

**MINUTES OF THE MEETING OF THE FULL COUNCIL HELD AT THE COUNCIL OFFICES,
STATION ROAD, WIGSTON ON TUESDAY, 2 OCTOBER 2018 COMMENCING AT 7.03 PM**

PRESENT

Councillor David M Carter (Mayor)
Councillor Mrs Lynda Eaton JP (Deputy Mayor)

COUNCILLORS

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

OFFICERS IN ATTENDANCE

S J Ball (Senior Democratic Services Officer / Legal Officer)
Mrs A E Court (Chief Executive)
D M Gill (Head of Law & Governance / Monitoring Officer)
A Thorpe (Head of Planning, Development & Regeneration)
S Tucker (Democratic & Electoral Services Manager)

OTHERS IN ATTENDANCE

Ms T Bhaur (Lightbulb Service Manager)
Ms Q Quinney (Housing & Community Services Group Manager)
Mrs J Toman (Chief Executive / Senior Responsible Officer (Lightbulb))

35. CALLING TO ORDER OF THE MEETING

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

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

36. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L A Bentley, Miss A R Bond, F S Broadley, Miss M V Chamberlain and R E R Morris.

37. DECLARATIONS OF INTEREST

Full Council
Tuesday, 2 October 2018

Mayor's
Initials _____

The Leader of the Council and the Deputy Leader of the Council declared a non-pecuniary interest with regard to Item 17 of the agenda, insofar as they are residents of Conservation Areas.

38. READING, CONFIRMATION AND SIGNING OF MINUTES

By affirmation of the meeting, it was:

UNANIMOUSLY RESOLVED THAT:

The minutes of the meeting of the Council held on Tuesday, 31 July 2018 to be taken as read, confirmed and signed.

39. ACTION LIST

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The absence of any actions arising from the meeting of the Council held on Tuesday, 31 July 2018 be noted by Members.

40. MOTIONS ON NOTICE

None.

41. PETITIONS, DEPUTATIONS AND QUESTIONS

41a. PETITION AGAINST PINNACLE CLEANERS

The Council received notification that a petition had been received requesting action from the Authority to improve service delivery by the Council's cleaning contractor Pinnacle. A copy of the petition was available at the meeting for Members to view.

By affirmation of the meeting, it was:

UNANIMOUSLY RESOLVED THAT:

The receipt of the petition be noted by Members and the item be referred to the next available meeting of the Service Delivery Committee on Tuesday, 20 November 2018.

42. MAYOR'S ANNOUNCEMENTS

42a. LIST OF OFFICIAL MAYORAL/DEPUTY MAYORAL ENGAGEMENTS

By affirmation of the meeting, it was:

UNANIMOUSLY RESOLVED THAT:

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

43. LEADER'S STATEMENT

The Leader of the Council presented a Statement outlining his recent work, the administration's plans and an overview of recent decisions taken since the previous meeting of the Council.

In respect of the proposed unitary authority for Leicestershire, the Leader confirmed that there had been no further communication received from the County Council, and as such the only updates since the last Council meeting had been in the form of statements issued to the press. It was confirmed that the Leaders of each of the District/Borough Councils were continuing to co-operate and work together to demand more detail and clarity on the County Council's plans, as it was felt at the current time that the proposal did not satisfy the criteria specified by the Secretary of State with regard to making a convincing case for unitary status.

44. LIGHTBULB PROJECT & DISABLED FACILITIES GRANTS UPDATE (PRESENTATION)

The Mayor welcomed Jane Toman, Quin Quinney and Taranjeet Bhaur from the Lightbulb Project to the meeting. The Council then received a detailed presentation covering the key improvements, challenges and learning points recognised from the project to date. A copy of the presentation is attached to the printed minutes of the meeting at Annexe A.

The Leader of the Council thanked the Lightbulb representatives for their attendance at the meeting and acknowledged that the project had moved forward a considerable distance from where discussions had started approximately three years ago. It was also acknowledged that a number of concerns which had been raised both by Members and service users had been, or were in the process of, being appropriately monitored and addressed. Praise was given for the project's success in working in partnership across a diverse range of providers, including Clinical Commissioning Groups which were notoriously complex to deal with.

A Member raised a concern regarding figures suggesting that 11% of service users had reported dissatisfaction with the quality of service they had received, and asked whether any common patterns had been identified within the feedback which required further analysis. The Lightbulb representative gave an assurance that all feedback received is thoroughly scrutinised as part of the project's commitment to continuously improving service user satisfaction levels.

With regard to the future of the project, it was confirmed that the original agreement entered into by the Council was on the basis of an 18 month contract, which would fall due for renewal in April 2019. The Lightbulb representatives explained that a business case would be drawn up in advance of the renewal date to make the case for entering into a longer-term arrangement of either 3 years or 5 years after April 2019, in order to deliver certainty and longevity for all parties involved in the project.

By affirmation of the meeting it was

RESOLVED THAT:

The contents of the presentation be noted by Members.

Councillors D A Gamble and M L Darr left the Chamber at 8.15 pm.

45. FINDING OF MALADMINISTRATION BY THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

The Council gave consideration to the report as set out on pages 15-20 of the agenda, which asked it to note a finding of maladministration by the Local Government and Social Care Ombudsman in relation to a noise complaint from a resident.

The Head of Law & Governance provided the Council with a summary of the findings contained in the Ombudsman's decision notice, and confirmed that the recommended actions had been implemented accordingly. Members were advised to note that the details of the Ombudsman's investigation remained confidential.

It was noted that the Leicester Mercury had published an article on 02 October 2018 in relation to the Ombudsman's findings which was factually inaccurate, insofar as it claimed that the Council had been fined £200. In fact, a compensation payment of £200 had been made to the complainant in order to acknowledge the impact of the issues identified.

It was moved by K J Loydall JP, seconded by Mrs L M Broadley and

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendix be noted.

46. REVIEW OF THE COUNCIL'S CONSTITUTION UPDATE (OCTOBER 2018)

The Council gave consideration to the report as set out on pages 21-24 of the agenda, which asked it to note the progress made by the Constitutional Working Group in updating and revising the Council's Constitution.

A Member raised an ongoing concern in relation to the current requirement for a motion to be moved at Development Control Committee before an item can be debated, as this was said to create the perception of pre-determination amongst the public. As far as the Member was aware, only one other authority in Leicestershire operated such a mechanism. The Head of Law & Governance stated that to his knowledge, most Leicestershire authorities had similar rules within their Constitution, although it was perhaps the case that these were not being consistently applied.

In addition, it was stated the current Chair of the Committee favoured the continued application of this rule on the grounds that it enabled effective control of the meeting to be maintained, whilst best practice guidelines also advocated the same approach. That said, it was ultimately a decision for the Council as a whole to agree if it wanted to change the ruling. The Leader of the Council suggested that a Member of the Constitutional Working Group should bring a motion to a future Council meeting, setting out how they would like the see future rules to operate.

It was moved by K J Loydall JP, seconded by G A Boulter and

UNANIMOUSLY RESOLVED THAT:

The progress made by the Constitutional Working Group in updating and revising the Council's Constitution be noted.

47. REVISED LOCAL DEVELOPMENT SCHEME

The Council gave consideration to the report as set out on pages 25-44 of the agenda, which asked it to approve the revised Local Development Scheme (LDS) for publication as of 02 October 2018.

A query was raised by a Member in relation to the role of Place Shaping Working Group in contributing to the shaping of planning related documents set out in the LDS, given that it was understood that this Working Group was held in private session and therefore the public could not contribute to its output. The Leader of the Council, as Chair of the Place Shaping Working Group, confirmed that the Working Group does not make decisions or recommendations to any Committee, and simply acts as an informal sounding board for matters of future planning consideration. With that in mind, it was considered that there was no conflict between the proposed Scheme document and meetings of the Working Group remaining private.

It was noted by Members that the draft proposed Scheme contained an outdated version of the Council's logo on the front cover, and it was requested that this be amended not just on the LDS document but on all planning documents included on the meeting agenda which displayed the historic logo. The Head of Planning, Development & Regeneration confirmed that all relevant documents would be updated as necessary.

It was moved by Mrs H E Loydall, seconded by Mrs L M Broadley and

UNANIMOUSLY RESOLVED THAT:

The revised Local Development Scheme be approved for publication as of 02 October 2018.

48. REVISED STATEMENT OF COMMUNITY INVOLVEMENT

The Council gave consideration to the report as set out on pages 45-82 of the agenda, which asked it to approve the Revised Statement of Community Involvement for the purpose of a 6 week consultation to commence on Monday 08 October 2018.

In respect of the list of general consultation bodies contained at Appendix 3 of the report, a Member requested that it be noted that Age UK Wigston operates independently of Age UK, and as such should they be treated as separate consultees.

It was moved by Mrs H E Loydall, seconded by G A Boulter and

UNANIMOUSLY RESOLVED THAT:

The revised Statement of Community Involvement be approved for the purpose of a 6 week public consultation due to commence on Monday 8 October 2018.

49. DRAFT DEVELOPER CONTRIBUTIONS SUPPLEMENTARY PLANNING DOCUMENT

The Council gave consideration to the report as set out on pages 83-130 of the agenda, which asked it to approve the draft Developer Contributions Supplementary Planning Document for the purpose of a 6 week public consultation due to commence on Monday 08 October 2018.

With regard to the list of service providers contained at paragraph 2.3 of the report, a Member expressed significant disappointment that Oadby and Wigston was the only Borough within Leicestershire where the Clinical Commissioning Group had been unable to claim any section 106 money. This was in spite of the continued growth in demand for services being placed upon existing public health facilities in the Borough.

It was moved by Mrs L M Broadley, seconded by K J Loydall JP and

UNANIMOUSLY RESOLVED THAT

The draft Developer Contributions Supplementary Planning Document be approved for the purpose of a 6 week public consultation due to commence on Monday 08 October 2018.

50. DRAFT RESIDENTIAL DEVELOPMENT SUPPLEMENTARY PLANNING DOCUMENT

The Council gave consideration to the report as set out on pages 131-161 of the agenda, which asked it to approve the draft Residential Development Supplementary Planning Document for the purpose of a 6 week consultation due to commence on Monday 08 October 2018.

A Member welcomed the inclusion of housing standards within the report, as a means of addressing the recent issue of planning applications seeking to sub-divide, convert and/or change the use of existing properties into flats/apartments not of a size suitable for modern-day living standards. The Member also stated that particular attention should be given to addressing the decline in the number of bungalows being built in the Borough, ideally requiring a fixed percentage of bungalows to be included in any new developments. The Head of Planning, Development and Regeneration acknowledged that any assessment of housing need should consider the types of property required in addition to the numbers required, and stated that future adoption of the Local Plan and Housing Strategy should give put the Authority in a stronger position when it came to negotiations over future developments.

It was moved by Mrs H E Loydall, seconded by J Kaufman and

UNANIMOUSLY RESOLVED THAT:

The draft Residential Development Supplementary Planning Document be approved for the purpose of a 6 week public consultation due to commence on Monday 08 October 2018.

51. DRAFT CONSERVATION AREAS SUPPLEMENTARY PLANNING DOCUMENT

The Council gave consideration to the report as set out on pages 162-228 of the agenda, which asked it to approve the draft Conservation Areas Supplementary Planning Document for the purpose of a 6 week consultation due to commence on Monday 08 October 2018.

Following issues identified in relation to a House in Multiple Occupation (HMO) situated in a Conservation Area, a Member sought assurances that the adoption of the Supplementary Planning Document would give the Authority suitable powers to avoid any proliferation of HMO's in areas that were not appropriate. The Head of Planning, Development & Regeneration confirmed that all applications have to be considered on their own merit, although the future adoption of the Local Plan should provide the Council with a suitable level of control.

With regard to Spa Lane Conservation area, a Member suggested a small number of additional sites/buildings for inclusion within the document. The Head of Planning, Development & Regeneration noted the suggestions and undertook to feed back to the Planning Policy team.

As a general observation, a Member noted that the document was one of four documents on the agenda which proposed being approved for a 6 week consultation starting on Monday 08 October 2018. It was felt that having four consultations open simultaneously

might dilute the quality and quantity of the responses received, therefore it was suggested that in future more careful consideration be given to the spacing of consultation exercises.

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

UNANIMOUSLY RESOLVED THAT:

The draft Conservation Areas Supplementary Planning Document be approved for the purpose of a 6 week public consultation due to commence on Monday 08 October 2018.

THE MEETING CLOSED AT 8.47 PM



Mayor

Tuesday, 11 December 2018

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Lightbulb
Keeping you and your home healthy

OWBC’s Vision

“A Stronger Borough Together “

Councillors, staff, residents, businesses, partners and stakeholders will continue to create a stronger borough by working together

A stronger Borough that is inclusive and engaged and focuses on delivering effective services, balanced economic development, green and safe places resulting in better wellbeing for all.

Background



- Housing Offer to Health 2013
- £1m Transformation Challenge Award from DCLG
- National and local strategic drivers support the case for Lightbulb service transformation
 - ✓ Areas being encouraged to think strategically about use of home adaptations and technologies through the BCF
 - ✓ Leicestershire's ageing population; increased demand on services (OWBC 12,000 over 65 rising to 12,600 in 2020*)
 - ✓ Costs to NHS of poor housing, falls and LTC are significant
 - ✓ DFG work can delay the need for residential care and is cost effective but DFG process can be unnecessarily lengthy

* Figures provided by Institute of Public Care

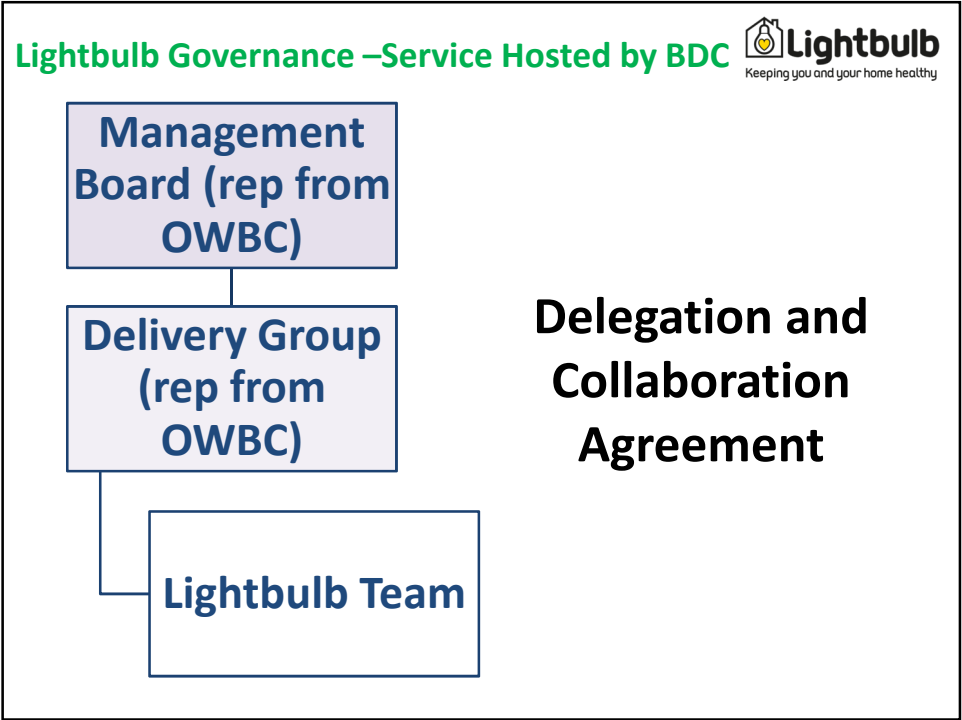
THE LIGHTBULB OFFER

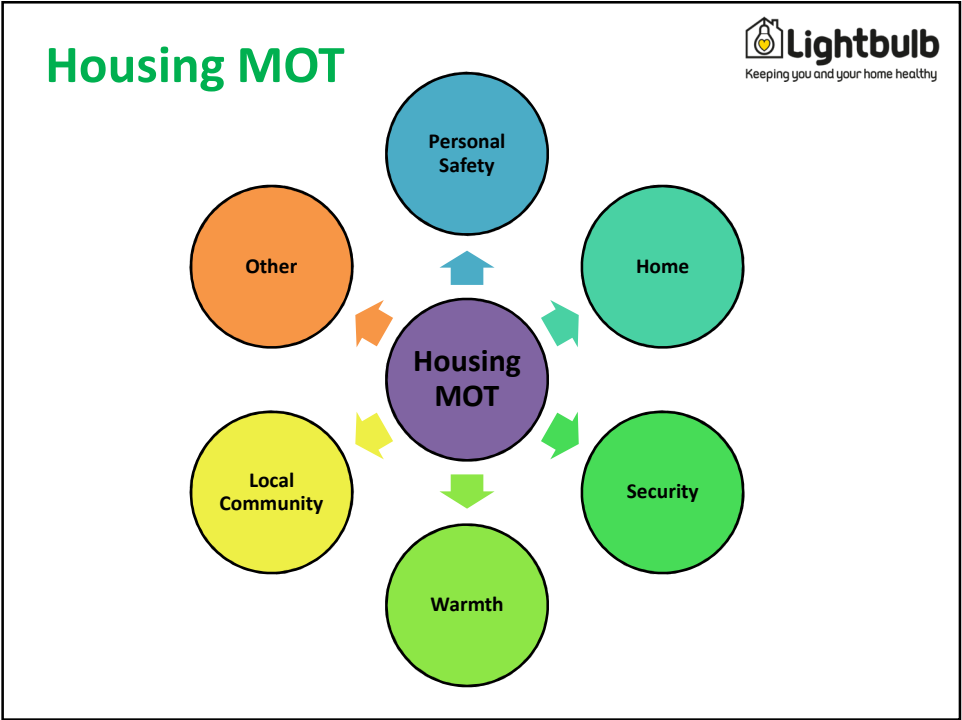


- The lightbulb philosophy, offer, operating model and all processes within it have been co-designed between adult social care, health and **all 7 Districts**
- The offer is a targeted, proactive approach including via GPs and other health/care professionals such as those in integrated locality teams
- Early assessment and triage of housing issues at key points of entry
- Hub and spoke model - integrated locality Lightbulb team in each District Council area (**OWBC has 1FTE Housing Support Coordinator, 0.3Tech Officer, 0.4 Admin , 9% of Locality Hub**)
- Common functions (management, performance, development etc) sit within the central 'hub'

THE LIGHTBULB OFFER

- Housing Support Co-ordinator (HSC) role encompasses functions previously carried out across District and County Councils - supported by OT and technical officer expertise (the locality team)
- HSC job role include trusted assessor element, supported by competency framework
- Customer focussed assessment and solutions through the Housing MOT checklist
- Offer supports both step down from hospital and step up in community settings
- Integrated working with other key stakeholders such as community fire and rescue/home safety teams also in place





BENEFITS ILLUSTRATION

Mr T was discharged from hospital following aortic valve replacement surgery. Mr T’s wife contacted the Customer Service Centre for assistance with bathing:

The Previous Journey

CONTACTS	APPROX. DELIVERY COST
5	£400

TIME TAKEN
14 WEEKS + excluding completion of works

The Lightbulb Journey


CONTACTS	APPROX. DELIVERY COST
2	£200

TIME TAKEN
6 WEEKS including completion of works

- More handoffs and longer waiting time
- Single issue approach

- Positive customer experience
- Holistic assessment included support to claim attendance allowance, falls prevention advice

Evidence of utcomes – Housing support co-ordinators




- On average each resident benefited from 3 housing support interventions (excluding advice and signposting)
- 30 cases were analysed using the NHS number and PI’s Care and Health Trak tool, this showed a reduction in service usage of 66%
- Two months post intervention saw adult social care costs reduced by 23%
- Scaled up to include all potential Housing Support Co-ordinator cases, this could lead to cost savings of up to **£250,000 to Adult Social Care per year**
- 18 cases analysed where residents had previously fallen. 17 reported no falls since they received their interventions
- A reduction of 1 fall per year for these 17 people alone would result in a cost saving of **£21,000 per year** for the local health and care economy
- All reported feeling safer and more confident around the home

OADBY & WIGSTON CASE STUDY - BATHING ASSESSMENT & EQUIPMENT

Start Date: 5.02.18

-

End Date: 20.2.18



WHAT WERE THE MAIN ISSUES FOR THE INDIVIDUAL?
(E.G. IDENTIFIED BY THE MOT CHECKLIST)

SU has recently had a series of mini strokes and has been staying at daughters home, since leaving hospital. The SU wishes to return home and be more independent. The SU also suffers with arthritis and swelling in his left arm and has double vision at times, causing issues with bathing transfers, bed transfers and toilet access and transfers.

WHAT ACTIONS WERE TAKEN?

Visit and MOT completed and assessed for a wooden half step and grab rails for the front door, also a metal rail along the front path which leads to the front door. Bath lift provided to assist with bathing transfers and a bed lever. Equipment also provided for toilet.

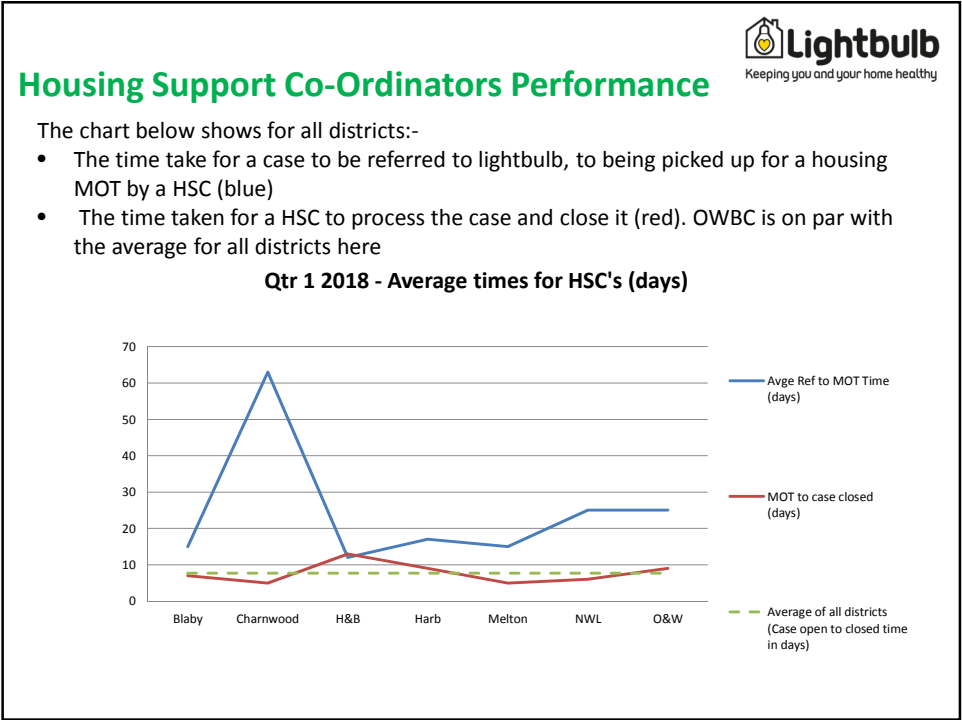
WHO ELSE WAS INVOLVED


Advice given on contacting adult social care for support with some care when SU returns home. The adaptations have meant that the risk of falls is reduced and this SU can return home to live life as independently as possible, with additional care where needed.

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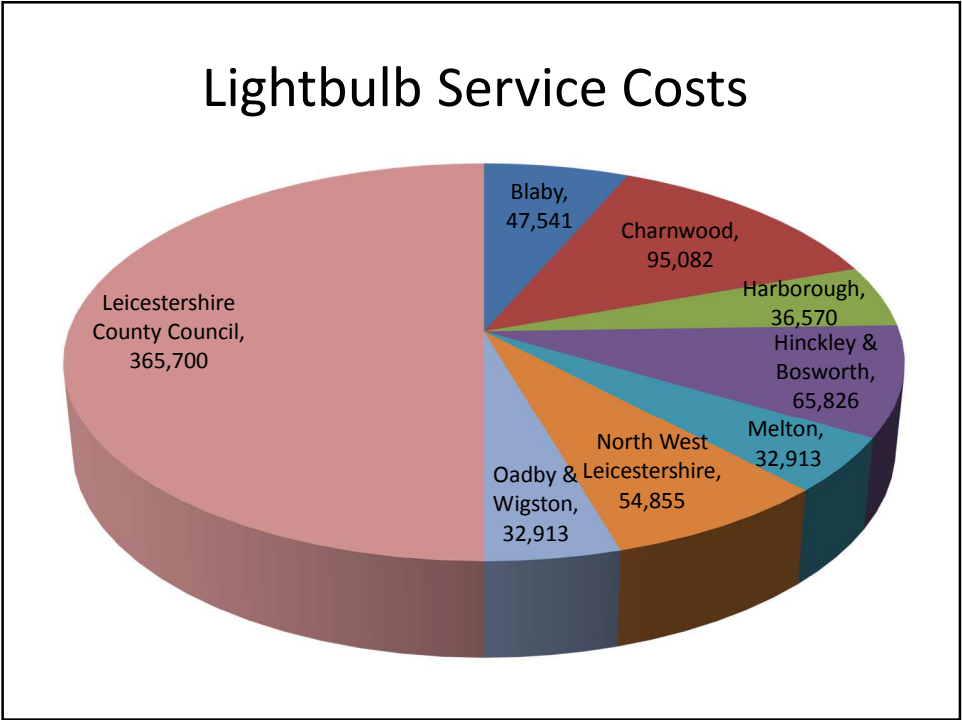


Lightbulb

Keeping you and your home healthy

Evidence of outcomes – OWBC

Disabled Facilities Grant type	Pre-Lightbulb		Post -Lightbulb		
	Number	Average No. Days	Number	Average No. Days	
Level					
Access					
Shower	17	264.86	28	219.80	<i>improved</i>
Stair lift					
	3	239.50	11	128.00	<i>improved</i>
Other					
	3	433.00	12	106.00	<i>improved</i>
Total	23		51		



HOSPITAL HOUSING ENABLER TEAM

- Central part of Lightbulb Offer
- Targeted to a key Better Care Fund aim and metric e.g. delayed transfers of care
- Housing Enablers & Community Support workers based in hospital settings, both acute and mental health
- Quickly established as essential members of integrated discharge team
- Seek a wide variety of innovative and pragmatic housing solutions
- Access to budgets to help with rent deposits & furniture
- Formal evaluation using PI care and Health data and simulation modelling
- Links with wider Lightbulb offer and Housing Support Coordinator role
- Excellent results!

Evidence of outcomes – Hospital Housing Enabler

- 411 cases have been dealt with by the team up to the 31.12.17
- Reasons for referrals –homelessness/home no longer suitable/family refusing return
- High demand for clean & clear budget

UHL service three months post intervention analysis on 357 patients saw:

- - 57% reduction in A&E attendances
- - 54%reduction in A&E admissions
- - 27% increase in no activity
- - 84% reduction in NHS costs for this cohort of patients 3 months post intervention – saving £222,000, scaled up this could mean a potential £550,000 saved over 12 months



Evidence of outcomes – Hospital Housing Enabler

115 patients at the Bradgate Unit analysed saw:

- 920 delayed bed days saved
- Of 40 service users who continued to receive support in the community following discharge only one was readmitted
- Over 12 months the projected housing DTOC costs would be £175,000 compared to £650,000; a potential reduction of £475,000
- Referrals to the Bradgate Unit have risen by 67% in last 6 months. In contrast resolution times have reduced by 60% meaning despite the rise in referral patients are receiving a speedier service reducing the chance of delays



WHAT OUR CUSTOMERS SAY

"Being independent whilst undertaking very personal activities means so much to me, so this service in my eyes is indispensable. I want to praise the work that your department does. You should all be proud of the difference you make to people's lives."

"We really didn't expect any help after Mum was discharged from hospital, I don't know where we would be without you."

"My mental health condition did not allow me to clean my house, and got so bad I couldn't return home when I was medically fit. Without the hospital housing team I'd still be in hospital"

"Lightbulb got me all the help I needed and I only had to deal with one person."

They bought the equipment yesterday, they were ever so good - and someone has been and put up a grab rail. Thank you ever so much for everything. The shower chair is so helpful.

"Thank you for the adaptations that you fitted at my 93 year old mother's home, she has mobility issues and is a blue badge holder. They have been a god send. It was really great to have all this sorted by one team and the Housing Support Coordinator who visited my mother sorted everything out."

"Thank you, a bath lift may seem such a simple thing, but it has made such a difference to my life!"

"I was left to sort out my own rent arrears, I would have been evicted if it was not for the Housing Team at the hospital."

Our partners

Foundations

Leicestershire Partnership Trust

Community Hospitals

Acute Hospitals

City Clinical Commissioning Group

Community Mental Health Teams

Occupational Therapists (Health)

West Clinical Commissioning Group

East Clinical Commissioning Group

Community Health Teams

GP Practices

Public Health



- **Award Winning Partnership!**
- **Offers resilience**
- **Service is delivered quicker**
- **Service is more encompassing**
- **Service will develop**





Lightbulb Partner's Future Plans

- **Community Hospitals**
- **Move on Accommodation**
- **Merge and Manage Adaptations Work**
- **Merge and Manage other Hospital Team**
 - **Lead Assistive Technology Initiatives**
- **Commitment – Additional DFG Funding**
 - **Public Health Engagement**
 - **Lightbulb RRO**
 - **Dementia Friendly Homes**
- **Extension of Hospital Enabler Team**
 - **Social Prescribing**
- **Extension of Programme across all Tenures**

Questions or for further detail contact:

Jane Toman

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