating procedures in relation to the organisation's duty of care to children, young people, and adults with care and support needs in place where appropriate to the service being provided? Specifically; <ul style="list-style-type: none"> <li>▫ Emergency Accident Procedure,</li> <li>▫ Transport/Travel Risk Assessment,</li> <li>▫ Transport Registers (Who is travelling in which vehicles?),</li> <li>▫ Activity Risk Assessment,</li> <li>▫ Equipment/Resource Safety Checks, and</li> <li>▫ Use of Photographic Images.</li> </ul> </li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>4. Communication and Partnership</b></p> <ul style="list-style-type: none"> <li>▪ Have all reasonable steps been taken to ensure that children, young people, and adults with care and support needs are informed about the policy and procedures, and how they can raise concerns?</li> <li>▪ Are there processes for holding and sharing information?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>5. Education and Training</b></p> <ul style="list-style-type: none"> <li>▪ Are all those working with children, young people, and adults with care and support needs, and those with responsibility for running activities, appropriately trained in safeguarding and protecting children, young people, and adults with care and support needs?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

<ul style="list-style-type: none"> <li>▪ Are coaches, staff and volunteers appropriately skilled and qualified to undertake their role in providing the activity?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>6. Review and Monitoring</b></p> <ul style="list-style-type: none"> <li>▪ Is it clear when, and by whom, the policy was formally adopted on behalf of the organisation?</li>   <li>▪ Is it clear how, by whom and when the policy and its implementation will be monitored and reviewed?</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**



## SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

### TIER TWO

**Work to be contracted takes place in, or overlooks, an area which Children, Young People, or Adults with Care and Support Needs regularly use.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

<b>Organisation/Company Name:</b>			
	<b>Criteria</b>	<b>Please tick as appropriate</b>	
<b>Yes</b>		<b>No</b>	<b>Planned Date</b>
▪ Has the contractor provided written evidence to show how they comply with safeguarding requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there an identified individual to whom concerns are reported (which may be the Safeguarding Lead at the Council if no other can be identified) who knows what action may or should be taken when concerns are raised?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there evidence of staff awareness of responsibilities to report concerns through supervision/training/induction materials?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**

**SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST**

**TIER THREE**

**Contractors/Providers do not have direct contact with Children, Young People, or Adults with Care and Support Needs, nor does the work take place in, or overlook, an area regularly used by any of these groups but does involve accessing data about them.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

<b>Organisation/Company Name:</b>			
<b>Criteria</b>	<b>Please tick as appropriate</b>		
	<b>Yes</b>	<b>No</b>	<b>Planned Date</b>
▪ Has the contractor provided written evidence to show how they comply with confidentiality requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**

## APPENDIX E – SAFEGUARDING INCIDENT REPORTING FORM

This section for Designated Safeguarding Officer use only:

**OWBC Report Reference No. Allocated**  
DDMMYY-SURNAME-INITIAL

Click here to enter text.

This form is used for reporting both suspicions and disclosures of possible abuse of children, young people and adults, and causes of concern including Prevent related issues therefore not all sections may be appropriate. Please complete this form with as much information as possible using verbatim reports from all people involved.

The information contained in this form will be treated in the strictest confidence however it may, where required, be shared with the appropriate agencies.

This Reporting Form relates to:

Child or Young Person(s)

Adult(s)

Family

About the Subject(s) of the Reporting Form:

**Name, Gender, Date of Birth of Subject(s)**

Click here to enter text.

**Current Address**

Click here to enter text.

**Postcode**

Click here to enter text.

**Is this a Council owned property?**

**Yes**

**No**

**Telephone Number(s)**

Click here to enter text.

**Ethnicity of Subject(s)**

Click here to enter text.

**Religion of Subject(s)**

Click here to enter text.

**Does anyone included have a disability?**

**Yes**

**No**

Click here to enter text.

If 'Yes' please give details.

<p><b>Are there any Communication Barriers that need to be considered?</b></p> <p>If 'Yes', or 'Unsure', please give details.</p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>What is your reason for contact with the Subject(s)?</b></p> <p>E.g. Environmental Health investigation, ASB dispute, Customer Services contact, Housing/Support visit etc.</p>	<p>Click here to enter text.</p>
<p><b>Details of most recent contact with the Subject(s)?</b></p> <p>Please give Name and Role of Officers Present, Date, Time, Location, who the subject(s) was accompanied by and any actions/interventions taken.</p>	<p>Click here to enter text.</p>
<p><b>Will you have further contact with the Subject(s)?</b></p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p>
<p><b>What is your concern leading to this referral?</b></p> <p>Please give as much factual information as possible including specifics such as;</p> <ul style="list-style-type: none"> <li>▪ Date,</li> <li>▪ Time,</li> <li>▪ What Happened, and</li> <li>▪ Who was Involved.</li> </ul> <p>Please include any information that you have from colleagues or partner agencies.</p>	<p>Click here to enter text.</p>

About the Alleged Abuser:	
<b>Name</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.

Is the Subject(s) of the Reporting Form:	
<b>Already known to Social Care?</b>  If 'Yes' please give details including if they are on a Child Protection Plan or have been, or are, a looked after child in local authority care.	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/>  Click here to enter text.
<b>Known to Early Help or External Services?</b>  If 'Yes' please give details.	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/>  Click here to enter text.
<b>Aware of this Referral?</b>  If 'Yes' please give details.	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/>  Click here to enter text.

Parental Responsibility:	
<b>Is the person with Parental Responsibility aware of this referral?</b>  Please give details.	<b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/>  Click here to enter text.

<p><b>Has the person with Parental Responsibility given consent for other agencies to be contacted?</b></p> <p>If 'Yes' please state agencies consented to and how consent was obtained.</p>	<p><b>Yes</b>    <input type="checkbox"/>                      <b>No</b>            <input type="checkbox"/>                      <b>Unsure</b>        <input type="checkbox"/></p> <p>Click here to enter text.</p>
--	--

Are you aware of any of the following in the Household?						
Domestic Abuse	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Substance Misuse	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Disabilities	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Learning Difficulties	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Mental Illness	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Sexual Exploitation	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Anti-Social Behaviour	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Radicalisation / Radicalised Behaviour	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Other	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
<p>If 'Yes' please add details.</p>	<p>Click here to enter text.</p>					

Significant others in Subject's Life including Family:			
Name	Click here to enter text.	Name	Click here to enter text.
Date of Birth	Click here to enter text.	Date of Birth	Click here to enter text.
Relationship to Subject(s)	Click here to enter text.	Relationship to Subject(s)	Click here to enter text.

<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.	<b>Name</b>	Click here to enter text.
<b>Date of Birth</b>	Click here to enter text.	<b>Date of Birth</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.	<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.

<b>Key Agencies Involved with Subject(s)</b>		
<b>GP</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Health Visitor</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School Nurse</b>	<b>Name</b>	Click here to enter text.

	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Midwife</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Social Care</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School/College/Nursery</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Police</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Other (Please Specify)</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.

<b>About You, the Reporter:</b>	
<b>Name</b>	Click here to enter text.
<b>Job Title</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.
<b>Email Address</b>	Click here to enter text.
<b>Date you are completing this form</b>	Click here to enter text.
<b>Are you reporting these concerns on behalf of someone else?</b>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>



If 'Yes' what is their Name and Position?	
---	--

This section for Designated Safeguarding Officer use only:	
<b>Designated Safeguarding Officer Name</b>	Click here to enter text.
<b>Job Title</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.
<b>Email Address</b>	Click here to enter text.
<b>When was this form received?</b>	Click here to enter text.
<b>Any Previous Information on file?</b> If any ticked, provide OWBC Report Reference No's.	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <b>Same Address</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>Same Family Name</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>Same Child/Adult Involved</b>  <input type="checkbox"/> </div> </div> Click here to enter text.
<b>Date Onward Referral Made, if applicable, and to which Service</b>	Click here to enter text.
<b>Method of Referral Used</b>	Click here to enter text.
<b>Social Care Reference No. Received</b> If received, write the Reference No. here.	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <b>Yes</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>No</b>  <input type="checkbox"/> </div> </div> Click here to enter text.
<b>Actions Taken</b>	Click here to enter text.
<b>Date Case Reviewed</b>	Click here to enter text.
<b>Date Case Closed</b>	Click here to enter text.

# Appendix 2



**Oadby & Wigston**  
BOROUGH COUNCIL

## **EQUALITY ASSESSMENT**

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

<b>Name of Policy/Function:</b> Adult Safeguarding Policy	<input type="checkbox"/>	This is <b>new</b>
	<input type="checkbox"/>	This is a <b>change</b> to an existing policy
	<input checked="" type="checkbox"/>	This is an <b>existing</b> policy, Function, not previously assessed
	<input type="checkbox"/>	This is an existing policy/function for <b>review</b>

<b>Date of screening</b>	22/10/2018
--------------------------	------------

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

The proposed adults with care and support needs safeguarding policy highlights how Oadby & Wigston Borough Council will undertake its moral and legal obligation to fulfil a duty of care for adults with care and support needs across all of its services, and is intended to provide guidance for Officers, Elected Members, and Volunteers engaged with the Council who may encounter a safeguarding concern or incident through the course of their work.

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

*e.g. legislation/government directive etc.*

The main legislation that underpins this policy is the *Care Act* (2014). Due regard has been given to other related legislation that is clearly stated within the body of the proposed policy document.

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

Oadby & Wigston Borough Council is the main stakeholder in the proposed policy document as it outlines the duties of the organisation when responding to a safeguarding concern.

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

A clear understanding of the Council's duties and responsibilities regarding safeguarding adults with care and support needs across all of its services.

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

N/A

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

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

N/A

**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, homeless?*

No.

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

No.

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

N/A

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

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

N/A

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

The policy contains a checklist procedure for ensuring that all contractors carrying out work in an environment where they may encounter a safeguarding concern have appropriate procedures, or measures, in place.

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

No.

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

N/A

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

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required**.

Completed by **Mark Smith**  
(Policy/Function/Report written)



Date **22/10/2018**

Countersigned by **Avril Lennox**  
(*Head of Service*)



Date: **22/10/2018**

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

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

# Agenda Item 16



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Proposed Child Safeguarding Policy**

**Report Author(s):** **Mark Smith (Community Safety & Youth Officer)**

<b>Purpose of Report:</b>	To seek Members' approval for the Council to adopt the proposed Child Safeguarding Policy.
<b>Report Summary:</b>	<p>Local Authorities have a statutory duty to record and report safeguarding concerns or incidents that are brought to their attention. This duty forms part of the Council's responsibility as a member of the Leicestershire and Rutland Safeguarding Boards (LRSB).</p> <p>The proposed policy highlights how Oadby &amp; Wigston Borough Council will undertake its moral and legal obligation to fulfil a duty of care for children and young people across all of its services, and is intended to provide guidance for Officers, Elected Members, and Volunteers engaged with the Council who may encounter a safeguarding concern or incident through the course of their work.</p> <p>The policy is proposed following a review of the Council's existing safeguarding policies and procedures.</p>
<b>Recommendation(s):</b>	<b>That the proposed Child Safeguarding Policy (attached at Appendix 1) be approved and adopted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	<p>Anne Court (Chief Executive) (0116) 257 2602 <a href="mailto:anne.court1@oadby-wigston.gov.uk">anne.court1@oadby-wigston.gov.uk</a></p> <p>Avril Lennox (Head of Leisure &amp; Wellbeing) (0116) 257 2673 <a href="mailto:Avril.Lennox@oadby-wigston.gov.uk">Avril.Lennox@oadby-wigston.gov.uk</a></p> <p>Mark Smith (Community Safety &amp; Youth Officer) (0116) 257 2675 <a href="mailto:Mark.Smith@oadby-wigston.gov.uk">Mark.Smith@oadby-wigston.gov.uk</a></p>
<b>Corporate Priorities:</b>	<p>Effective Service Provision (CP2) Green &amp; Safe Places (CP4) Wellbeing for All (CP5)</p>
<b>Vision and Values:</b>	<p>"A Strong Borough Together" (Vision) Accountability (V1) Respect (V2) Teamwork (V3) Customer Focus (V5)</p>
<b>Report Implications:-</b>	

Legal:	The policy ensures that the Council complies with its statutory duties.
Financial:	There are no implications arising directly from the report.
Corporate Risk Management:	Reputation Damage (CR4) Failure to Respond to a Significant Incident (CR7)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. Initial EA Screening (See Appendices)
Human Rights:	There are no implications arising from the report.
Health and Safety:	There are no implications arising from the report.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	Leicestershire and Rutland Designated Safeguarding Officer Group
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. Proposed Child Safeguarding Policy (October 2018)</li> <li>2. Initial EA Screening (October 2018)</li> </ol>

## 1. Adoption of the Proposed Child Safeguarding Policy

- 1.1 In accordance with the Council's statutory obligations as a signatory to the Leicestershire and Rutland Safeguarding Boards, the Council is required to have a policy document in place for the safeguarding of children and young people across all of its services.
- 1.2 Having conducted a review of the Council's current policy for the safeguarding of children and young people, the proposed policy document (attached at **Appendix 1**) was drafted, incorporating all changes and additions to relevant legislation up to October 2018.
- 1.3 The adoption of the proposed policy will enable greater organisational awareness of what constitutes a safeguarding concern, and clarify how Officers, elected Members and volunteers should react when presented with a safeguarding matter.
- 1.4 The proposed policy will underpin all work undertaken by the Council, and provide a strong legal position in the unlikely event of a serious or significant safeguarding related event occurring within the Borough if the Council can demonstrate that an appropriate policy is in place, and that the contents of said policy have been adhered to.
- 1.5 The proposed policy will be utilised as the basis for a revised programme of safeguarding training to be delivered to all Officers and elected Members at the Council, with the level of training undertaken tailored to suit the needs of the individual's role. All employees will be required to undertake basic safeguarding training via the Council's e-Learning portal, whilst roles that are more public facing will then also be required to attend a formal, face-to-face training session building upon the e-Learning foundation.

# Oadby & Wigston Borough Council

## Policy and Procedure for Safeguarding Children and Young People October 2018

### IMPORTANT

Remember it is not up to you to decide if abuse has taken place, that is the role of Leicestershire's social care services, but it is up to you to report ANY concerns to one of the Council's Designated Safeguarding Officers.

We have a legal responsibility to respond to any issues that may concern us even if they do not involve our staff or services.

Committee Approval	
Policy Owner	Mark Smith
Review Date	

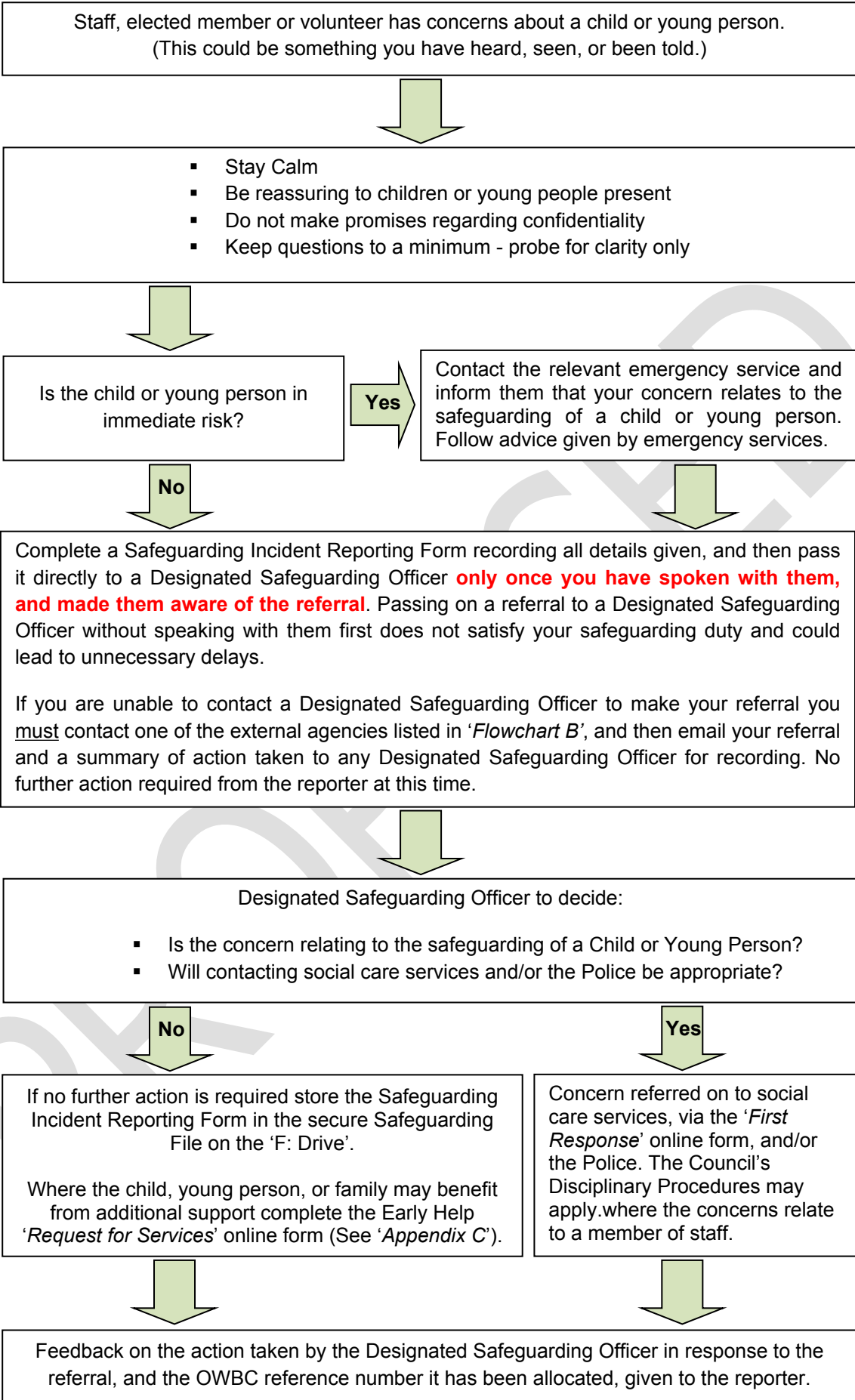




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**FLOWCHART A – GUIDE FOR MANAGING CONCERNS RELATING TO A CHILD OR YOUNG PERSON**

PROPOSED

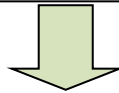


**FLOWCHART B – WHO ARE THE DESIGNATED SAFEGUARDING OFFICERS?**

A full list of the Council's current Designated Safeguarding Officers ("DSO") can be found on the Council's Intranet under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>) where you can find a copy of the most recent Safeguarding Poster.

This poster should also be displayed in each office and communal staff area owned by the Council, and contains the direct dial numbers for each DSO.

You can contact any DSO within the Council, not just the one that works within your service area or office. In the unlikely event that you are unable to get in direct contact with a DSO via their direct extension, please try the following number;



Oadby & Wigston Borough Council - Safeguarding Mobile

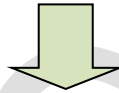
**0782 462 3655**

**If you cannot get hold of a DSO via the above methods, contact one of the following;**



Children's Social Care  
Enquires (Office Hours)

**0116 305 5500**



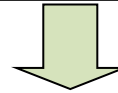
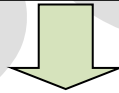
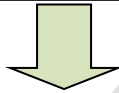
First Response Children's  
Duty (24 hours)

**0116 305 0005**



NSPCC Action Helpline  
(24 hours)

**0808 800 5000**



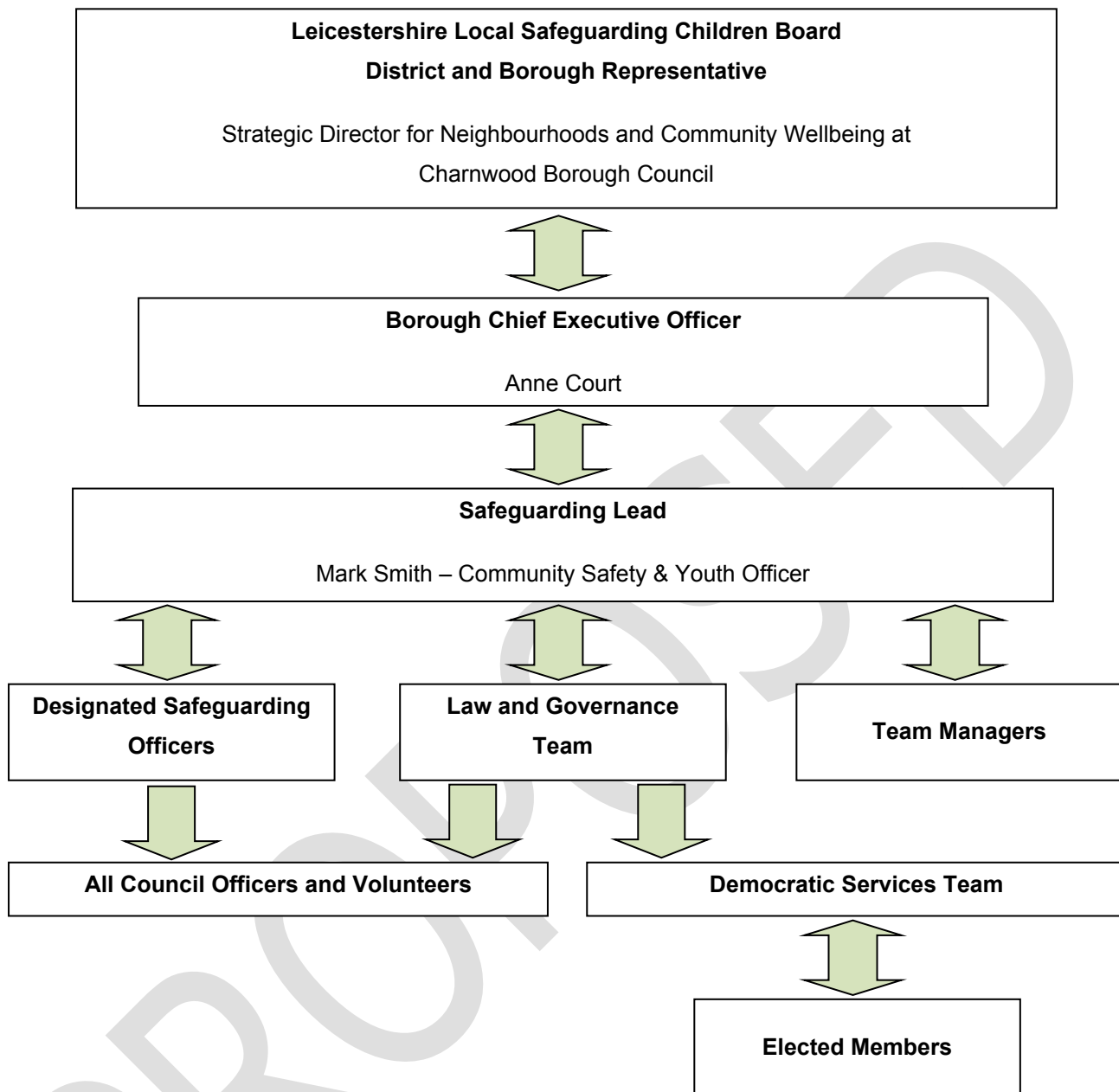
**Always follow the reporting procedure back to the DSOs.**

**999!**

**If you feel there is an immediate risk always contact the Emergency Services.**

**You must then inform a DSO at the earliest opportunity.**

# FLOWCHART C – COMMUNICATION AND ACCOUNTABILITY STRUCTURE



## 1.0 INTRODUCTION

### ***Every Child and Young Person has the right not to be abused.***

#### 1.0(a) WHAT DOES 'SAFEGUARDING' MEAN?

The Government guidance on *Working Together to Safeguard Children* (2015) defines safeguarding children and promoting their welfare as;

- Protecting children from maltreatment,
- Preventing impairment of children's health or development,
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care, and
- Taking action to enable all children to have the best outcomes.

#### 1.0(b) WHO IS THIS POLICY FOR?

This policy is for you if you are a member of Oadby & Wigston Borough Council ("The Council") staff, an elected member, a volunteer or anyone working on behalf of the Council, or someone delivering a service for, or representing, the Council.

It is important to be aware that the Council has both a moral and legal obligation to fulfill the duty of care for children across all of its services. Council staff may come across cases of suspected abuse either through direct contact with children and young people, e.g. running a sports event, or as a peripatetic staff visiting homes as part of their day to day duties.

The Council is committed to ensuring that all children and young people are protected and kept safe from harm whilst engaged in services organised by itself.

#### 1.0(c) WHAT DOES THIS POLICY COVER?

This policy equips you with the information you need regarding what actions to take if you suspect, or are told about, abuse and what will happen next. This may be the tool that helps you save a child's or young person's life.

While it is not our job to establish whether or not abuse is taking place it is our responsibility to report any concerns we have over the welfare of children and young people. This duty extends to the identification of abuse, poor practice by members of Council staff and elected members, as well as allegations brought to the attention of the Council by members of the public or community.

This policy outlines that your primary concern is to ensure that you record relevant information and pass it on to the DSOs, without delay, so that they can discuss any action or referral to the relevant authority.

#### 1.0(d) SAFEGUARDING CHILDREN AND YOUNG PEOPLE

The legal obligations concerning children and young people are underpinned by *Section 11* of the *Children Act* (2004). Further guidance is available from *Working Together to Safeguard Children*.

The Council is a statutory partner of the Leicestershire and Rutland Safeguarding Children Board (“LSCB”) as defined in *Section 13* of the *Children Act*. As such employees, elected members, and volunteers should follow LSCB guidance, on which this policy document is based, which can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk).

## 1.1 LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect children and young people, namely;

- *United Convention of the Rights of the Child* (1991),
- *Adoption and Children Act* (2002),
- *Sexual Offences Act* (2003),
- *Children Act* (2004),
- *Protection of Freedoms Act* (2012),
- *Preventing Violent Extremism [“Prevent”] Strategy* (2015),
- *Working Together to Safeguard Children* (2015),
- *Data Protection Act* (2018),
- *General Data Protection Regulations* (2018), and
- Relevant Government guidance on safeguarding children and young people.

*Section 11* of the *Children Act* (2004) places a duty on;

- Local Authorities and District Councils that provide children’s and other types of services, including children’s and adult social care services, public health, housing, sport, culture and leisure services, licensing authorities and youth services, and
- A range of organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need of safeguarding and promote the welfare of children and young people.

As children and young people are vulnerable to exploitation, particularly Child Sexual Exploitation (CSE), the Council has adopted a set of CSE guidelines for our staff; these are included at ‘*Appendix A*’.

Children and young people are also at significant risk from Domestic Abuse in the home. Alongside mental health and substance misuse the presence of Domestic Abuse is frequently a key aggravating factor when a child has been killed or seriously injured in the home.

The *Adoption and Children Act* (2002) extended the definition of ‘harm’ as stated in the now superseded *Children Act* (1989), to include “impairment suffered from seeing or hearing the ill treatment of another”. Children suffer harm from Domestic Abuse whether or not they are present they are in the room when an incident occurs.

As part of this policy the Council has included guidance from the Government’s *Preventing Violent Extremism [“Prevent”] Strategy* (2015). The Government intends that the *Prevent Strategy*;

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views,
- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support, and

- Works with a wide range of sectors (including education, criminal justice, faith, charities, online and health) where there are risks of radicalisation that we need to deal with.

The *Prevent Strategy* covers all forms of terrorism, including far-right extremism, and some aspects of non-violent extremism. Details on the Council's adopted guidance on the *Prevent Strategy* can be found in 'Appendix B'.

## 1.2 POLICY STATEMENT

The Council accepts the moral and legal responsibility to implement procedures to provide a duty of care to children and young people, safeguard their well-being, and protect them from abuse when they are engaged in services organised and provided by the Council.

We aim to do this by;

- Respecting and promoting the rights, wishes and feelings of children and young people,
- Raising the awareness of the duty of care responsibilities relating to children and young people throughout the Council,
- Promoting and implementing appropriate procedures to safeguard the well-being of children and to protect them from harm,
- Ensuring all staff receive safeguarding training at a relevant level as set by the LSCB,
- Creating a safe and healthy environment within all of our services and avoiding situations where abuse, or allegations of abuse, may occur,
- Recruiting, training, supporting, and supervising staff, elected members, and volunteers to adopt best practice to safeguard and protect children and young people from abuse, and to minimise risk to themselves,
- Ensuring that relevant commissioned services are compliant with safeguarding expectations as set out by the LSCB,
- Responding to any allegations of misconduct or abuse of children or young people in line with this policy and implementing, where appropriate, the relevant disciplinary and appeals procedures,
- Requiring staff, elected members, and volunteers to adopt and abide by the Council's '*Policy and Procedure for Safeguarding Children and Young People*', informed by the requirements of the LSCB,
- Reviewing and evaluating this policy and procedures document on an annual basis, and
- Retaining safeguarding information for 100 years in line with LSCB policy.

## 1.3 DEFINITIONS

This policy, and the procedures found herein, is based on the following definitions;

- The term 'Child' or 'Young Person' is used to refer to anyone under the age of 18 years,
- The term 'Parent' is used as a generic term to represent parents, carers, and guardians,
- The terms 'Staff', 'Elected Members' and 'Volunteers' are used to refer to employees of the Council, borough councillors, volunteers, and anyone working on behalf of, delivering a service for, or representing the Council including commissioned services, and
- The understanding that children and young people are vulnerable to abuse from adults and from other children and young people.



There are four broad types of child abuse; physical abuse, sexual abuse, emotional (psychological) abuse, and neglect (including acts of omission). Full definitions of these can be found in the LSCB Procedures available via <http://lrsb.org.uk/advice-and-information-on-types>.

LSCBs have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working, as well as supporting and enabling partner organisations to adopt their practice and become more effective in safeguarding children. The LSCB maintain a portfolio of 7 policies, procedures, and guidance documents. All partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to assessing need and safeguarding in specific circumstances, e.g. CSE and Safeguarding Children with Disabilities are all provided on the LSCB website: <http://lrsb.proceduresonline.com/chapters/contents.html>.

LSCBs also conduct and publish Serious Case Reviews with associated findings and recommendations after a child has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

## 1.4 PRINCIPLES

The Council recognises that;

- The welfare of children and young people is the primary concern,
- No children or young people must be treated any less favourably than others in being able to access services which meet their particular needs,
- All children and young people without exception have the equal right to protection from harm and abuse regardless of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief, and/or sexual orientation,
- Some children and young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs, or other issues,
- Local agencies, including those in universal services and those providing services to adults with children, should understand their role in identifying emerging problems and sharing information with other professionals to support early identification and assessment,
- Working in partnership with children, young people, their parents, carers, guardians, and other agencies is essential in promoting the welfare of children and young people,
- It is everyone's responsibility to report any concerns about abuse,
- Professionals working in universal services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information, and to work together to provide children and young people with the help they need,
- All incidents of alleged poor practice, misconduct, and abuse will be taken seriously and responded to swiftly and appropriately, and
- All personal data will be processed in accordance with the requirements of the *Data Protection Act (2018)* and the *General Data Protection Regulations (2018)*.

## 2.0 REPORTING AND MANAGING INCIDENTS AND CONCERNS

This policy and its procedures inform all staff, elected members, and volunteers of what response actions they should take if they have concerns or encounter a case of alleged, or suspected, child abuse.

Council staff may come across cases of suspected abuse either through direct contact with children or young people, e.g. through running a holiday activity, or as peripatetic staff visiting homes as part of their day to day duties. It is not your responsibility to decide whether or not a child or young person has been abused; it is, however, your responsibility to report your concerns.

Your primary concern is to ensure that any relevant information is passed on to the DSOs who will then discuss any action or referral to the relevant agency, e.g. Police or social care services, without delay.

The process on how to respond to concerns is detailed in the '*Flowchart A*'.

## 2.1 RESPONDING TO SUSPICIONS

You are not expected to investigate suspicions or concerns. Other agencies are trained to do this.

Most suspicions arise because a member of staff notes a pattern of occurrences or a significant incident happens.

If you have a concern about the safety or welfare of a child or young person you should;

- Note the concerns and your reasons for them using the Safeguarding Incident Reporting Form,
- Report to a DSO, and
- Maintain confidentiality in line with *Section 2.4* of this policy.
- **Do not undertake further investigations yourself.**

You may choose to discuss a referral with your line manager who will support you in reporting your concerns to a DSO.

When there are ongoing concerns regarding a parent in relation to the alleged abuse of a child or young person the parent should not be contacted about the allegation of abuse; social care services and/or the Police will do this at an appropriate time.

## 2.2 RESPONDING TO DISCLOSURE

Abused children or young people are more likely to disclose details of abuse to someone they trust, and with whom they feel safe. By listening and taking seriously what the child or young person is saying you are already helping the situation.

The following points are a guide to help you respond appropriately.

### 2.2(a) WHAT TO DO IF A CHILD OR YOUNG PERSON DISCLOSES INFORMATION TO YOU;

- React calmly as not to frighten the child or young person,

- Take what the child or young person says seriously, recognising the difficulties inherent in interpreting what is being said by a child or young person who has a speech impediment or differences in language,
- Do clarify your understanding of what the child or young person has said but avoid asking detailed or leading questions. They may subsequently be formally interviewed by the Police or social care services and they should not have to repeat their account on several occasions,
- Reassure the child or young person that they were right to tell but **do not** make promises of confidentiality or potential outcomes,
- Be open and honest; explain to them that you will have to share your concerns with a DSO who has the authority to act,
- Immediately record all details in writing using the child or young person's own words,
- As soon as possible fill out the incident reporting form again including all of the details that you are aware of and what was said, again using the child or young person's own words, and
- Attach your original notes to the incident reporting form and give these to a DSO.

The process on how to respond to concerns is detailed in '*Flowchart A*'.

## 2.2(b) ACTIONS TO AVOID

The person receiving the disclosure should not;

- Dismiss the concern,
- Panic,
- Allow their shock or distaste to show,
- Attempt to investigate the disclosure themselves,
- Probe for more information than is comfortably offered (do not overpressure for a response). Inappropriate and excessive questioning at an early stage may impede the conduct of a subsequent criminal investigation,
- Speculate or make assumptions,
- Make negative comments about the alleged abuser,
- Make promises or agree to keep secrets,
- Discourage anyone from reporting concerns,
- Suggest any actions and/or consequences that may be undertaken in response to the disclosure, or
- Leave a message of their concerns/the disclosure on voicemail.

**Remember:** Listen. Write it down. Report it.

## 2.3 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING EXTERNAL CONCERNS

In the event of having a concern you may choose talk to your line manager in the first instance who will support you in reporting your concerns to a DSO.

When a member of staff, an elected member, or a volunteer raises a concern with a DSO that officer will ensure that;

- The procedures are followed appropriately in consultation with the relevant social care services,

- The appropriate agencies, staff members, and parents are informed,
- Information is recorded and stored appropriately, and
- Staff involved are supported as required in line with the Council's employee well-being policies. This includes access to a confidential counselling service.

The Council recognises that when concerns relate to a colleague's conduct reporters could be under additional stress. The Council will fully support and protect all staff and elected members who, in good faith (without malicious intent), report their concern about a colleague's practice or the possibility that a child or young person may be being abused (See *Section 3.0* of this policy).

## 2.4 CONFIDENTIALITY

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of children and young people. Information should be handled and disseminated on a 'need to know' basis only. Your line manager and the DSOs will guide you as to who needs to know information about the case but this can include;

- Additional DSOs,
- Social care services,
- The Police,
- The parents of the child or young person who is alleged to have been abused,
- The person making the allegation,
- Legal advisors,
- Head of Service / the Head of Law and Governance / Senior Management where appropriate, and
- The alleged abuser (and parents if the abuser is a child).<sup>1</sup>

The responsible DSO will;

- Where concerns are raised, ensure that the parents of the child or young person are dealt with in a sensitive way, and in consultation with social care services and the Police. It is important that the timing of this does not prejudice the investigation.
- Any individual under supervision has the right to be notified about the cause for concern. This should be done via a DSO in joint consultation with social care services and the Police, and may include a Head of Service, or the Head of Law and Governance, as appropriate. It is important the timing of this does not prejudice the investigation.
- Recorded information should be stored in a secure place with limited access, e.g. only accessible to the DSOs, and in line with the *Data Protection Act (2018)* e.g. that information is accurate, regularly updated, relevant and secure.

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<sup>1</sup> Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. This includes contacting the alleged perpetrator. Advice **should first** be sought from the Council's Legal Department, the Police and/or social care services; delay should not occur.

- If enquires arise from the public, including parents, or any branch of the media it is vital that all staff and elected members are briefed so that they do not make any comments regarding the situation.
- Staff and elected members should be informed who the relevant designated Council spokesperson will be and all enquiries directed through them. Staff and elected members should reply “no comment” to all questions or enquires.

It is extremely important that allegations or concerns are not discussed unnecessarily as any breach of confidentiality could be damaging to the child or young person, their family, or any investigations that may follow.

There may be occasions where a child or young person expresses a wish for concerns not to be pursued. Decisions about whether to respect the person’s wishes must have regard to the level of risk to the individual and/or others, their capacity to understand the decision in question, and to make decisions relating to it. In some circumstances the person’s wishes may be overridden in favour of consideration of safety for the person or other children and young people. Where possible this decision will be the product of discussions between the line manager and DSOs.

Where a member of staff is approached regarding an allegation issues of confidentiality should be clarified early in the discussion. The reporter should be informed that the member of staff will, at the very least, have to disclose the conversation to a DSO and, depending on the severity of the information, may need to refer the report on to the Police or social care services.

## **2.5 SHARING CONCERNS WITH PARENTS OR CARERS**

Whilst delivering our services to children and young people there is a commitment to work in partnership with parents or carers, and share concerns about their child or young person. Therefore, in most circumstances, it would be important to talk to parents or carers to clarify any concerns (but not the alleged abuser). For example if a child or young person seems withdrawn there may be a reasonable explanation which a parent can provide. In most cases this decision will be taken and followed up by social care services as the professional body on protection issues.

### **2.5(a) WHEN IT IS INAPPROPRIATE TO SHARE CONCERNS WITH A PARENT OR CARER**

There are circumstances when children or young people can be placed at greater risk by sharing concerns with their parents or carers e.g. where the parent or carer is the one who may be responsible for the abuse. In these circumstances, or where concerns still exist despite an explanation from parents or carers, any suspicion, allegation, or incident of abuse must be reported to a DSO immediately and recorded.

When there are ongoing concerns regarding a parent or carer in relation to the alleged abuse of a child or young person the parent or carer should not be contacted about the allegation of abuse. Social care services and/or the Police will do this at an appropriate time.

## **2.6 SAFEGUARDING INCIDENT REPORTING FORM**

You need to complete an incident reporting form for all concerns, suspicions, and disclosures relating to the safeguarding of children and young people. This needs to be completed as soon as is practical to ensure that all the facts are recorded. Editable copies of the incident reporting form can be found on the Council's Intranet, under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>), or from a DSO. The same form is used for all disclosures, allegations and suspicions.

**Remember:** If you have to ask someone other than a DSO for help in order to find this form do not discuss your safeguarding concern with them.

Do not worry if all of the sections do not apply to your situation; they are purely to help you to remember as much relevant information as possible.

You then need to email it to a DSO (see 'Flowchart B'). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale. It is highly recommended that you verbally discuss the referral with a DSO before submitting to them in order to ensure they are in the office to receive it, and that the referral can be actioned within the required timescale.

The incident reporting form is an important tool for DSOs to keep track of concerns, to ensure that the necessary action is being taken, and to help to draw out the relevant information.

If you have to fill in a form, please include all relevant facts about you, about the incident, and about the victim. Please talk to a DSO for advice and guidance.

### **3.0 ALLEGATIONS AGAINST MEMBERS OF STAFF, ELECTED MEMBERS, OR VOLUNTEERS**

It can be very worrying to have concerns about a child or young person's safety or welfare that relate to the conduct of a colleague. The Council recognises that this can involve additional stress for those reporting concerns.

Full support will be given in line with the Council's *Confidential Reporting ["Whistleblowing"] Policy* which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Head of Law and Governance should be contacted for more information on the *Whistleblowing Policy*.

When you have concerns about a colleague the reporting procedures should be followed in exactly the same manner as outlined above. You may need to give regard to which DSO (and line manager if you wish) it is appropriate to report your concerns to.

#### **You can report to**

- Your Line Manager
- The Head of Law and Governance

#### **You must report to**

- A DSO

**Remember: The safety of the child or young person is paramount.**



There may be circumstances where allegations are about poor practice rather than abuse; this should always be communicated to a DSO for guidance and appropriate action. Managers wishing to seek further advice can refer to *Section 3.9* of the Leicestershire and Rutland Safeguarding Children Board procedures available from <http://lrsccb.proceduresonline.com/chapters/contents.html>.

Where an allegation is made against an elected member this should be referred to a DSO who will then engage with the Monitoring Officer, or Deputy Monitoring Officer, who has responsibility to address member code of conduct related issues.

Any allegation or concern regarding a member of staff, officer, or volunteer involving conduct towards a child or young person should be referred to a DSO. The DSO will then engage with the Head of Law and Governance who has the responsibility to refer to the Local Authority Designated Officer (“LADO”) Team. The LADO Team will then;

- Provide advice and guidance to employers and voluntary organisations,
- Liaise with the police, and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently.

**Contact details for the LADO Team can be found in *Section 4.1* of this policy.**

In the case of an allegation being made about a DSO this should be brought to the attention of the Safeguarding Lead for further action.

## **3.1 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING INTERNAL CONCERNS**

Strong feelings may be generated by the discovery that a member of staff or an elected member may be abusing a child or young person. This can raise concerns amongst other members of staff or elected members and create difficulties in reporting such matters.

The Council will fully support, and protect, any members of staff or elected members who, in good faith (without malicious intent), report their concern about a colleagues practice, or the possibility that a child or young person may be being abused.

If an allegation is made towards another member of staff or elected member full support will be given in line with the Council’s *Whistleblowing Policy*. Contact the Head of Law and Governance for more information and/or a copy of the Policy.

### **3.1(a) NSPCC WHISTLEBLOWING ADVICE LINE**

In response to the failures to protect children from sexual exploitation in Rotherham the NSPCC has launched a ‘whistleblowing advice line’, commissioned by the Home Office, providing free advice and support to professionals wanting to anonymously and confidentially raise concerns as to how child and young person protection issues are being handled in their own, and other, organisations. The advice line was born from the Government’s *Tackling Child Sexual Exploitation* (2015) report.

Anyone can call the whistleblowing advice line if they have a concern about a child or young person and how that concern is being handled. Professionals are encouraged to contact the whistleblowing advice line as soon as they believe;

- Their own, or another, employer will cover it up,
- Their employer will treat them unfairly for complaining, or
- Their concern hasn't been sorted out and they have already told their employer about it.

The advice line provides free help and advice to people who suspect their organisation might be putting children at risk even if they're not certain that this is the case. The advice line can be called regarding an incident that happened in the past, is happening now, or that you believe might happen in the near future.

Callers making a disclosure to the NSPCC, as a whistleblowing body, relating to any children and young people protection concerns are protected in England by law if their concern meets either of the following categories;

- The health or safety of any individual has been, is being or is likely to be endangered, or
- A criminal offence has been committed, is being committed or is likely to be committed.

The whistleblowing advice line is not intended to replace any current practices or responsibilities of organisations working with children and young people. Professionals are still encouraged to raise any concerns about a child or young person with their employer in the first instance.

The whistleblowing advice line can be contacted by calling **0800 028 0285**. During your call a trained practitioner will discuss;

- Details of the case, and
- The possible protection available to you where relevant.

If a child or young person is in immediate danger the helpline practitioner will take action such as referring the case on to the appropriate statutory bodies.

## **3.2 TYPES OF INVESTIGATION**

Where there are allegations of abuse or concerns about poor practice of an employee or elected member there may be three strands of investigation;

1. Child or Young Person Safeguarding Investigation (externally led by social care services),
2. Criminal Investigation (externally led by the Police), or
3. A Disciplinary or Misconduct Investigation (internally led).

In the first two instances the Council will not be involved in any form of the investigation unless requested to be by the social care services or the Police. Feedback on the outcomes of any investigation will not usually be fed back to the DSO involved unless there are outstanding misconduct issues to address.

In the third instance the Council will assess each individual allegation against an employee or elected member on its own, taking into account the findings of any criminal investigation, and respond to the outcome of the investigation in



line with Council policy and procedures. Depending on the outcome of the investigation the Council will assess the appropriateness of the individual returning to work in their previous environment.

A decision to withdraw permission for the individual to work with vulnerable groups may lead to the Council having a legal duty to report the individual to the Disclosure and Barring Service (formally the Independent Safeguarding Authority). This also applies in instances where the Council would have withdrawn permission for the individual to engage in regulated or controlled activity had that individual not resigned, retired, been made redundant, or been transferred to a position that is not a regulated or controlled activity.

## 4.0 SYSTEMS AND STRUCTURES

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Leicestershire and Rutland Safeguarding Children Board procedures for multi-agency working; these can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk). For more information contact the Safeguarding Lead.

### 4.1 KEY CONTACTS

If you have a concern, **during normal working hours**, about anything you have seen or heard you should contact one of the **DSOs** (See 'Flowchart B').

If a DSO is unavailable you can contact the **Children's Social Care Enquires** team at Leicestershire County Council on **0116 305 5500**. This service is available between 9am and 4pm, Monday to Friday only.

If you require immediate advice or have an immediate concern **out of normal working hours** you should contact the **24 hour First Response Children's Duty** on **0116 305 0005**. If there is an immediate risk to life, or a crime has been committed, call the **Police or relevant Emergency Service** on **999**. A DSO must be informed of these actions at the earliest opportunity available.

If you are unsure if you should ring for advice or to raise a concern, **RING ANYWAY!** Your information could be more important than you think.

#### 4.1(a) OTHER KEY CONTACTS

- **Child Abuse Investigation Unit** – 0116 248 5500 ([caireferrals@leicestershire.pnn.police.uk](mailto:caireferrals@leicestershire.pnn.police.uk))
- **Local Authority Designated Officer (LADO) Team** – 0116 305 7597 or 0116 305 4532
- **NSPCC Childline** – 0800 1111 ([www.childline.org.uk](http://www.childline.org.uk) / [www.nspcc.org.uk](http://www.nspcc.org.uk))

### 4.2 WHAT IS THE ROLE OF THE DSO?

All suspicions, concerns and disclosures have to be reported immediately to a DSO (See 'Flowchart B' for a list of DSOs).

The DSOs have the responsibility to;

- Ensure that arrangements are made to identify staff that require training in children and young people protection issues within their responsive area,
- Receive the appropriate training,
- Ensure that Incident Report Forms and copies of the policy and procedures are available across the Council,
- Receive information from staff, volunteers, and others who have concerns and record them using the identified forms and procedures,
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with social care services,
- Ensure that the appropriate agencies are informed,
- Ensure that information is recorded and stored appropriately,
- Provide information to staff reporting concerns about the support available to them, and
- Represent the Council on formal investigations into allegations of abuse led by social care services.

Where a matter appears urgent and a DSO is not available delay should be avoided; at such times contact should be made with the appropriate service directly as per 'Flowchart A' and 'Flowchart B'.

### 4.3 WHAT IS THE ROLE OF THE SAFEGUARDING LEAD

The Safeguarding Lead has the responsibility to;

- Ensure that arrangements are made to identify staff that require training in child protection issues,
- Support staff in the organisation,
- Map training needs,
- Ensure that all staff have access to relevant level training,
- Develop and review policies,
- Manage safeguarding incident reporting forms,
- Retain an overview of all incidents reported,
- Ensure partnerships are in place,
- Represent the Council on formal investigations into allegations of abuse led by social care services,
- Check and challenge structures,
- Drive safeguarding agenda to Team Managers and the Chief Executive,
- Ensure communication strands are strong, and
- Ensure elected members are appropriately informed.

### 4.4 ESCALATION OF REFERRALS

In situations where a DSO has concerns that advice from First Response or social care services **not to refer** a case to them, or where a social care decision of “**No Action**” has been taken, and the DSO believes this is not the correct course of action **based on their own awareness and understanding of a case**, they should do the following;

- Contact the Safeguarding Lead to discuss the concerns and the rationale for an escalation of the case to social care services.
- Safeguarding Lead, in conjunction with the DSO raising the concern, to contact the relevant social care agency with referral information and an explanation of the reason for escalation of case.
- If it is felt that there is still a failure to respond appropriately to the concern raised the Safeguarding Lead is to raise concern with the Chief Executive to arrange a highest level organisational complaint.
- All actions are to be recorded internally using the established procedures.

PROPOSED

## APPENDIX A – CHILD SEXUAL EXPLOITATION GUIDANCE

Child sexual exploitation is completely unacceptable and anyone who has been abused, or is at risk of abuse, should be safeguarded from further harm.

### What is Child Sexual Exploitation?

The following definition of child sexual exploitation is taken from the Department for Education's '*Child Sexual Exploitation: Definition and Guide for Practitioners*' (2017) document;

"Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

### What are the signs of Child Sexual Exploitation?

Signs of sexual abuse vary significantly but can include;

- Being estranged from their family,
- Having poor mental health, mood swings or physical injuries,
- Regularly missing school,
- Regularly going missing from home or returning home late,
- Changes in physical appearance or possession of unexplained gifts,
- Being in a relationship or associating with an older person,
- Inappropriate sexualised behaviour,
- Alcohol or substance misuse, and
- Repeat sexually transmitted infections, pregnancy or terminations.

### Your Responsibility

Oadby & Wigston Borough Council has a duty to ensure that the needs of all children and young people who are involved in, or are at risk of, being sexually exploited, are assessed and that appropriate multi-agency engagement and interventions are undertaken.

Child sexual exploitation is never the victim's fault, even if there is some form of exchange: all children and young people under the age of 18 have a right to be safe and should be protected from harm.

If you suspect or become aware of any incidents of child sexual exploitation or are concerned about a child or young person, you should follow the safeguarding procedures outlined in this policy and complete a Safeguarding Incident Reporting Form **without delay**. Do not make promises regarding confidentiality. The form should then be sent to a DSO who will take appropriate action.

For further information on child sexual exploitation, see the Leicestershire and Rutland Safeguarding Children Board website (<http://lrsb.org.uk/cse>).

PROPOSED

## APPENDIX B – PREVENTING VIOLENT EXTREMISM (“PREVENT”) STRATEGY GUIDANCE

The overall aim of Prevent is to stop people becoming terrorists or supporting violent extremism by raising awareness of the issues and supporting people who may be vulnerable.

The Prevent Strategy has three main objectives;

- **Ideology:** To respond to the ideological challenge of terrorism and of those extremist views conducive to it,
- **Individuals:** To prevent vulnerable people from being drawn into terrorism by developing and expanding programmes to identify who they are, and then to provide them with community-based support, and
- **Institutions:** To work within the wide range of sectors and institutions where the ideology, the ideologues and vulnerable people come together and where there are either risks of radicalisation or opportunities to prevent it, or both. That means education, health, faith, charities, prisons and probation, and the internet.

Prevent is not about catching terrorists; it is about identifying people who may be at risk of radicalisation and supporting them to change direction in a way that will help them.

It is not ‘spying on communities’. Those suspected of being engaged in illegal activity will be managed through the criminal justice system in accordance with normal criminal justice processes. Prevent is about working with communities to help them support vulnerable people and build resilience to groups or individuals who seek to create divisions and cause harm.

There are only a very small number of people who support terrorist activity, or are likely to. The vast majority of people, in all communities, want to see terrorism prevented and want to play their part as good citizens in helping to make that happen.

Prevent work covers all forms of potential terrorism such as Al Qaeda inspired, the far right, Irish republican, animal rights and others. There is a growing concern about the risk of far right violence, especially since the killings in Norway in 2010, and ‘neo Nazi’ activity elsewhere in Europe.

One of the main elements of Prevent work is a programme called ‘Channel’ whereby people who are assessed as being vulnerable to supporting violent extremism are provided with multi-agency support. Channel covers all forms of extremism. The support that is offered is tailored for each case and could consist of help with family problems, mental health support, mentoring, religious support and others. People who are referred to Channel are not criminals but may be at risk of committing an offence if not supported.

Any agency or member of the public can make a referral to Channel. Potential referrals from Oadby & Wigston Borough Council should be made via the Safeguarding Incident Reporting Form (See ‘Appendix E’) and followed up with the Safeguarding Lead. The Safeguarding Lead, or another DSO in the event of the Lead being unavailable, will then refer your concern on to the Police’s Prevent Team directly via the 101 number; this is in line with directions adopted in February 2016.

For generic Prevent or Channel advice the Leicestershire County Council Community Safety Team can be contacted via **0116 305 6056**.

Further information and resources on Prevent can be found at <http://lrsb.org.uk/prevent>.

## APPENDIX C – EARLY HELP SERVICES IN LEICESTERSHIRE

Services previously offered via the 'Common Assessment Framework' are now included as part of Leicestershire County Council's 'Early Help' offer. Early Help is an umbrella term that describes the work of many universal services/single agencies engaged with children and families (examples include NHS, Education, Housing, Libraries, Leisure and Voluntary Sector Services).

In Leicestershire all of these agencies recognise that prevention and earlier intervention is more cost effective and successful than later, or more formal, interventions. All are engaged in work that seeks to avert problem development, prevents the escalation of difficulties or the deterioration of circumstances which could adversely affect children, young people and families.

Preventative work in this way may be with an individual, with a family or can take a whole population approach. We often refer to 'universal' or 'open access' services which are available to all and can provide advice, guidance and support to families when they need it. There is usually no referral route or detailed collection of outcomes. For the vast majority of families this is the only help they will need.

Examples of universal and open access services include;

- Childcare and Educational Settings,
- Parks, Playgrounds, Sports and Leisure Activities,
- General Practitioners (GPs), School Nurses and Health Visitors,
- Police, Fire and Rescue Services, and
- Housing.

Leicestershire County Council have brought together their existing early help and prevention services into a consolidated 'Early Help and Family Support Service'. The language of the Common Assessment Framework is no longer used and Early Help systems and processes have been developed.

The Early Help and Family Support Service has a two-fold approach;

- Commitment to proactively working with all partners, including local communities to support them in the shared goal to improve outcomes for children, young people and their families, and
- In addition, the provision of targeted early intervention and support to those children, young people and families who are struggling with a range of additional needs and are more vulnerable to poor outcomes.

Where a child, young person or a family may benefit from an Early Help intervention rather than a safeguarding referral a First Response 'Request for Services' online form should be completed (Found here: <https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/early-help-for-children-and-young-people>). The key information required on this form is the identification of the circumstances and needs which are causing concern for a child, young person or family and, importantly, what more needs to happen to improve the situation. You must have permission from the family and young person to refer. Existing referral routes remain in place where professionals already know which service is required (for example the Youth Offending Service, Youth Service, local Children Centre team).

Should a safeguarding referral be more appropriate the DSO in receipt of the initial Safeguarding Incident Reporting Form will follow the procedure presented in 'Flowchart A' of this policy document.

## APPENDIX D – SAFEGUARDING PROVISION IN CONTRACT AND GRANT ARRANGEMENTS

Any service engaged by the Council should be provided on the basis of agreed terms or a contract. Safeguarding compliance should be included in all arrangements.

*Section 8.14 (Safeguarding Children)* of the Council's 'Contract Procedure Rules' document states;

“All services commissioned by the Council must operate within the requirements of the Council's Safeguarding Policy and meet the relevant legislative standards. Where appropriate, procuring officers will need to ensure that contractors demonstrate that they meet these requirements. As an indicator, contractors/agencies must have in place the following:

- Senior Management Commitment to Safeguarding,
- A clear, accessible Statement of Responsibility (including Safeguarding Policy, Complaints, Equal Opportunities and Incident Monitoring Procedures),
- Clear mechanisms for identification and investigation/action regarding safeguarding concerns,
- A clear Line of Accountability for Reporting Safeguarding Concerns,
- A Child and Family conscious service planning and delivery,
- A Staff Training programme for Safeguarding,
- A Safer Recruitment Policy, and
- An Information Sharing procedure.”

It is expected that the lead officer on any commissioning project be responsible for ensuring that any contract includes proper provision for the safeguarding of children, young people, and adults with care and support needs; this also includes making reasonable requests for evidence from contractors/providers that the above requirements, where applicable, are in place or ready to be implemented.

Where there is any confusion about the need for the inclusion of safeguarding in a contract arrangement clarification and/or advice should be sought from the Safeguarding Lead. This should particularly take place if any contracted work meets the following distinctions;

1. Involves direct contact with children, young people, or adults with care and support needs,
2. Takes place in, or overlooks, an area which children, young people, or adults with care and support needs regularly use, or
3. Includes access to data concerning children, young people, or adults with care and support needs.

In any of these circumstances safeguarding measures should be detailed within either the Request for Quotation, or Invitation to Tender, that require the contractor/provider to make appropriate and proportionate provision regarding the protection of children, young people, or adults with care and support needs.

The three tiers of contracted work are outlined overleaf with the respective Council expected standards detailed.



**TIER ONE: CONTRACTORS/PROVIDERS HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, AND ADULTS WITH CARE AND SUPPORT NEEDS.**

Expected Standards:

- A. Contractor/Provider has their own safeguarding policy and procedures as declared in any tendering process.
- B. If the Contractor/Provider does not have their own safeguarding policy and procedures: Written evidence presented to show compliance with, and promotion of, the principles shown in the Council's safeguarding policy and procedure documents ('Children & Young People' and/or 'Adults with Care and Support Needs') pending development of their own safeguarding policy and procedures.
- C. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER TWO: WORK TO BE CONTRACTED TAKES PLACE IN, OR OVERLOOKS, AN AREA WHICH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS REGULARLY USE.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with either their own safeguarding requirements or the Council's policy and procedures.
- B. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER THREE: CONTRACTORS/PROVIDERS DO NOT HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS NOR DOES THE WORK TAKE PLACE IN, OR OVERLOOK, AN AREA REGULARLY USED BY ANY OF THESE GROUPS BUT DOES INVOLVE ACCESSING DATA ABOUT THEM.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with confidentiality requirements.
- B. The recruitment process includes appropriate checks where staff are engaged in works where there could be access to information regarding safeguarding concerns.

**EVALUATION PROCEDURE FOR COMPLIANCE**

- **During the Creation of the Request for Quotation (RFQ) / Invitation to Tender (ITT)**  
The lead officer for the RFQ or ITT is responsible for ensuring that safeguarding standards are detailed within the it that require the contractor or provider to make appropriate, and proportionate, provision regarding the protection of children, young people, or adults with care and support needs.
- **During Evaluation**  
When evaluating tendered bids these standards should be scored appropriately.

- **At Contract Award Stage and Throughout the Contract**

It is the responsibility of the lead officer for the contract to verify that policies, procedures and practices confirm to the required standards. The 'Safeguarding Checklist' relevant to the tier identified (found on the following pages of this appendix) must be completed by the lead officer; a DSO must then sign off the checks undertaken. All criteria must be in place and a copy of the safeguarding checklist completed, signed, and filed with the rest of the contract documents.

Assistance to the lead officer for the contract is available from any DSO, or the Safeguarding Lead, throughout the process.

PROPOSED

## SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

### TIER ONE

#### **Providers/Contractors with Direct Contact with Children, Young People, or Adults with Care and Support Needs**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

Organisation/Company Name:			
Criteria	Please tick as appropriate		
	Yes	No	Planned Date
<p>Does the Organisation/Company have their own Safeguarding Policy and Procedures?</p> <p>If 'Yes', complete Sections 1-6 below.</p> <p>If 'No',</p> <p style="padding-left: 20px;">A. Have they provided written evidence to show compliance with, and promotion of, the principles contained in the Council's Safeguarding Policy and Procedure documents?</p> <p style="padding-left: 20px;">B. Have they presented evidence of their own Safeguarding Policy development plans?</p>	<input type="checkbox"/>       <input type="checkbox"/>       <input type="checkbox"/>	<input type="checkbox"/>       <input type="checkbox"/>       <input type="checkbox"/>	
<p><b>1. Children, Young People, and Adults with Care and Support Needs Policy</b></p> <ul style="list-style-type: none"> <li>▪ Does the organisation/company have a Safeguarding Policy that all involved in the activity are required to adhere to?</li> <li>▪ Is the Safeguarding Policy publicised and promoted to all staff, volunteers and stakeholders?</li> </ul>	<input type="checkbox"/>   <input type="checkbox"/>	<input type="checkbox"/>   <input type="checkbox"/>	
<p><b>2. Children, Young People, and Adults with Care and Support Needs Procedures</b></p> <ul style="list-style-type: none"> <li>▪ Do the procedures contain clear instructions on what to do in the event of concerns about the welfare or protection of a child, young person or adult in need of safeguarding?</li> <li>▪ Are there clear guidelines for recording concerns about the welfare or protection of a child, young person or adult in need of safeguarding, the organisation's response and reasons?</li> <li>▪ Are there clear guidelines for reporting concerns where appropriate to external</li> </ul>	<input type="checkbox"/>   <input type="checkbox"/>   <input type="checkbox"/>	<input type="checkbox"/>   <input type="checkbox"/>   <input type="checkbox"/>	

<p>agencies such as Social Care or Police and partner agencies?</p> <ul style="list-style-type: none"> <li>▪ Do the procedures contain clear instructions on what to do in the event of an allegation, incident or suspicion of abuse or poor practice?</li> <li>▪ Are there complaints and disciplinary procedures to manage concerns about the behaviour of staff, coaches, volunteers, etc.?</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>	
<p><b>3. Prevention</b></p> <ul style="list-style-type: none"> <li>▪ Has the organisation identified staff with designated responsibility for safeguarding and protecting children, young people, and adults with care and support needs? E.g. Designated Safeguarding Officer.</li> <li>▪ Are there procedures for recruitment and selection of staff and volunteers including safeguarding checks (DBS), where appropriate, for those working with children, young people, and adults with care and support needs?</li> <li>▪ Are there codes of conduct and ethics for staff, coaches, volunteers, and participants?</li> <li>▪ Are there operating procedures in relation to the organisation’s duty of care to children, young people, and adults with care and support needs in place where appropriate to the service being provided? Specifically; <ul style="list-style-type: none"> <li>▫ Emergency Accident Procedure,</li> <li>▫ Transport/Travel Risk Assessment,</li> <li>▫ Transport Registers (Who is travelling in which vehicles?),</li> <li>▫ Activity Risk Assessment,</li> <li>▫ Equipment/Resource Safety Checks, and</li> <li>▫ Use of Photographic Images.</li> </ul> </li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>	
<p><b>4. Communication and Partnership</b></p> <ul style="list-style-type: none"> <li>▪ Have all reasonable steps been taken to ensure that children, young people, and adults with care and support needs are informed about the policy and procedures, and how they can raise concerns?</li> <li>▪ Are there processes for holding and sharing information?</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>	
<p><b>5. Education and Training</b></p> <ul style="list-style-type: none"> <li>▪ Are all those working with children, young people, and adults with care and support needs, and those with responsibility for running activities, appropriately trained in safeguarding and protecting children, young people, and adults with care and support needs?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

<ul style="list-style-type: none"> <li>▪ Are coaches, staff and volunteers appropriately skilled and qualified to undertake their role in providing the activity?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<p><b>6. Review and Monitoring</b></p> <ul style="list-style-type: none"> <li>▪ Is it clear when, and by whom, the policy was formally adopted on behalf of the organisation?</li>   <li>▪ Is it clear how, by whom and when the policy and its implementation will be monitored and reviewed?</li> </ul>	<input type="checkbox"/>  <input type="checkbox"/>	<input type="checkbox"/>  <input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**

## SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

### TIER TWO

**Work to be contracted takes place in, or overlooks, an area which Children, Young People, or Adults with Care and Support Needs regularly use.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

Criteria	Please tick as appropriate		
	Yes	No	Planned Date
▪ Has the contractor provided written evidence to show how they comply with safeguarding requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there an identified individual to whom concerns are reported (which may be the Safeguarding Lead at the Council if no other can be identified) who knows what action may or should be taken when concerns are raised?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there evidence of staff awareness of responsibilities to report concerns through supervision/training/induction materials?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assisting Designated Safeguarding Officer**

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST**

**TIER THREE**

**Contractors/Providers do not have direct contact with Children, Young People, or Adults with Care and Support Needs, nor does the work take place in, or overlook, an area regularly used by any of these groups but does involve accessing data about them.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

<b>Organisation/Company Name:</b>			
<b>Criteria</b>	<b>Please tick as appropriate</b>		
	<b>Yes</b>	<b>No</b>	<b>Planned Date</b>
▪ Has the contractor provided written evidence to show how they comply with confidentiality requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**

## APPENDIX E – SAFEGUARDING INCIDENT REPORTING FORM

This section for Designated Safeguarding Officer use only:

**OWBC Report Reference No. Allocated**  
DDMMYY-SURNAME-INITIAL

Click here to enter text.

This form is used for reporting both suspicions and disclosures of possible abuse of children, young people and adults, and causes of concern including Prevent related issues therefore not all sections may be appropriate. Please complete this form with as much information as possible using verbatim reports from all people involved.

The information contained in this form will be treated in the strictest confidence however it may, where required, be shared with the appropriate agencies.

This Reporting Form relates to:

Child or Young Person(s)

Adult(s)

Family

About the Subject(s) of the Reporting Form:

**Name, Gender, Date of Birth of Subject(s)**

Click here to enter text.

**Current Address**

Click here to enter text.

**Postcode**

Click here to enter text.

**Is this a Council owned property?**

**Yes**

**No**

**Telephone Number(s)**

Click here to enter text.

**Ethnicity of Subject(s)**

Click here to enter text.

**Religion of Subject(s)**

Click here to enter text.

**Does anyone included have a disability?**

**Yes**

**No**

Click here to enter text.

If 'Yes' please give details.



<p><b>Are there any Communication Barriers that need to be considered?</b></p> <p>If 'Yes', or 'Unsure', please give details.</p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/> <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>What is your reason for contact with the Subject(s)?</b></p> <p>E.g. Environmental Health investigation, ASB dispute, Customer Services contact, Housing/Support visit etc.</p>	<p>Click here to enter text.</p>
<p><b>Details of most recent contact with the Subject(s)?</b></p> <p>Please give Name and Role of Officers Present, Date, Time, Location, who the subject(s) was accompanied by and any actions/interventions taken.</p>	<p>Click here to enter text.</p>
<p><b>Will you have further contact with the Subject(s)?</b></p>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p>
<p><b>What is your concern leading to this referral?</b></p> <p>Please give as much factual information as possible including specifics such as;</p> <ul style="list-style-type: none"> <li>▪ Date,</li> <li>▪ Time,</li> <li>▪ What Happened, and</li> <li>▪ Who was Involved.</li> </ul> <p>Please include any information that you have from colleagues or partner agencies.</p>	<p>Click here to enter text.</p>

About the Alleged Abuser:	
<b>Name</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.

Is the Subject(s) of the Reporting Form:	
<p><b>Already known to Social Care?</b></p> <p>If 'Yes' please give details including if they are on a Child Protection Plan or have been, or are, a looked after child in local authority care.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>Known to Early Help or External Services?</b></p> <p>If 'Yes' please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>Aware of this Referral?</b></p> <p>If 'Yes' please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>

Parental Responsibility:	
<p><b>Is the person with Parental Responsibility aware of this referral?</b></p> <p>Please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>

<p><b>Has the person with Parental Responsibility given consent for other agencies to be contacted?</b></p> <p>If 'Yes' please state agencies consented to and how consent was obtained.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
--	---

Are you aware of any of the following in the Household?						
Domestic Abuse	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Substance Misuse	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Disabilities	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Learning Difficulties	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Mental Illness	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Sexual Exploitation	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Anti-Social Behaviour	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Radicalisation / Radicalised Behaviour	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Other	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
<p>If 'Yes' please add details.</p>	<p>Click here to enter text.</p>					

Significant others in Subject's Life including Family:			
Name	Click here to enter text.	Name	Click here to enter text.
Date of Birth	Click here to enter text.	Date of Birth	Click here to enter text.
Relationship to Subject(s)	Click here to enter text.	Relationship to Subject(s)	Click here to enter text.

<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.	<b>Name</b>	Click here to enter text.
<b>Date of Birth</b>	Click here to enter text.	<b>Date of Birth</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.	<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.

<b>Key Agencies Involved with Subject(s)</b>		
<b>GP</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Health Visitor</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School Nurse</b>	<b>Name</b>	Click here to enter text.

	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Midwife</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Social Care</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School/College/Nursery</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Police</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Other (Please Specify)</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.

<b>About You, the Reporter:</b>	
<b>Name</b>	Click here to enter text.
<b>Job Title</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.
<b>Email Address</b>	Click here to enter text.
<b>Date you are completing this form</b>	Click here to enter text.
<b>Are you reporting these concerns on behalf of someone else?</b>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>

If 'Yes' what is their Name and Position?	
---	--

This section for Designated Safeguarding Officer use only:	
<b>Designated Safeguarding Officer Name</b>	Click here to enter text.
<b>Job Title</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.
<b>Email Address</b>	Click here to enter text.
<b>When was this form received?</b>	Click here to enter text.
<b>Any Previous Information on file?</b> If any ticked, provide OWBC Report Reference No's.	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <b>Same Address</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>Same Family Name</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>Same Child/Adult Involved</b>  <input type="checkbox"/> </div> </div> Click here to enter text.
<b>Date Onward Referral Made, if applicable, and to which Service</b>	Click here to enter text.
<b>Method of Referral Used</b>	Click here to enter text.
<b>Social Care Reference No. Received</b> If received, write the Reference No. here.	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <b>Yes</b>  <input type="checkbox"/> </div> <div style="text-align: center;"> <b>No</b>  <input type="checkbox"/> </div> </div> Click here to enter text.
<b>Actions Taken</b>	Click here to enter text.
<b>Date Case Reviewed</b>	Click here to enter text.
<b>Date Case Closed</b>	Click here to enter text.



**Oadby & Wigston**  
BOROUGH COUNCIL

## EQUALITY ASSESSMENT

### PART 1 - INITIAL SCREENING

<b>Name of Policy/Function:</b> Childrens Safeguarding Policy	<input type="checkbox"/>	This is <b>new</b>
	<input type="checkbox"/>	This is a <b>change</b> to an existing policy
	<input checked="" type="checkbox"/>	This is an <b>existing</b> policy, Function, not previously assessed
	<input type="checkbox"/>	This is an existing policy/function for <b>review</b>

<b>Date of screening</b>	22/10/2018
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#### 1. Briefly describe its aims & objectives

The proposed children and young people safeguarding policy highlights how Oadby & Wigston Borough Council will undertake its moral and legal obligation to fulfil a duty of care for children and young people across all of its services, and is intended to provide guidance for Officers, Elected Members, and Volunteers engaged with the Council who may encounter a safeguarding concern or incident through the course of their work.

#### 2. Are there external considerations?

*e.g. legislation/government directive etc.*

The main legislation that underpins this policy is the *Children Act (2004)*. Due regard has been given to other related legislation that is clearly stated within the body of the proposed policy document.

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

Oadby & Wigston Borough Council is the main stakeholder in the proposed policy document as it outlines the duties of the organisation when responding to a safeguarding concern.

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

A clear understanding of the Council's duties and responsibilities regarding safeguarding children and young people across all of its services.

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

N/A

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

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

N/A

**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, homeless?*

No.

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

No.

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

N/A

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

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

N/A

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

The policy contains a checklist procedure for ensuring that all contractors carrying out work in an environment where they may encounter a safeguarding concern have appropriate procedures, or measures, in place.

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

No.

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

N/A

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

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required**.

Completed by **Mark Smith**  
(Policy/Function/Report written)



Date **22/10/2018**

Countersigned by **Avril Lennox**  
(*Head of Service*)



Date: **22/10/2018**

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

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



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Decision</b>
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**Report Title:** **Proposed Closed Circuit Television (CCTV) Policy**

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

<b>Purpose of Report:</b>	To seek Members approval and sign off for the Council's proposed Closed Circuit Television (CCTV) Policy.
<b>Report Summary:</b>	The proposed CCTV Policy confirms how the authority will manage its CCTV systems and determines who will have access to the CCTV data and under what circumstances, including the procedures that will be followed in regards to providing access to CCTV Data.
<b>Recommendation(s):</b>	<b>That the proposed Closed Circuit Television (CCTV) Policy (as set out at Appendix 1) be approved and adopted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	David Gill (Head of Law & Governance / Monitoring Officer) (0116) 257 2626 <a href="mailto:david.gill@oadby-wigston.gov.uk">david.gill@oadby-wigston.gov.uk</a>  Avril Lennox MBE (Head of Leisure & Wellbeing Services) (0116) 257 2673 <a href="mailto:avril.lennox@oadby-wigston.gov.uk">avril.lennox@oadby-wigston.gov.uk</a>
<b>Corporate Priorities:</b>	An Inclusive and Engaged Borough (CP1) Effective Service Provision (CP2) Balanced Economic Development (CP3) Green & Safe Places (CP4) Wellbeing for All (CP5)
<b>Vision and Values:</b>	"A Strong Borough Together" (Vision) Accountability (V1) Respect (V2) Teamwork (V3) Innovation (V4) Customer Focus (V5)
<b>Report Implications:-</b>	
Legal:	The implications are as set out in the report.
Financial:	There are no financial implications arising directly from this report.
Corporate Risk Management:	Decreasing Financial Resources (CR1) Failure to Respond to a Significant Incident (CR7)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. Initial EA Screening (See Appendices)
Human Rights:	The proposed Policy is consistent with current legislation.

Health and Safety:	The proposed Policy is consistent with current legislation.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	As set out in the Initial EA Screening.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>1. Proposed CCTV Policy (November 2018)</li> <li>2. EA Initial Screening (September 2018)</li> </ol>

## 1. Proposed Closed-Circuit Television (CCTV) Policy

- 1.1 As part of the review of the Constitution and Corporate Governance, Officers were requested to review all policies which inform how services are to be provided.
- 1.2 Enquires showed that the existing CCTV policy was no longer fit for purpose as it didn't reflect actual service provision and the legislative background to support such schemes.
- 1.3 Officers have reviewed the policy and the draft revised policy is attached at **Appendix 1** for Member's approval.
- 1.4 The proposed CCTV Policy confirms how the authority will manage its CCTV systems and determines who has access to the CCTV data and under what circumstances, including the procedures that will be followed in regards to providing access to CCTV Data.
- 1.5 The Policy identifies the procedures and processes to be followed when planning, implementing and operating the Council's CCTV scheme, and is compliant with the Information Commissioner's guidance 'In the picture: A data protection code of practice for surveillance cameras and personal information', the General Data Protection Regulation (GDPR) 2018, the Data Protection Act 2018 and the Surveillance Camera Code of Practice (current issue 2014) issued by the Secretary of State pursuant to Section 30 of the Protection of Freedoms Act 2012.
- 1.6 The scope of this Policy applies to all Oadby and Wigston Borough Council employees and Members.

Oadby & Wigston  
Borough Council

**Closed Circuit Television  
Policy (CCTV)  
November 2018**



Committee approval	
Policy Owner	Head of Law and Governance
Review Date	



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## **1. SCOPE**

- 1.1 The scope of this Policy applies to all Oadby and Wigston Borough Council employees and Members.
- 1.2 This Policy confirms how the authority manages its CCTV systems, determines who has access to the CCTV data and under what circumstances, including the procedures that will be followed in regards to providing access to CCTV Data.
- 1.3 This document must be read in conjunction with the Information Commissioner's guidance 'In the picture: A data protection code of practice for surveillance cameras and personal information', The Surveillance Camera Code of Practice (current issue 2014) issued by the Secretary of State pursuant to Section 30 of the Protection of Freedoms Act 2012 and the Oadby and Wigston Borough Council Data Protection Policy.

## **2. PURPOSE**

- 2.1 This Policy identifies the procedures and processes to be followed when planning, implementing and operating the Council's CCTV scheme, and is compliant with the Information Commissioner's guidance 'In the picture: A data protection code of practice for surveillance cameras and personal information', the General Data Protection Regulation (GDPR) 2018, the Data Protection Act 2018 and the Surveillance Camera Code of Practice (current issue 2014) issued by the Secretary of State pursuant to Section 30 of the Protection of Freedoms Act 2012.

## **3. INTRODUCTION**

- 3.1 Closed Circuit Television (CCTV) can be a valuable resource in surveillance and security and is widely used by local authorities in a range of premises and situations. However, because of the potentially sensitive nature of surveillance, there are codes, guidelines and legislation which must be complied with in order to operate a CCTV scheme legally and fairly.
- 3.2 Images recorded by a CCTV scheme are deemed to be personal data under the terms of the General Data Protection Regulation (2018). The GDPR applies to 'personal data', meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.
- 3.3 Personal data is not therefore limited to the ability to name an individual. If images of an individual's features are processed and an individual can then be identified from those images, they will amount to Personal Data.
- 3.4 Data is considered to have been processed from the point at which it is recorded and retained, even if the data is not subsequently viewed by anyone.

- 3.5 As with other data, the recorded images from a CCTV scheme may be requested by members of the public in the form of a Subject Access Request within the terms of the General Data Protection Regulation.
- 3.6 It is important that this Policy is read by those considering the installation of a CCTV scheme, and that its contents are complied with following implementation.
- 3.7 All enquiries about and proposals for CCTV installations must in the first instance be directed to the Data Protection Officer.

#### **4. LEGISLATION**

- 4.1 Any CCTV Scheme owned and operated by Oadby and Wigston Borough Council must comply with the following legislation;
- The General Data Protection Regulation 2018,
  - The Data Protection Act 2018
  - The Human Rights Act 1998,
  - The Protection of Freedoms Act 2012,
  - The Freedom of Information Act 2000, and
  - The Regulatory and Investigatory Powers Act 2000.
- 4.2 In addition, the Council is duty bound to have regard to the following statutory Codes of Practice;
- Information Commissioner's guidance ' In the picture: A data protection code of practice for surveillance cameras and personal information', The Surveillance Camera Code of Practice issued by the Secretary of State under Section 30 of the Protection of Freedoms Act 2012.

#### **5. RESPONSIBILITIES**

- 5.1 All CCTV schemes that process Personal Data as defined by the General Data Protection Regulation 2018 requires a "Data Controller" to ensure the correct management of the scheme and the processing of recorded images. Where a CCTV scheme is run by a business or organisation such as the Council, it is the "body" that is the Data Controller rather than an individual member of staff. It is nevertheless important at the very outset to establish who will be responsible for all aspects of managing the proposed CCTV scheme on site, to ensure the Council complies with legislation and the statutory Codes of Practice.
- 5.2 If the day-to-day running of the scheme is devolved to someone else, the Data Controller still retains ultimate responsibility for the scheme. The person to whom the running of the scheme is devolved would be committing a criminal offence if s/he were to act outside the instructions of the Data Controller.



- 5.3 If the scheme is devolved to a third party such as a Security Company, the advice of the Data Protection Officer must be sought.
- 5.4 Where two organisations share a scheme, such as a live feed from one scheme to another, and both make decisions regarding its purpose and operation, then they both share responsibility.
- 5.5 The person responsible for the management of the scheme has a number of responsibilities outlined in this policy. Among these is the need to regularly carry out pro-active checks to ensure that this policy is being complied with, including a review of the on-going value and benefit of the scheme. If the scheme is not achieving its purpose it should be discontinued or modified.
- 5.6 A public space surveillance (CCTV) licence is required if CCTV is run by operators supplied under a contract for services. It is a criminal offence for staff to be contracted as public space surveillance (CCTV) operators without a Security Industry Authority (SIA) licence.

## 6. POINT OF CONTACT

- 6.1 There must be a point of contact for members of the public, which will be identified on signage in the area/s covered by the CCTV camera/s. The point of contact must be available to the public during office hours. All employees at the point of contact must be conversant with Oadby and Wigston Borough Council 'policies and procedures governing Data Protection and the use of CCTV equipment.
- 6.2 Enquirers to the point of contact must be provided on request with one or more of the following;
- This policy,
  - A subject access request form if required, or
  - Information about the corporate Complaints Procedure if they have concerns about the use of the system or about non-compliance with the Code of Practice and/or this policy.
- 6.3 A record of the number and nature of complaints and enquiries must be maintained together with an outline of the action taken in response. A report of these figures must be produced regularly in order to assess public reaction to and opinion of the scheme.

## 7. ESTABLISHING A NEED FOR A CCTV SCHEME

- 7.1 While there is a high level of public support for CCTV schemes, there are increasing concerns about the role of CCTV in a "surveillance society". In order to maintain public support and trust, it is important to ensure that the CCTV scheme;
- Is established on a proper legal basis and operated in accordance with the law,

- Is necessary to address a pressing need, such as public safety, crime prevention or national security,
- Is justified in the circumstances, and
- Is proportionate to the problem that it is designed to address.

7.2 A Data Protection Impact Assessment (DPIA) may be required to determine whether the use of CCTV is justified. An assessment should consider the following:

- What is the purpose for using CCTV?
- What are the problems it is meant to address?
- What are the benefits to be gained from its use?
- Can CCTV technology realistically deliver these benefits?
- Can less privacy-intrusive solutions, such as improved lighting, achieve the same objectives?
- Are images of identifiable individuals required, or could the scheme use other images not capable of identifying individuals?
- Could more privacy-friendly options be used instead, such as only recording events likely to cause concern, such as movement in a defined area?
- Will the scheme being considered deliver the desired benefits now and remain suitable in the future?
- What future demands may arise for wider use of images and how will they be addressed?
- What are the views of those who will be under surveillance?
- What could be done to minimise intrusion for those that may be monitored, particularly if specific concerns have been expressed?

7.3 The Information Commissioner's Office has published a 'Conducting Data Protection Impact Assessments (DPIA) code of practice' which explains what DPIAs are and how they can be used to identify and reduce privacy risks associated with projects such as CCTV surveillance.

7.4 The code of practice is accessible via the ICO website; [www.ico.org.uk](http://www.ico.org.uk).

## 8. ESTABLISHING THE PURPOSE OF A CCTV SCHEME

8.1 There are four categories for identifying the purpose for CCTV cameras;

- **Monitoring:** To watch the flow of traffic or the movement of people where it is not necessary to pick out individual figures,
- **Detecting:** To detect the presence of a person in the image without needing to see their face,
- **Recognising:** To recognise somebody who is known, or to determine that somebody is NOT known, and
- **Identifying:** To record high quality facial images which can be used in court to prove someone's identity beyond reasonable doubt.

8.2 The image quality required for each of these purposes varies – further information on this and assistance in selecting equipment is available from the Home Office Scientific Development Branch at [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk).

8.3 It should also be noted that if the equipment used records sound, this must not be used to record conversations between other people, although there are some limited circumstances in which audio recording may be justified, subject to sufficient safeguards. Advice on this can be sought from the Data Protection Officer.

8.4 The purpose of the CCTV scheme must be identified and documented, and also the reasons why CCTV is the most appropriate means of meeting the scheme's objectives.

8.5 CCTV schemes can be employed for the following purposes;

- Prevention, investigation and/or detection of crime,
- Apprehension and/or prosecution of offenders,
- Public and employee safety,
- Staff discipline, or
- Traffic flow monitoring.

8.6 Once the purpose of the scheme has been identified it is necessary to:

- Ensure that everyone associated with the scheme is fully aware of its declared purpose, and the privacy implications of its use,
- Ensure that the equipment is only used to achieve the declared purpose, and
- Decide whether constant real time recording is required or whether specific time periods may be more appropriate.

## 9. LOCATION OF CAMERAS

9.1 The location of the CCTV equipment is very important and must be planned carefully. The physical spaces to be covered must be clearly identified, and the way in which images are recorded must comply with Data Protection Principles as follows;

- Cameras must only monitor those spaces intended to be covered,
- Cameras must be situated to ensure that they will effectively capture images relevant to the scheme's purpose,
- If there is a risk of neighbouring spaces being monitored unintentionally the owner of such spaces must be consulted,
- Adjustable cameras must be restricted to prevent operators from being able to allow unintended spaces to be overlooked and/or recorded,
- Cameras must be able to produce images of sufficient size, resolution and frames-per-second

- Physical conditions and environment must be borne in mind when siting cameras, for instance taking into account lighting and the size of the area to be viewed, and
- All necessary steps must be taken to protect the cameras from vandalism and theft.

9.2 It should also be noted that some areas have heightened expectations of privacy, such as changing rooms and toilets, and cameras must only be used in most exceptional circumstances to address very serious concerns.

## 10. SIGNAGE

10.1 In order to comply with the General Data Protection Regulation, areas covered by CCTV schemes must display signs warning members of the public. The wording and location of signage must take into account the following points;

- Signs must clearly identify to the public when they are entering an area covered by CCTV. These signs can be supplemented with further signs inside the area if required,
- Signs must be clear and legible both in terms of lettering and size, appropriate to the sign's location, and
- Signs must identify;
  - Who is responsible for the scheme,
  - The scheme's purpose, and
  - Details of who to contact about the scheme.
- In exceptional circumstances it may be agreed that signage may compromise the purpose of the scheme. In such cases the owner of the scheme must consult with the Data Protection Officer and Legal Services, and must identify and document;
  - A specific criminal activity,
  - The need for CCTV to obtain evidence of that criminal activity,
  - The reasons why signage would prejudice success in obtaining such evidence, and
  - How long the monitoring should take place to ensure it is not carried out for longer than necessary.

10.2 Where public announcements are already used, the message can be backed up with audio announcements.

## 11. EQUIPMENT QUALITY

11.1 Procedures and systems must be established to ensure that CCTV equipment is adequately maintained and that the quality of images recorded consistently meets the purpose of the scheme.

- Any tapes or other media used must be of good quality and must be cleaned so that images are not recorded over previously recorded images,

- Recorded pictures and prints as well as live screens must produce good quality images, and the quality must be regularly monitored,
- If the system records information such as date, time and camera location, this data must be accurate at all times,
- Equipment must be capable of being set up in such a way as to avoid inadvertent corruption,
- If an automatic facial recognition system is used to match images, those images must be of a sufficiently high quality to ensure accurate matching. All matches must in any case be verified and documented by a human operator,
- Selection of equipment must ensure that copies of a recording can be made easily if asked for by a law enforcement agency, and their use of the images should be straightforward,
- A maintenance log must be maintained for all equipment associated with the scheme, and
- If a camera is damaged, there must be clear procedures for;
  - Defining who is responsible for ensuring repair/replacement,
  - Ensuring the camera is repaired/replaced within a specific time period, and
  - Ensuring the monitoring and documentation of maintenance work.

## 12. DATA STORAGE AND ACCESS

12.1 Retention periods must be established for required and non-required images and secure and controlled storage and access arrangements for images in compliance with the principles of Data Protection. These must be discussed with the Data Protection Officer, and must take into account the following points;

- Non-required images must be erased as soon as practicable, being permanently deleted through secure methods,
- Required images must be retained for a length of time appropriate to their purpose and the purpose of the scheme,
- Systematic checks must be carried out to ensure compliance with the agreed retention period.
- When the documented period of retention has been reached images must be removed /erased,
- Any images that are to be retained as evidence must be kept in a secure location with controlled access, and
- When images are removed for use in “legal proceedings” the following information must be logged;
  - Date on which images were removed,
  - The reason why they were removed,
  - Any relevant crime incident number,
  - The location of the images, and
  - Signature of the collecting police officer if appropriate.
- Monitors displaying images from areas where people would expect privacy must only be capable of being viewed by authorised employees of the User,

- Access to recorded images must be restricted to the designated member of staff responsible for the scheme who will decide whether to allow disclosure to third parties in accordance with the scheme's disclosures policy, and
- Viewing of recorded images must take place in a restricted area with controlled access.

12.2 When images are removed for "viewing" purposes the following information must be logged;

- Date and time of removal,
- Name of person removing the images,
- Name/s of the person/s viewing the images. If this includes third parties it must also include the third party's organisation,
- The reason for the viewing,
- The outcome, if any, of the viewing,
- The date and time images were returned to the system or to a secure area, and
- All operators and others with access to images must be aware of the access procedures that are in place.

### 13. DISCLOSURE OF IMAGES

13.1 The designated Manager of the CCTV system must ensure that access to, and disclosure of images recorded by the CCTV system is restricted and carefully controlled.

13.2 The designated Manager must ensure all employees are aware of the following disclosure and access restrictions;

- Access to recorded images must be restricted to those who need to have access to achieve the purpose of the CCTV scheme,
- All access to images must be logged and documented,
- Disclosure of recorded images to third parties must only be made in limited and prescribed circumstances,
- All requests for access or disclosure must be recorded. If access or disclosure is denied the reason must be documented,
- If "access or disclosure" of images is allowed then the following information must be logged:
  - The date and time at which access was allowed or the date on which disclosure was made,
  - The reason for allowing access or disclosure, and
  - The extent of the information to which access was allowed or which was disclosed.
- Recorded images must not be made more widely available. If it is intended that they will be made more widely available that decision must be made by the designated member of staff responsible for the scheme, and the reason for the decision must be documented,

- Where images have been disclosed to a third party, then they become the Data Controller for their copy/ies of the image/s and are responsible for compliance with the GDPR, and
- If images are to be disclosed to the media the images of individuals must be disguised or blurred to ensure that they cannot be readily identified. If the system does not have the facilities for this kind of editing a third party or company can be used. In such cases, the responsible member of staff must ensure that;
  - There is a contractual relationship between the Data Controller and the third party or company,
  - The third party or company has given appropriate guarantees regarding security measures they take,
  - The Data Controller has checked to ensure that those guarantees are met,
  - The written contract makes it explicit that the third party or company can only use the images in accordance with the instructions of the Data Controller or designated member of staff, and
  - The written contract makes the third part or company's security guarantees explicit.

13.3 The General Data Protection Regulation 2018 requires a Data Controller who is processing personal information to register with the Information Commissioner as Data Controller, unless they are exempt from the requirement to do so.

13.4 Oadby and Wigston Borough Council is registered on the Public Register of Data Controllers with the registration number Z5645500. The registration must be renewed annually. Failure to notify the Information Commissioner is a criminal offence under the General Data Protection Regulation 2018.

13.5 There is a requirement that any changes to the Council's registration must be made within 28 days. Failure to notify the Information Commissioner is a criminal offence.

13.6 The designated Manager of the CCTV system must liaise with the Council's Head of Law and Governance so as to enable the appropriate notification to be made.

#### **14. ACCESS TO RECORDED IMAGES BY DATA SUBJECTS**

14.1 All staff involved in operating the equipment must be able to recognise a request from a member of the public for access to recorded images by data subjects.

14.2 A subject access request may be made verbally or in writing. If a request is made verbally data subjects may be provided with a standard subject access request form to assist their request which should;

- Indicate the information required in order to locate the relevant images,



- Indicate the information required in order to identify the person making the request. If the data subject is unknown to the equipment user a photograph of the individual may be requested in order to locate the correct image,
- Ask whether the individual would be satisfied with merely viewing the images,
- Indicate that the response will be provided promptly and in any event one month of receiving request, and
- Explains the rights provided by the General Data Protection Regulation 2018

14.3 All subject access requests must be dealt with by the designated Manager of the CCTV system, who must also locate the images requested. S/he must also determine whether disclosure to the individual would entail disclosing images of third parties, and whether those third party images are held under a “duty of confidence”. For example, members of the public whose images have been recorded in a town centre or streets are seen to have less expectation that their images are held under a Duty of Confidence than individuals whose images have been recorded in more private space such as a doctor’s waiting room.

14.4 If third party images are not to be disclosed the responsible Manager of the CCTV system must arrange for the third party images to be disguised or blurred. If the system does not have the facilities for this kind of editing a third party or company can be used. In such cases, the designated Manager of the CCTV system must ensure that;

- There is a contractual relationship between the Data Controller and the third party or company,
- The third party or company has given appropriate guarantees regarding security measures they take,
- The Data Controller has checked to ensure that those guarantees are met,
- The written contract makes it explicit that the third party or company can only use the images in accordance with the instructions of the responsible member of staff, and
- The written contract makes the third party or company’s security guarantees explicit.

14.5 If the responsible member of staff decides that a subject request is to be denied, the following information must be logged;

- The identity of the individual making the request,
- The date of the request,
- The reason for refusing to supply the requested images, and
- The name and signature of the manager or designated Manager of the CCTV system making the decision.

14.6 If there is any doubt about whether images are to be disclosed the Data Protection Officer and Legal Services must be consulted.



14.7 It should also be noted that in addition to requesting the disclosure of images, individuals also have the right to notify Oadby and Wigston Borough Council in writing to cease or to not begin processing images containing Personal Data likely to cause “substantial and unwarranted damage or distress. Upon receipt of such a notification advice must be sought from the Data Protection Officer and/or Legal Services.

## 15. COMPLIANCE

15.1 Oadby and Wigston Borough Council will regularly assess for compliance against this policy. Compliance with this policy is a term and condition of employment. Failure to comply with corporate policies is a potential disciplinary matter which may result in withdrawal of your access to corporate systems and disciplinary action up to and including dismissal. Failure to comply with the requirements of this policy may also amount to a criminal offence that could lead to prosecution.

## 16. MONITORING AND REVIEW

16.1 This document will be reviewed every two years by the Data Protection Officer, who will ensure on-going monitoring and audit of the processes/guidance in place under the policy. It will also be reviewed and updated by the Data Protection Officer at any time there is a material change in a process or legislation.

16.2 The Head of Law and Governance is responsible for monitoring the implementation and impact of this policy.

## 17. MONITORING THE WORKFORCE

17.1 In addition to the above Policy, the following points must be addressed when considering a CCTV scheme in the workplace, whether or not the scheme is specifically designed to capture images of workers;

- A CCTV scheme installed on work premises to prevent and detect crime must not be used to monitor work done, or compliance with policies or procedures. Images should therefore only be viewed when there is suspected criminal activity,
- Cameras should be sited to avoid being directed specifically to capture images of workers,
- Images of workers should only be used if something is seen which cannot be ignored – criminal activity, gross misconduct or behaviour which puts others at risk,
- If images are used in disciplinary proceedings the footage should be retained so that workers can see it and respond, as still images may not be enough,
- If considering installation of a CCTV scheme specifically for workforce monitoring the decision-making process identified in this CCTV Policy must be followed to decide whether it

is justified – in particular, consideration should be given to whether better training or greater supervision would be more appropriate,

- Such CCTV must be limited to areas where workers would not expect to be private. Cameras should not be used in toilet areas or private offices,
- Workers must be made aware that the CCTV scheme is for staff monitoring and how it will be used,
- If CCTV is used to enforce internal policies, workers must be fully aware of the policies and have received appropriate training,
- Workers have the right to submit Subject Access Requests to access images recorded of them, and
- While workers should normally be aware that they are being monitored, covert monitoring can take place;
  - In an exceptional circumstance with reason to suspect criminal activity or equivalent malpractice,
  - If cameras are used only for a specific investigation and removed once the investigation is complete,
  - If the investigation would be prejudiced if workers knew that cameras were being used,
  - If full account is taken of potential intrusion on innocent workers, and
  - If the decision to carry out the surveillance is taken by senior management.

17.2 If a covert camera installed for one investigation reveals evidence of other criminal behaviour or disciplinary offences, such evidence can only be used where the offence is serious, such as gross misconduct or misconduct putting others at risk.

17.3 Note that any monitoring of the workforce must also comply with the Information Commissioner's Employment Practices Code.

## 18. IMPLEMENTATION

18.1 This procedure is effective immediately.

## 19. USEFUL CONTACTS

The Data Protection Officer: [data.protection@oadby-wigston.gov.uk](mailto:data.protection@oadby-wigston.gov.uk)

The Information Commissioner's Office: [www.ico.org.uk](http://www.ico.org.uk)



**Oadby & Wigston**  
BOROUGH COUNCIL

## EQUALITY ASSESSMENT

### PART 1 - INITIAL SCREENING

<b>Name of Policy/Function:</b>  <b>Closed-Circuit Television (CCTV)</b>	<input type="checkbox"/>	This is <b>new</b>
	<input checked="" type="checkbox"/>	This is a <b>change</b> to an existing policy
	<input type="checkbox"/>	This is an <b>existing</b> policy, Function, not previously assessed
	<input type="checkbox"/>	This is an existing policy/function for <b>review</b>

<b>Date of screening</b>	19/09/2018
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#### 1. Briefly describe its aims & objectives

The aim of this policy is to set out the arrangements the Council has in place with regards to the use, operation and management of CCTV cameras/ systems.

#### 2. Are there external considerations?

*e.g. legislation/government directive etc.*

The use, operation and management of the CCTV systems and any images captured and recorded by these systems complies with the following legislation:

- The General Data Protection Regulation 2018
- The Data Protection Act 2018
- The Human Rights Act 1998
- The Protection of Freedoms Act 2012
- The Freedom of Information Act 2000
- The Regulatory and Investigatory Powers Act 2000

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

- Oadby & Wigston Community Safety Partnership,
  - Oadby & Wigston Borough Council,
  - Leicestershire Police,
  - Leicestershire Fire and Rescue Service,
  - Leicestershire County Council,



- East Leicestershire and Rutland Clinical Commissioning Group,
  - National Probation Service, and
  - Derbyshire, Leicestershire, Nottinghamshire and Rutland Community Rehabilitation Company.
- Residents,
  - Local Businesses,
  - Visitors to the Borough,
  - Community Groups and relevant organisations.

All stakeholders have an interest in improving community safety, which is in line with one of the Council's Corporate Priorities Green and Safe Places.

CCTV will help to prevent anti-social behaviour and nuisance, as well as helping to prevent and detect crime, whilst providing reassurance to residents. Evidence gained will be used to provide information to relevant enforcement agencies.

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

A clear understanding of the Council's duties and responsibilities regarding the use of and management of the CCTV systems.

To help to improve community safety.

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

Yes. Consultation was carried out with Community Safety Partnership partner agencies, specifically the Council, Leicestershire Police, and Leicestershire Fire and Rescue Service, utilising their own datasets on crime, disorder, anti-social behaviour, and deliberate fires in the Borough. This data was used to identify lampposts at sites of interest to host a CCTV camera. Leicestershire County Council were contracted to provide structural testing of the identified lampposts as the responsible authority.

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

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

N/A

**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, homeless?*

No.

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

No.

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

The promotion of the Council's responsibility and use of CCTV will raise the profile of the Council's commitments to equality and good community relations.

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

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

N/A

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

No.

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

No.

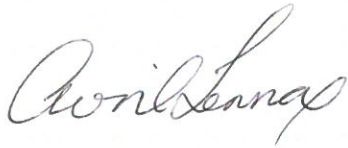
**14. Date by which a Part 2 full Equality Assessment is to be completed with actions.**

N/A

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

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required**.

Completed by **Avril Lennox**  
(Head of Service)



Date **19/09/2018**

Countersigned by **Anne Court**  
(OWBC Chief Executive)



Date: **19/09/2018**

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

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



<b>Policy, Finance and Development Committee</b>	<b>Tuesday, 27 November 2018</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Proposed Drone and Model Aircraft Usage Policy**

**Report Author(s):** **Thomas Maccabe (Anti-Social Behaviour Officer)**

<b>Purpose of Report:</b>	There are a rising number of individuals flying drones and model aircraft in the Borough; therefore there is a need to implement a policy for their usage on Council land.
<b>Report Summary:</b>	<p>As a landowner, the Council has a duty to consider the safety of the public using its land. The rise in ownership and usage of drones and model aircraft has resulted in the need for the Council to consider adopting a policy on the issue.</p> <p>The Council does not currently have a policy covering drone and model aircraft usage. This could leave the authority liable for subsequent actions brought about by drone and model aircraft activity when operated from land under our ownership. The report therefore proposes the formal adoption of the policy set out in at Appendix 1 to this report.</p>
<b>Recommendation(s):</b>	<b>That the Proposed Drone and Model Aircraft Usage Policy (as set out at Appendix 1) be approved and adopted.</b>
<b>Responsible Strategic Director, Head of Service and Officer Contact(s):</b>	<p>Anne Court (Chief Executive) (0116) 257 2602 <a href="mailto:anne.court1@oadby-wigston.gov.uk">anne.court1@oadby-wigston.gov.uk</a></p> <p>David Gill (Head of Law &amp; Governance / Monitoring Officer) (0116) 257 2626 <a href="mailto:david.gill@oadby-wigston.gov.uk">david.gill@oadby-wigston.gov.uk</a></p> <p>Thomas Maccabe (Anti-Social Behaviour Officer) (0116) 257 2611 <a href="mailto:thomas.maccabe@oadby-wigston.gov.uk">thomas.maccabe@oadby-wigston.gov.uk</a></p>
<b>Corporate Priorities:</b>	Green & Safe Places (CP4) Wellbeing for All (CP5)
<b>Vision and Values:</b>	Accountability (V1) Respect (V2)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from the report.
Financial:	There are no implications arising from the report.
Corporate Risk Management:	Regulatory Governance (CR6)
Equalities and Equalities	There are no implications arising from this report.

Assessment (EA):	EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	Restricting or not giving permission to flying unmanned aircrafts or drones, especially those with recording devices attached, protects residents and visitors from unauthorised filming and the potential risk of disturbance, annoyance or harassment.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	<a href="#">Civilian Aviation Authority (CAA) Air Navigation Order 2016</a>
<b>Appendices:</b>	<b>1.</b> Proposed Drone and Model Aircraft Usage Policy (November 2018)

## **1. Introduction**

- 1.1 Over the past few years there have been a rising number of requests to fly drones within the Council's parks and open spaces. Most of the requests are from members of the public who have purchased a drone and are looking for a space to fly it. The Council also receives a small number of requests from commercial companies.

## **2. Background**

- 2.1 Over the last few years technology regarding drones has advanced significantly with many drones also fitted with recording equipment. Drones have also become more affordable for the general public for recreational activity use.
- 2.2 The regulations for recreational drone flights are contained within the Civil Aviation Authority (CAA) Air Navigation Order 2016 (ANO) which is the primary document for all aviation regulations within the UK.
- 2.3 In addition to these regulations the government is introducing legislation that will require owners of drones weighing 250 grams and over to register details of their drones and users will have to sit safety awareness tests to prove that they understand UK safety, security and privacy regulations.
- 2.4 Whilst most drone flights are likely to be harmless recreation, they have the potential, in the wrong hands, to present a danger to the public as well as a nuisance to others.
- 2.5 As requests are increasing for flying drones from or over Council land there may be a risk to the Council if the regulations for recreational drone flights are broken or a member of the public is injured.
- 2.6 It is proposed therefore that the Council adopt an Unmanned Model Aircraft Policy that will inform the public on the Council's position for flying any unmanned model aircrafts from or over Council land unless the land is designated for such a purpose under the policy.



- 2.7 The draft policy proposes that the general public should not be permitted to fly unmanned aircraft (including drones) from or over any OWBC owned or managed land. Exemptions will apply to the Emergency Services, whilst permission may be granted where usage of a drone device will aid risk reduction in the work place such as working at height, land and building survey work and/or undertaking a professional service such as festivals & events media coverage.

### **3. Conclusion**

- 3.1 The Civil Aviation Authority recognises that unmanned flying model aircrafts and drones are rising in popularity and have introduced regulations for their use.
- 3.2 To allow staff to be consistent when dealing with these enquiries and to protect the Council from any liability from the flying of these aircraft, a policy needs to be in place. A draft policy is attached at **Appendix 1** for Members' consideration.
- 3.3 This policy is intended to restrict the use of unmanned model aircraft in order to avoid any potential danger to the public at large, and therefore proposes that the general public will not be authorised to fly personal aircraft or drones from any Council land unless the land is designated for such a purpose under the policy.

Oadby & Wigston  
Borough Council

**Drone and Model Aircraft  
Policy  
(November 2018)**

<b>Committee Approval</b>	
<b>Policy Owner</b>	Head of Law and Governance
<b>Review Date</b>	



## Oadby and Wigston Borough Council's Policy on Drone and Model Aircraft Usage

The Council has introduced a Drone and Model Aircraft Policy in response to an upsurge in public requests and usage occurrences on Council land including parks and public open spaces.

Drones or Model Aircrafts may not be flown from or above any Council owned or managed land without permission granted by the Council.

Permission will only be granted where usage of a drone device aids risk reduction in the work place such as working at height, land and building survey work and/or undertaking a professional service such as festivals & events media coverage.

An exemption will be granted to the Emergency Services to aid their work and to their named pilot(s) to maintain their Permission of Commercial Operation licence in accordance with the regulations contained within the Air Navigation Order 2016 (ANO).

The reasons for this policy for recreational or commercial requests are:

- Granting permission could leave the authority liable for subsequent actions brought about by drone and model aircraft activity when operated from land under our ownership.
- The close proximity of many of our sites to neighbouring residential and business properties and the potential risk of causing disturbance, annoyance or harassment to occupants and the users of public open space.
- Potential risk of accident, injury to other site users or property as a result of user or drone error.

### How to Request Permission

Permission should be requested in writing or by email to.

Head of Law and Governance

Council Offices, Station Road, Wigston, LE18 2DR

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

Applicants must provide the following information with the request for permission:

1. A description of the purpose of the flight(s)
2. A copy of their PfCO license (Permission for Commercial Operation – this is needed to operate a drone for commercial purposes in the UK)
3. A copy of their public liability insurance (minimum £5 million)
4. A copy of the proposed flight plan including launch and landing points
5. A copy of the risk assessment for the proposed flight

Upon receipt of these documents, consideration and approval/rejection will be provided within 10 working days.

The decision of the Head of Law and Governance will be final.

### Legislation

Applicants are also reminded that any drone or model aircraft being used for personnel use is also governed by the Civilian Aviation Authority (CAA) Air Navigation Order 2016, specifically [Article 241](#) (endangering the safety of any person or property), [Article 94](#) (small unmanned aircraft) and [Article 95](#) (small unmanned surveillance aircraft).