



**TO COUNCILLOR:**

Mrs R H Adams  
N Alam  
L A Bentley  
G A Boulter  
J W Boyce  
Mrs L M Broadley  
F S Broadley  
D M Carter  
M H Charlesworth

M L Darr  
R F Eaton  
Mrs L Eaton JP (Mayor)  
D A Gamble  
F S Ghattoraya  
Mrs S Z Haq  
Miss P V Joshi  
J Kaufman  
Mrs L Kaufman (Deputy Mayor)

Miss A Kaur  
C D Kozlowski  
Mrs H E Loydall  
K J Loydall JP  
D W Loydall  
Mrs S B Morris  
R E R Morris  
Dr I K Ridley

Dear Sir or Madam

I hereby **SUMMON** you to attend an **EXTRAORDINARY** meeting of the **FULL COUNCIL** to be held at the **COUNCIL OFFICES, STATION ROAD, WIGSTON** on **TUESDAY, 4 FEBRUARY 2020** at **7.00 PM** for the transaction of the business set out in the Agenda below.

Yours faithfully

Council Offices  
Wigston  
**27 January 2020**

**Mrs Anne E Court**  
Chief Executive



**ITEM NO.**

**AGENDA**

**PAGE NO'S**

**1. Calling to Order of the Meeting**

The meeting of the Council will be called to order to receive Her Worship The Mayor and Deputy Mayor.

**2. Apologies for Absence**

To receive apologies for absence from Members to determine the quorum of the meeting in accordance with Rule 7 of Part 4 of the Constitution.

**3. Declarations of Interest**

Members are reminded that any declaration of interest should be made having regard to the Members' Code of Conduct. In particular, Members must make clear the nature of the interest and whether it is 'pecuniary' or 'non-pecuniary'.

**4. Proposed Selective Licensing Scheme (2020-2025)**

**1 - 245**

Report of the Regulatory Services Manager



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# Agenda Item 4



<b>Full Council (Extraordinary)</b>	<b>Tuesday, 04 February 2020</b>	<b>Matter for Information and Decision</b>
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**Report Title:** **Proposed Selective Licensing Scheme (2020-2025)**

**Report Author(s):** **Tony Cawthorne (Regulatory Services Manager)**

<b>Purpose of Report:</b>	To provide Members with sufficient information to determine whether or not to adopt a Selective Licence Scheme ("the Scheme") in the South Wigston Ward based on the evidence of the need for such a scheme under the 'Guidance for Local Authorities on Selective Licensing in the private rented sector - A Guide for Local Authorities' and the outcome of the Selective Licensing Consultation.
<b>Report Summary:</b>	The report details the information gathered by Officers they believe is sufficient to satisfy the Government guidelines and justify the implementation of a Selective Licensing Scheme in the South Wigston Ward. Extensive consultation has been undertaken with Tenants, landlords, Agents and other consultees and is presented both within the report and appendices to enable Members to make an informed decision.
<b>Recommendation(s):</b>	<b>A. The recommendations as set out at paragraph(s) 11 of this report are approved; and B. That a Selective Licensing Scheme (2020-2025) be approved in the South Wigston Ward.</b>
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	<p>Steve Hinds (Deputy Chief Executive) (0116) 257 2681 <a href="mailto:stephen.hinds@oadby-wigston.gov.uk">stephen.hinds@oadby-wigston.gov.uk</a></p> <p>David Gill (Head of Law &amp; Democracy / Monitoring Officer) (0116) 257 2626 <a href="mailto:david.gill@oadby-wigston.gov.uk">david.gill@oadby-wigston.gov.uk</a></p> <p>Tony Cawthorne (Regulatory Services Manager) (0116) 257 2670 <a href="mailto:tony.cawthorne@oadby-wigston.gov.uk">tony.cawthorne@oadby-wigston.gov.uk</a></p>
<b>Corporate Objectives:</b>	<p>Building, Protecting and Empowering Communities (CO1)</p> <p>Growing the Borough Economically (CO2)</p> <p>Providing Excellent Services (CO3)</p>
<b>Vision and Values:</b>	<p>Accountability (V1)</p> <p>Respect (V2)</p> <p>Teamwork (V3)</p> <p>Innovation (V4)</p> <p>Customer Focus (V5)</p>
<b>Report Implications:-</b>	
Legal:	The implications are as set out at paragraph(s) 6 of this report.
Financial:	The implications are as set out at paragraph(s) 9 and Appendix 10 of

	this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Regulatory Governance (CR6) Organisational / Transformational Change (CR8) Economy / Regeneration (CR9)
Equalities and Equalities Assessment (EA):	There are no implications directly arising from this report. EA not applicable.
Human Rights:	There are no implications directly arising from this report.
Health and Safety:	There are no implications directly 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>	<ul style="list-style-type: none"> <li>The Council has undertaken extensive consultation following approval of the Communication plan by the Licensing and Regulatory Committee on 5 September 2019. The responses to the consultation are attached at Appendix 8.</li> </ul>
<b>Background Papers:</b>	<ul style="list-style-type: none"> <li><a href="#">Guidance for Local Authorities on Selective Licensing in the Private Rented Sector - A Guide for Local Authorities (March 2015)</a></li> <li><a href="#">Report entitled 'Selective Licensing Communications Plan / Oadby &amp; Wigston Housing Strategy (2019-2024)' to the Licensing and Regulatory Committee on Thursday, 5 September 2019</a></li> </ul>
<b>Appendices:</b>	<ol style="list-style-type: none"> <li>Principles of Good Business</li> <li>South Wigston Ward with Private-Rented Properties in the South Wigston Ward Identified</li> <li>Police Crime Statistics (Oct 2018 - Sept 2019)</li> <li>Migration Statistics for OWBC</li> <li>Inequalities in Life Expectancy between Oadby and Wigston</li> <li>Public Health England (PHE) Local Health Report (2018)</li> <li>Community Safety Report (2018-19)</li> <li>Consultation Q&amp;A</li> <li>Designated Map and List of Roads within the Scheme</li> <li>Full Calculation on the Fees and the Costs Calculations</li> <li>Private Rented Sector Code (July 2015)</li> <li>Draft Selective Licensing and Enforcement Policy</li> </ol>

## 1. Background

- 1.1 The Council in the adopted Corporate Plan (2019-2024) at GBE 13 agreed to 'Introduce a Selective Licensing Scheme for all Private Sector Housing Rentals with a view to improving general house conditions across the Borough.'
- 1.2 The Council approved the revised Housing Strategy (2019-2024) on the 17 December 2019. The Strategy commits the Council to increasing choice through the continued use of Choice-Based Lettings and sees choice and control for tenants and leaseholders as central to a

modern and responsive Council owned and managed housing provider. The strategy also states that 'The Council will work with the private rented sector to improve the quality and where possible the quantity of affordable private rented homes'.

- 1.3 The Government values the private rented sector and wants to see a strong, healthy and vibrant market. Its aim is a bigger and better private rented sector that offers security, stability and decency. It would like landlords to treat their tenants with compassion and as valued customers. The operation of a private rented property is a commercial operation and should be operated in accordance with the **Principles of Good Business - Appendix 1**, and tenants should not just be seen as a source of rent on a financial balance sheet and are entitled to be provided with; warm, safe and comfortable, affordable homes. The Government is keen to ensure that the private rented sector is encouraged to meet, in a professional way the requirements of the sector through the provision of decent quality accommodation that meets the housing needs of the wide range of tenants it services. Government strongly supports voluntary arrangements such as accreditation and landlords' forums.
- 1.4 A General Approval came into force on 1 April 2015 which permits local authorities to designate all or part of their areas as selective licensing areas, and guidance (Guidance for Local Authorities on Selective Licensing in the Private Rented Sector – 'A Guide for Local Authorities') was also produced. local authorities are required to obtain confirmation from the Secretary of State for any Selective Licensing Scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the Local Authority area. Where the above thresholds are not met then a scheme does not require confirmation from the Secretary of State but can be approved by the Full Council of the Local Authority.
- 1.5 The legislation gave local authorities the power to introduce Selective Licensing of privately rented homes in order to tackle problems in their areas, or any part or parts of their area; those problems are where an area is experiencing poor property conditions, or where there is an influx of migration, a high level of deprivation or high levels of crime, low housing demand or significant anti-social behaviour.
- 1.6 Local residents, landlords and tenants (and any other person likely to be affected by the Selective Licensing designation) must be consulted prior to the introduction of a licensing scheme. landlords who rent out properties in a designated area that is subject to Selective Licensing are required to obtain a licence from the Local Authority for each of their properties.
- 1.7 The density of the private rented sector within the South Wigston Ward has been established using data from the three National Tenancy Deposit Schemes and Council Tax records. The Ward comprises 13 % of the Geographical area of the Borough as a whole. The 3779 properties within the Ward represent 16 % of the total number of properties within the Borough. The number of private rented properties identified within the ward is 885 which represent 14.2% of the private rented properties in the Borough. These have been plotted and can be seen in **South Wigston Ward with Private-Rented Properties in South Wigston Ward Identified – Appendix 2**.
- 1.8 The above figures are from data held by or accessible to the Council. Officers acknowledge that there may be further properties as yet not identified as privately rented which are not registered as such with the Council or the Tenancy Deposit Schemes. Action to identify them and ensure compliance with the Scheme would be taken through the Selective Licensing and Enforcement Policy.
- 1.9 The Council has undertaken a 20 week consultation on the proposed scheme within the South Wigston Ward, consulting widely with tenants, landlords, letting and estate agents and other interested parties including neighbouring local authorities. This followed the

publication of the communication plan which was agreed on the 5 September 2019 by the Licensing and Regulatory Committee and can be viewed as a background paper above.

## **2. Conditions which Must be Satisfied to Allow a Local Authority to Declare a Selective Licensing Scheme**

2.1 A Selective Licensing designation may be made, if the area, to which it relates, satisfies one or more of the following conditions:

- Low housing demand (or is likely to become such an area);
- There is a significant and persistent problem caused by anti-social behaviour;
- There are poor property conditions;
- There are high levels of migration;
- There are high levels of deprivation; and/or
- There are high levels of crime

### **2.2 Low Housing Demand**

2.2.1 When deciding if an area is suffering from, or is likely to become, an area of low housing demand, the local housing authority should consider the value of residential properties in comparison to the value of similar properties in other areas which the authority considers to be comparable.

2.2.2 The majority of house sales in South Wigston during the last full year 2018-19, were semi-detached properties, selling for an average price of £186,415. Terraced properties sold for an average of £139,310, with detached properties being sold at an average of £245,286. Overall, in South Wigston over the last years sale prices were 4% up on the previous years and similar to the 2016 level of £162,503.

2.2.3 South Wigston, with an overall average price of £166,139 was cheaper than nearby Leicester (£216,967), Wigston (£206,770) and Blaby (£225,562), Oadby, with an overall average price of £299,937, was similar in terms of sold prices to nearby Stonegate (£310,531) and Knighton (£300,121)

2.2.4 For semi-detached properties this represents a 60% difference in the values of semi-detached properties between Oadby and South Wigston, The median value of a 2 bedroomed terraced house in South Wigston based on land registry date for 2018-19 is £140,000. For a similar property in Oadby the figure is £180,000.

2.2.5 These low values compared with surrounding areas has attracted a number of private landlords to buy as rent levels between South Wigston and surrounding areas are broadly similar, while yields for landlords are considerably higher.

2.2.6 This growth in private renting in a relatively small geographical area has often led to a range of problems stemming from a lack of investment by landlords in the area and a general lack of engagement with local issues, due to landlords not being resident and tenants not having a financial stake in the area concerned.

### **2.3. Anti-Social Behaviour**

2.3.1 The Police statistics available on the Police website compares all crimes. For the purpose of satisfying the Guidance on Selective Licensing the Council has used the data between; October 2018 to September 2019. One of the statistics relates specifically to Anti-Social Behaviour, which indicated that the occurrence per head of population of Anti-Social Behaviour in South Wigston was 1:50 Wigston, 1:111 and Oadby, 1:153 these ratios indicate that a person in South Wigston is twice as likely to experience anti-social behaviour

than in Wigston and three times more likely than in Oadby. Full figures are in the **Police Crime Statistics (Oct 2018 – Sept 2019) – Appendix 3.**

## 2.4 Poor Property Conditions

2.4.1 The Council undertook a house condition survey in 2010 of the Borough which identified that within the private sector:

- 7.8% had a Standard Assessment Procedure (SAP) (this is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.) rating of below 35;
- 34.7% were in fuel poverty;
- 25.7% of tenants lived in none decent housing; and
- 11.3% of properties within the private rented sector had a Category 1 defect under the Housing Health and Safety Rating System

2.4.2 To ensure the house condition 2010 is still robust and to determine the standards within the housing stock within South Wigston, the Council has undertaken a number of activities to ratify the data.

2.4.3 The Council undertook a representative inspection of several streets with the fire-brigade and its own Officers. A representative inspection of 176 properties in 20 streets identified 96 properties with 102 faults in relation to physical building issues and thermal comfort that exist within the proposed licensing area.

2.4.4 A sample of the Energy Performance Certificate (EPC) ratings has been undertaken of 16 streets across the South Wigston Ward to produce a representative sample across the Ward.

It was found in the 600 properties viewed in all tenures there were the following results:

No's	Rating	%
7	G rated properties	1.17%
17	F rated properties	2.83%
174	E rated properties	29%
258	D rated properties	43%
113	C rated properties	18.83%
31	B rated properties	5.17%
0	A rated properties	0

**Table 1 - Number of Properties and Current EPC rating**

Of the 600 EPC's viewed, there were found to be 52 EPC ratings that have expired.

2.4.5 A landlord cannot rent out a G or F rated property by law under the Minimum Energy Efficiency Standards Regulations. In addition a landlord cannot obtain a possession order under Section 21 of the Rent Act to recover a property from a tenant without a correctly lodged Energy Performance Certificate.

2.4.6 The expired 52 EPC's means that a new EPC would be required by a landlord before commencement of any proceedings to use section 21 to gain possession and take action against a tenant.

## 2.5 High Level of Migration

- 2.5.1 The Council has identified through the data provided by the office of national statistics that Migration both nationally and domestically within the Borough has **not** had a significant effect on the population with the overall influx due to migration being a net ingress of 1,774 persons moving into the Borough between 2008 – 2018. Should immigration have been an issue the Council may have had access to separate funding from Government to address any immigration issues? Details of the migration are contained in **Migration Statistics for OWBC – Appendix 4.**

## 2.6 Deprivation

- 2.6.1 The English Indices of Deprivation 2015 are based on 37 separate indicators, organised across seven distinct domains of deprivation. These are combined, using appropriate weights, to calculate the Index of Multiple Deprivation 2015 (IMD 2015). This is an overall measure of multiple deprivations experienced by people living in an area and is calculated for every Lower Layer Super Output Area (LSOA) in England.
- 2.6.2 Lower Layer Super Output Areas are built from groups of contiguous Output Areas and have been automatically generated to be as consistent in population size as possible, and typically contain from four to six Output Areas. The Minimum population is 1000 and the mean is 1500.
- 2.6.3 There are six LSOA's in Oadby and Wigston that are in the 30% most deprived areas nationally.

One of these LSOA's is in Oadby (Oadby Industrial Estate)

Five are in Wigston (South Wigston Blaby Road and Saffron Road; South Wigston Countesthorpe Road; Guthlaxton College and Wigston Police Station; Wigston Rolleston; and Chartwell Drive Industrial Estate).

- 2.6.4 It is worth noting that there are nine LSOA's in Oadby compared to five in Wigston that are ranked in the 20% least deprived areas nationally. Oadby is made up of 15 LSOA's whereas Wigston is made up of 21 LSOA's reflecting a larger proportion of LSOA's in Oadby classified as least deprived areas nationally. The report can be found at **Inequalities in Life Expectancy between Oadby and Wigston – Appendix 5.**
- 2.6.5 Two presentations have been undertaken to the Councils Health and Wellbeing Board and discussions have taken place in relation to how the effect of the Selective Licensing Scheme will address the deprivation issues within the Ward. Updated details were provided at the meeting on the 14<sup>th</sup> January 2020 on the current issues across the Borough **Public Health England (PHE) Local Health Report (2018) – Appendix 6** these documents indicate that the issues within South Wigston Ward remain a major concern.

## 2.7 High Levels of Crime

- 2.7.1 The risk of Crime against an individual within the Ward Of South Wigston has six of the highest ranking in 12 crime categories reported by the Police for the Borough between October 2018 and September 2019. These categories being; Criminal damage and Arson, other crime, Public order, Shoplifting, Theft from the person and Vehicle Crime. Full figures are in **Police Crime Statistics (Oct 2018 – Sept 2019) – Appendix 3.**
- 2.7.2 The Community Safety Partnership Survey (2018-19) identified:

- The strength of sense of "community" had fallen by 24% and only 26% of respondents



now feel a sense of “community”;

- Crime, anti-social behaviour and community safety concerns in the Survey had remained steady with 60% of residents having concerns regarding their safety.
- 70% of residents believe that Crime and Anti-Social behaviour had increased or stayed the same;
- 57% of respondents stated they feel unsafe;
- 58% of respondents were dissatisfied with local public services; and
- 30% of respondents stated they had been victims of crime and anti-social behaviour.

Full figures are in the **Community Safety Report (2018-19) – Appendix 7.**

### 3. Has the Council Considered Other Measures

3.1 As stated in the Guidance document noted in paragraph 1.4 the Council must not make a designation to introduce Selective Licensing unless it has considered whether there are any other courses of action available to it that might provide an effective method of achieving the objective that the designation is intended to achieve. It must make note of the Guidance and be satisfied that the area to be designated a Selective Licensing area has met a minimum of one of the reasons stated and issues need to be addressed.

3.2 Alternative approaches to the proposed designation of Selective Licensing in the proposed area have been considered and are illustrated in **Table 2** below. Each of these represents a valuable tool for dealing with low demand and the improvement of social or economic conditions of the area, including persistent anti-social behaviour, poor management practices. However, there is no single solution and each alternative solution would have its limitations. None of these alone, including Selective Licensing, can solve the problem and therefore a co-ordinated strategy is required which links a full range of agencies and services using various interventions appropriately.

**Table 2 - Alternative Solutions**

Alternative Solutions	Has this been tried in the Borough?	Weaknesses	Strengths
Management and training support to private landlords	landlords forums have been previously hosted and run by the Council	Requires landlord voluntary engagement. Could remove responsibility away from landlords. Source of funding unclear. No enforcement powers available. Only taken up by good landlords.	Improves standards where landlords are engaged with the Council and promotes confidence amongst their tenants.
Introduction of private sector leasing Scheme	This is currently being undertaken in the Borough on a case by case basis for suitable properties.	Resource intensive. Does not improve management standards of landlords who choose not to join the Scheme. Reactive rather than proactive.	Contributes to homelessness prevention as could be used for allocation to those in need of housing.
Targeted use of Special Interim Management Orders and Empty	The legislation is available for Officers as an enforcement tool. It resolves the	Resource intensive. Does not present a long term solution to poor management of private rented properties	Removes rogue landlord responsibilities and gives it to a

Dwelling Management Orders	issues only in the selected property, following investigation and enforcement	which are then returned to the original owner. Does not tackle poor management techniques.	responsible, nominated agent. Improves standards for tenants and local community.
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3.3 None of the tools in **Table 2** provide a long-term solution to the issues in the proposed area. None of the tools offer training of inexperienced landlords whose business would benefit, either because their properties are not fit, or because of the poor management arrangements

3.4 Improvements attained in management standards through Selective Licensing would have a trickledown effect and would benefit tenants and communities across wider areas as landlords and agents have properties in other areas of Oadby and Wigston Borough and further afield.

#### 4. Meeting the Test

4.1 Having reviewed the Guidance and legislation in relation to the possibility of providing a Selective Licensing Scheme across the whole of the Borough, the issues identified within the Guidance that would justify the designation of a Selected Licensing scheme are only currently being met in the South Wigston Ward. The requirement is that the area for a proposed Selective Licensing Scheme must fail at least one of the six required categories. The South Wigston Ward fails in five categories; and is only not included in the category for high levels of migration.

- Low housing demand (or is likely to become such an area e.g. negative house prices);
- There is a significant and persistent problem caused by anti-social behaviour;
- There are poor property conditions;
- There are high levels of deprivation (and morbidity); and
- There are high levels of crime.

#### 5. The Area for Selective Licensing

The area selected following the analysis of evidence available to designate a Selective Licensing area in the Borough prior to going out to formal consultation was identified as the South Wigston Ward. **South Wigston Ward with Private-Rented Properties in South Wigston Ward – Appendix 2** as on review by Officers the Ward met the required standards under the Guidance.

#### 6. Legal Implications

6.1 If the Selective Licensing Scheme is adopted by the Council, it will have the effect of mandatorily requiring all private rented properties within the South Wigston Ward to be licenced with Oadby and Wigston Borough Council. The following points would come into effect on approval by Full Council.

6.2 The Selective Licensing Scheme would be in operation for 5 years (i.e. 2020 - 2025)

6.3 Licenses will be issued for a maximum of 5-years, a landlord issued an interim 1-year licence in accordance with the Policy will be able to renew their licence to an end of scheme licence.

6.4 The Selective Licensing Scheme will need to be publicised for 3-months before coming into effect.

- 6.5 The Council will accept applications during the publicised notification period, with the official Selective Licence being effective from the Commencement date of the Scheme.
- 6.6 It is proposed that grace period operates for 3-months from the Commencement date of the Scheme to enable the submission of applications for a Selective Licence to be made, prior to enforcement action being taken.
- 6.7 The Council will have to formally notify all persons that have been advised of the Consultation on the Selective Licensing Scheme and the outcomes; including residents, landlords, letting Agents, Estate Agents and all other notified persons and organisations.
- 6.8 The Selective Licensing Scheme will be cost neutral. It is proposed that as the money will come in at the beginning of the Scheme; the monies will be held in the Councils general funds and drawn down over the life of the Scheme to support the Scheme.
- 6.9 The enforcement of the Selective Licence Scheme will cover the administration and inspection of the Scheme. Any issues encountered e.g. breach of licensing conditions will be dealt with under the Housing Act 2004 by issuing of Fixed Penalty Notices, enforcement under the Councils Civil Penalties Policy or Prosecution.

## **7. Final Proposals Following Consultation**

- 7.1 This report has been prepared to meet the requirements of the Guidance issued under the Housing Act 2004 to allow Councillors to analyse the data and to ensure that the Council has met its legal and statutory duties and gathered sufficient evidence to approve a Designated Selective Licensing Scheme within the Ward of South Wigston.
- 7.2 This report includes the results of the consultation exercise which was concluded on the 30 January 2020.
- 7.3 The consultation questions arising from the questionnaires and additional questions asked by individuals at the consultation meetings with residents, tenants and landlords are attached at **Consultation Q&A – Appendix 8.**

## **8. Area of Selective Licensing Area**

- 8.1 Following the consultation, it is not proposed that there should be any amendment to the proposed area as no significant questions were raised or put forward to propose a new or reduced area and the Scheme would apply to the whole of the South Wigston Ward, an area bounded by Dorset Avenue to the North, Saffron Road to the West, the Railway line to the East and the Canal to the South. The Scheme's area is edged-red in the **Designated Map and List of Roads within the Selective Licensing Scheme – Appendix 9.**

## **9. Fee Calculations and Licence Fees**

- 9.1 It is proposed that the service operates cost neutral over the 5-years of the Scheme. A costs breakdown has been undertaken and the costs calculated and distributed across the proposed 885 private rented properties within the South Wigston Ward.
- 9.2 It is proposed the fee for a licence is for 5-years and will be in two parts due to a recent court ruling:
- Part 1 – The Application
  - Part 2 – Enforcement

The Part 2 payment will be required on a successful application for a Selective Licence

under the Scheme.

- 9.3 Residences that are required to be licensed, but do not meet the full licence conditions will be required to obtain a temporary 1 year licence during which all of the issues identified in the initial application will have to be rectified. On the conclusion of the remedial works or on expiry of the temporary licence the landlord will be required to obtain an end of term licence and will be required to pay an additional Enforcement fee.
- 9.4 Only persons having a temporary license will be eligible for an end of term licence.
- 9.5 Any persons not applying for a license will be subject to legal action and will still be required to obtain a Licence under the Scheme and an additional late fee will apply to the full licence costs.
- 9.6 The proposed fees will be 5-year license or first application 1-Year fee - £590 + Enforcement costs - £250.
- 9.7 Anyone who requires further works to be done to the property and in receipt of a 1-year license will be required to pay a renewal fee for an end of scheme license - £135 + Enforcement costs - £250.
- 9.8 It is proposed that there are discounts for;
- landlords Accreditation - £100;
  - Multiple Applications - First application full application fee, subsequent applications £30 reductions

See **Full Calculation on the Fees and the Costs Calculations – Appendix 10.**

- 9.9 The provision of instalment payments has been considered. The introduction of a Licensing Scheme must be self-financing; there must not be any direct financial impact on the Council Tax payer. The most cost effective means of billing for these Licenses is a one-time application for the whole 5-year period or end of licence fee; any other approach will introduce a cross-subsidy from the Council Tax payer and this must be avoided. If however, Members are minded to phase the billing of the License, this will increase each License by £62; this will ensure that any cross-subsidisation is removed.
- 9.10 The £62 represents:
- Loss of investment interest - £11,000;
  - Administrative Charge for Annual Billing - £44,250;
  - Total Cost for Annual Billing: £55,250; and
  - Additional Cost per Licence = £62

## **10. Selective Licence and Enforcement Policy**

- 10.1 The Council will require landlords to adhere to the principles set out in the **Private Rented Sector Code (July 2015) - Appendix 11.**
- 10.2 The Council has developed a **Draft Selective Licensing and Enforcement Policy – Appendix 12** which sets out the Selective Licensing areas covered and the designated street names as required by the Guidance, the Councils procedures and enforcement strategy will be used to support the Selective Licensing Scheme and its implementation and give landlords and tenants a reference to ensure a fair and equitable approach regarding enforcement is followed.

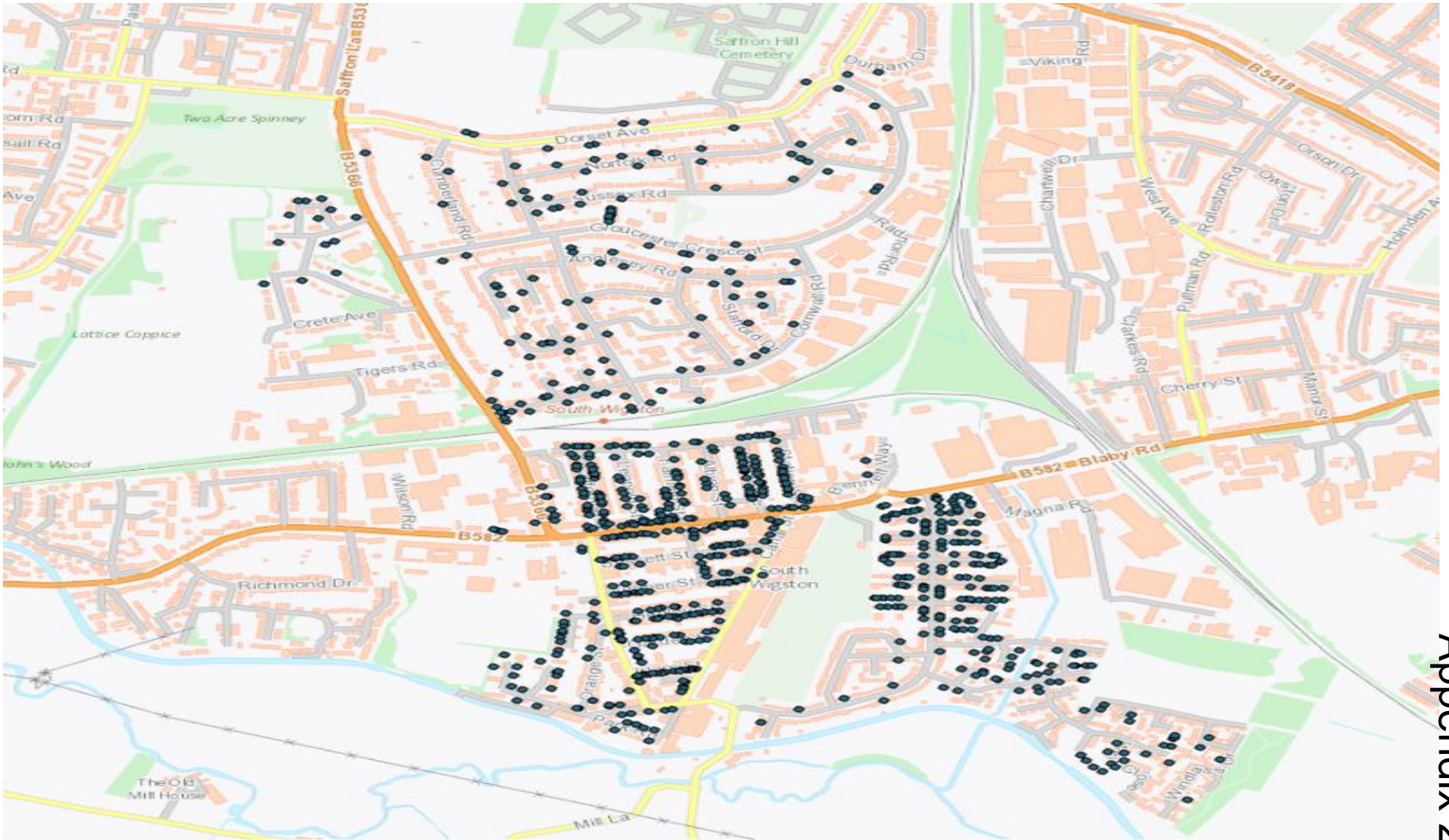
## **11. Recommendation(s)**

- 11.1 That Council determine that a Selective Licensing Scheme be declared within the Ward of South Wigston. An area bounded by Dorset Avenue to the North, Saffron Road to the West, the Railway line to the East and the Canal to the South.
- 11.2 That the Fees and Charges are approved.
- 11.3 That the Selective Licence and Enforcement Policy is approved and that delegated powers be given to the Head of Law and Democracy to make amendments to reflect changes in fact and law.
- 11.4 That an annual monitoring statement is presented to Council on the progress over the five years of the Scheme. The report is to include the number of premises registered, relevant training undertaken of tenants and landlords and any action against rogue landlords.
- 11.5 That following approval by Council the annual monitoring statement be presented to the Health and Wellbeing Board to inform it on the progress in dealing with deprivation and mortality rates within the South Wigston Ward
- 11.6 That in the fourth year a review of the Selective Licensing Scheme is evaluated against the objectives outlined in this report.
- Reduced housing demand (through increased or average house prices);
  - There is a reduction in anti-social behaviour;
  - There are improved property conditions;
  - There are lower levels of deprivation within the Ward (and morbidity levels are addressed); and
  - There are lower levels of crime.
- 11.7 The Council will research measures to support landlords through; meetings, training, schemes to address issues (e.g. cold issues in properties and improve EPC ratings, develop a landlords Liaison Group and an OWBC Accreditation Scheme).

# Appendix 1

## Principles of Good Business

<b>1</b> Integrity	Must conduct its business with integrity.
<b>2</b> Skill, care and diligence	Must conduct its business with due skill, care and diligence.
<b>3</b> Management and control	Must take reasonable care to organise and control its affairs responsibly and effectively, with adequate risk management systems.
<b>4</b> Financial prudence	Must maintain adequate financial resources.
<b>5</b> Market conduct	Must observe proper standards of market conduct.
<b>6</b> Customers' interests	Must pay due regard to the interests of its customers and treat them fairly.
<b>7</b> Communications with clients	Must pay due regard to the information needs of its clients, and communicate information to them in a way which is clear, fair and not misleading.
<b>8</b> Conflicts of interest	Must manage conflicts of interest fairly, both between itself and its customers and between a customer and another client.
<b>9</b> Customers: relationships of trust	Must take reasonable care to ensure the suitability of its advice and discretionary decisions for any customer who is entitled to rely upon its judgment.
<b>10</b> Clients' assets	Must arrange adequate protection for clients' assets when it is responsible for them.
<b>11</b> Relations with regulators	Must deal with its regulators in an open and cooperative way, and must disclose appropriately anything relating to the firm which that regulator would reasonably expect notice of



South Wigston Ward with Private rented properties in South Wigston Identified

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## Detailed statistics for South Wigston

### Contents

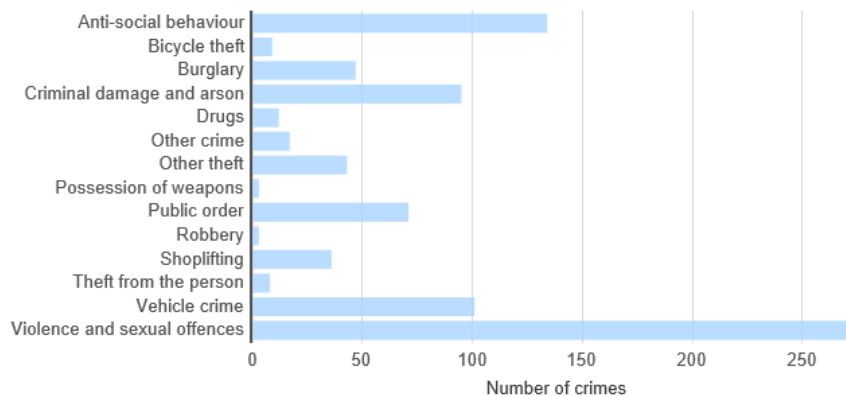
[Comparison of crime types in this area between October 2018 and September 2019](#)

[Comparison of outcomes in this area between October 2018 and September 2019](#)

[Crime levels in this area between October 2018 and September 2019](#)

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## Comparison of crime types in this area between October 2018 and September 2019



Crime type	Total	Percentage
Anti-social behaviour	134	15.65%
Bicycle theft	9	1.05%
Burglary	47	5.49%
Criminal damage and arson	95	11.10%
Drugs	12	1.40%
Other crime	17	1.99%
Other theft	43	5.02%
Possession of weapons	3	0.35%
Public order	71	8.29%
Robbery	3	0.35%
Shoplifting	36	4.21%
Theft from the person	8	0.93%
Vehicle crime	101	11.80%



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## Detailed statistics for Wigston

### Contents

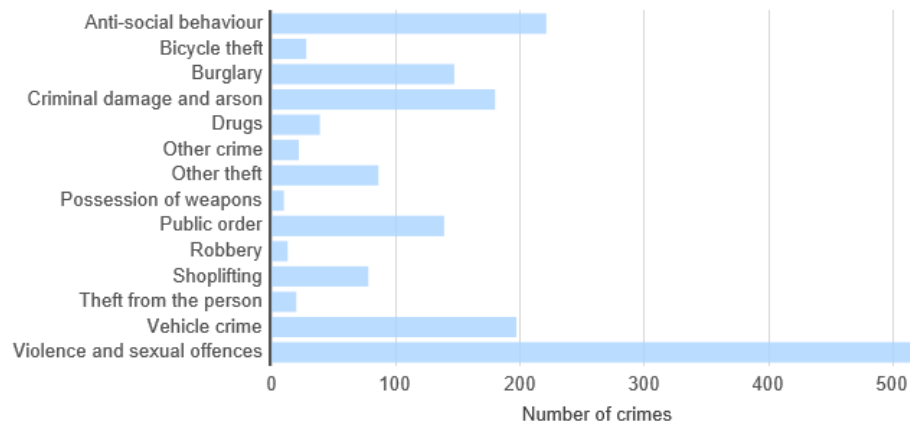
[Comparison of crime types in this area between October 2018 and September 2019](#)

[Comparison of outcomes in this area between October 2018 and September 2019](#)

[Crime levels in this area between October 2018 and September 2019](#)

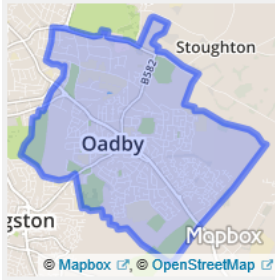
[Download crime data for this area as a CSV file](#)

## Comparison of crime types in this area between October 2018 and September 2019



Crime type	Total	Percentage
Anti-social behaviour	221	12.96%
Bicycle theft	28	1.64%
Burglary	147	8.62%
Criminal damage and arson	180	10.56%
Drugs	39	2.29%
Other crime	22	1.29%
Other theft	86	5.04%
Possession of weapons	10	0.59%
Public order	139	8.15%
Robbery	13	0.76%
Shoplifting	78	4.57%
Theft from the person	20	1.17%
Vehicle crime	197	11.55%

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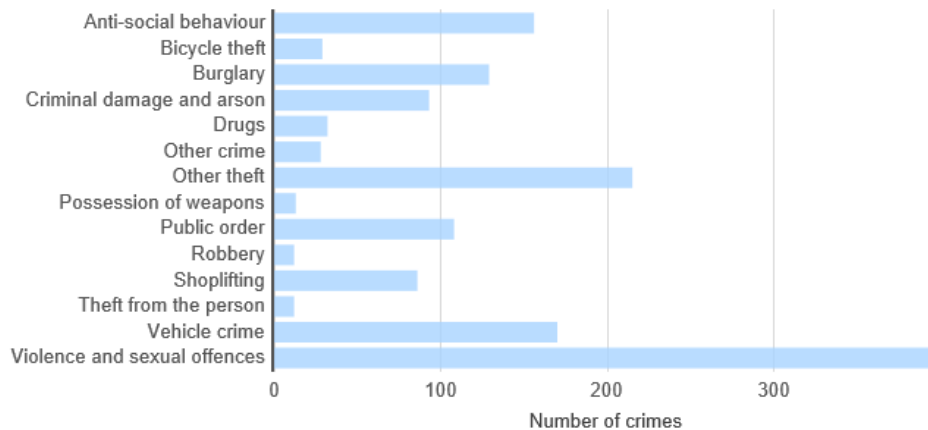
# Detailed statistics for Oadby

## Contents

- [Comparison of crime types in this area between October 2018 and September 2019](#)
- [Comparison of outcomes in this area between October 2018 and September 2019](#)
- [Crime levels in this area between October 2018 and September 2019](#)

[Download crime data for this area as a CSV file](#)

## Comparison of crime types in this area between October 2018 and September 2019



Crime type	Total	Percentage
Anti-social behaviour	156	10.53%
Bicycle theft	29	1.96%
Burglary	129	8.70%
Criminal damage and arson	93	6.28%
Drugs	32	2.16%
Other crime	28	1.89%
Other theft	215	14.51%
Possession of weapons	13	0.88%
Public order	108	7.29%
Robbery	12	0.81%
Shoplifting	86	5.80%
Theft from the person	12	0.81%
Vehicle crime	170	11.47%

**Comparison of Crimes October 2018 – September 2019**

		Number of residents	Incidents per head of Population		Number of residents	Incidents per head of Population		Number of residents	Incidents per head of Population
Crime Type	South Wigston	8055		Wigston	24574		Oadby	23849	
Anti-social Behaviour	134		60	221		111	156		153
Bicycle theft	9		895	28		878	29		822
Burglary	47		171	147		167	129		185
Criminal damage and Arson	95		85	180		137	93		256
Drugs	12		671	39		630	32		745
other crime	17		474	22		1117	28		852
other theft	43		187	86		286	215		111
Possession of weapons	3		2685	10		2457	13		1835
Public order	71		113	139		177	108		221
Robbery	3		2685	13		1890	12		1987
Shoplifting	36		224	78		315	86		277
Theft from the person	8		1007	20		1229	12		1987
Vehicle Crime	101		80	197		125	170		140
Red Indicates the highest occurrences of incident per head of Population									

# Appendix 4

Area Code E07000135	Mid population estimate	International migration inflow	International migration outflow	Net international flow	Internal migration inflow	Internal migration outflow	Net internal flow	Total migration into Borough
Mid-2008 to Mid-2009	55,600	233	123	110	4,497	4,446	51	59
Mid-2009 to Mid-2010	55,186	351	194	157	4,743	4,658	85	72
Mid-2010 to Mid-2011	55,979	365	140	225	4,555	4,138	417	642
Mid-2011 to Mid-2012	56,110	249	220	29	4,756	4,743	13	42
Mid-2012 to Mid-2013	56,282	218	134	84	4,559	4,520	39	123
Mid-2013 to Mid-2014	56,060	238	127	111	4,390	4,705	-315	-204
Mid-2014 to Mid-2015	55,984	275	126	149	4,591	4,774	-183	-34
Mid-2015 to Mid-2016	55,991	335	118	217	4,437	4,648	-211	6
Mid-2016 to Mid-2017	57,035	285	107	178	5,369	4,502	867	1,045
Mid-2017 to Mid-2018	57,056	299	158	141	5,249	5,367	-118	23
							Total migration	
							2008 - 2018	1,774

# Inequalities in Life Expectancy between Oadby and Wigston

December 2018

## **Public Health Intelligence**

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Produced by the Strategic Business Intelligence Team at Leicestershire County Council.

Whilst every effort has been made to ensure the accuracy of the information contained within this report, Leicestershire County Council cannot be held responsible for any errors or omission relating to the data contained within the report.

## EXECUTIVE SUMMARY

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- This paper explores the potential reasons why Oadby and Wigston has the 4th largest inequality in male life expectancy at birth in England, at 13.5 years. This is behind only Stockton-on-Tees (14.9 years), Kensington and Chelsea (13.8 years) and Blackpool (13.6 years).
- In 2015 the population of Leicestershire was 675,309, of these 24,011 residents (3.6%) lived in Oadby and 31,822 residents (4.7%) lived in Wigston. Wigston has an older population than Oadby and Leicestershire as a whole. In Wigston 22.7% of its residents are aged 65 years and over compared to 19.1% of the residents in Oadby.
- Oadby and Wigston has the 4th largest inequality in male life expectancy at birth in England, at 13.5 years. The inequality in male life expectancy has been increasing over time. In 2010-12, the inequality in life expectancy at birth was 5.2 years, increasing to 6.3 years in 2011-13, 8.7 years in 2012-14 and 13.5 years in 2014-16. Nationally, the inequality in life expectancy at birth (based on national deprivation deciles) was 9.3 years in males in 2014-16
- In females the inequality in life expectancy at birth has increased year on year since 2010-12. In 2010-12, the inequality in life expectancy at birth was 2.4 years, increasing to 3.6 years in 2011-13, 4.4 years in 2012-14, 6.7 years in 2013-15 and the latest data for 2014-16, shows Oadby and Wigston has an inequality in female life expectancy at birth of 9.5 years. Nationally, the inequality in life expectancy at birth (based on national deprivation deciles) was 7.3 years in females in 2014-16.
- For both genders, life expectancy at birth has been increasing for those living in the least deprived decile while decreasing for those living in the most deprived decile, hence widening the gap of inequality in life expectancy. This rate of change in life expectancy in the most and least affluent areas in Oadby and Wigston is much faster than the pattern witnessed nationally. Over the last five time periods, the life expectancy in the least deprived decile in Oadby and Wigston has increased by 8.9 years in males and 3.7 years in females. This is substantially smaller than the increases witnessed nationally of 0.7 years in males and 0.4 years in females. In the most deprived decile, locally life expectancy has decreased by 1.9 years in males and decreased by 3.7 years in females, whereas at a national level, life expectancy has increased by 0.2 years in males and decreased by 0.1 years in females.
- Wigston has an older population than Oadby and Leicestershire as a whole. In Wigston

22.7% of its residents are aged 65 years and over compared to 19.1% of the residents in Oadby. Wigston has a higher percentage of its population aged 65 and above compared to Leicestershire (19.8%) whereas Oadby has a lower percentage.

- There are clear differences between Oadby and Wigston with regards to the ethnic groups living in the area. In Oadby almost half (47.5%) of the population are from a Black and Minority (BME) ethnic group compared to 11.6% in Wigston.
- Almost two-thirds (64.5%) of the population in Oadby live in the most affluent 20% areas nationally compared to 23.3% of the population in Wigston. Almost a quarter (24.6%) of the population in Wigston live in the 30% most deprived areas nationally compared to just 5.9% of the population in Oadby.
- Between 2011–2015 Wigston had a similar Standardised Mortality Ratio (SMR) of 100.5 for all causes compared to England, whereas Oadby performed significantly better (lower) than the national average. Examining broad cause of deaths in Wigston, Leicestershire and in England, all cancers were the leading cause of death followed by circulatory diseases and respiratory diseases. In Oadby, circulatory diseases were the leading cause of death followed by cancer and Coronary Heart Disease.
- Premature mortality examines all deaths under the age of 75 years. Between 2011–2015 when examining the SMRs of premature deaths from all causes compared to the national average, Oadby performed significantly better (lower) than the national average whereas Wigston performed similar to the national average. In Wigston, almost half (46.2%) of all premature deaths were from cancer, a higher proportion compared to Oadby (40.9%), Leicestershire (44.0%) and England (41.3%).
- The percentage of patients with cancer, as recorded on each GP practice disease registers, has been increasing both nationally and locally. Bushloe Surgery, situated in Wigston, is the only practice in the borough that has continued to have a significantly higher prevalence than the national average since 2009/10. All other practices in the borough have performed similar to the national prevalence over the last eight years.
- The prevalence of GP recorded COPD is increasing over time for all practices in Oadby and Wigston, apart from The Central Surgery, where the prevalence has been declining for the past three years. Bushloe Surgery, situation in Wigston, is the only practice in the borough that has a significantly higher prevalence than the national average since the recording (in 2009/10). Three practices in Oadby have continued to perform significantly lower than the national prevalence since 2009/10.
- The 2011 Census reported a higher percentage of the population were limited because of



health or disability problems in Wigston (18.8%) compared to Oadby (15.3%). Wigston performed significantly worse (higher) than the national average (17.6%) whereas Oadby performed significantly better (lower) than the national average.

- South Wigston Health Centre has the highest GP recorded smoking prevalence out of all practices in ELR CCG and is the only practice in the borough that has continued to perform significantly higher than the national average. All other GP practices have performed significantly lower than the national average. Over time, nationally the smoking prevalence is declining, a pattern which is largely reflected in the GP practices in the borough, apart from South Wigston Health Centre and The Central Surgery where the prevalence appears to have stabilised.
- Wigston has similar levels of binge drinking and obesity compared to England. Oadby has lower levels of each health behaviour compared to England.
- Wigston has a higher level of access to acute care than Oadby in the two indicators examined. The monthly trend in A&E attendances by GP practice between April 2016 to September 2018 shows all GP practices in Oadby have an A&E attendance rate lower than the Oadby and Wigston average, whereas all GP practices in Wigston have an A&E attendance rate higher than the Oadby and Wigston average. Examines the trend in emergency hospital admissions in the same time period shows South Wigston Health Centre has the highest emergency admission rate out of the borough followed by Bushloe Surgery, both in Wigston. The lowest rates were seen in Severn Surgery and Rosemead Drive Surgery in Oadby.

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## 1. Purpose

This paper explores the potential reasons why Oadby and Wigston has the 4th largest inequality in life expectancy at births in males nationally in 2014-16. This is due an increasing life expectancy at birth for those living in the least deprived decile and a decreasing life expectancy for those living in the most deprived decile. This divergence in Oadby and Wigston has occurred at a much faster rate than national and warrants attention.

The Local Authority Health Profiles are annual profiles published every July, available here: <https://fingertips.phe.org.uk/profile/health-profiles>. The inequalities in life expectancy indicators are included in these profiles as supporting information. A paper examining this newly updated data was presented to Leicestershire County Council's Public Health's Senior Leadership Team (SLT) in August which highlighted the performance of Oadby and Wigston around this indicator. Public Health SLT appreciated the need for further understanding in this area and made contact with the partners to discuss this further. This paper is the output of discussions with various health and local government colleagues.

## 2. Introduction/Background

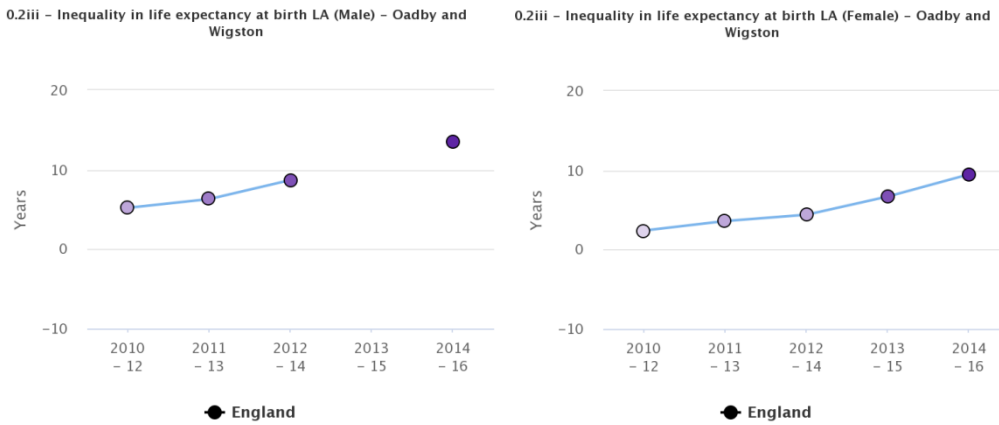
The inequality in life expectancy examines the range in years of life expectancy across the social gradient (from most to least deprived areas) within each local authority. The latest data for 2014-16, published as part of the Public Health Outcomes Framework (<https://fingertips.phe.org.uk/profile/public-health-outcomes-framework>) shows that Oadby and Wigston has the 4<sup>th</sup> largest inequality in male life expectancy at birth in England, at 13.5 years. This is behind only Stockton-on-Tees (14.9 years), Kensington and Chelsea (13.8 years) and Blackpool (13.6 years).

Nationally, the inequality in life expectancy at birth (based on national deprivation deciles) was 9.3 years in males and 7.3 years in females in 2014-16. The national trend of inequality in life expectancy has been slowly increasing for both genders. In males, the inequality has increased from 9.1 years in 2010-12 to 9.0 years in 2011-13, 9.1 years in 2012-14 and 9.2 years in 2013-15, and in females from 6.8 years in 2010-12 to 6.9 years in 2011-13, 6.9 years in 2012-14 and 7.1 years in 2013-15.

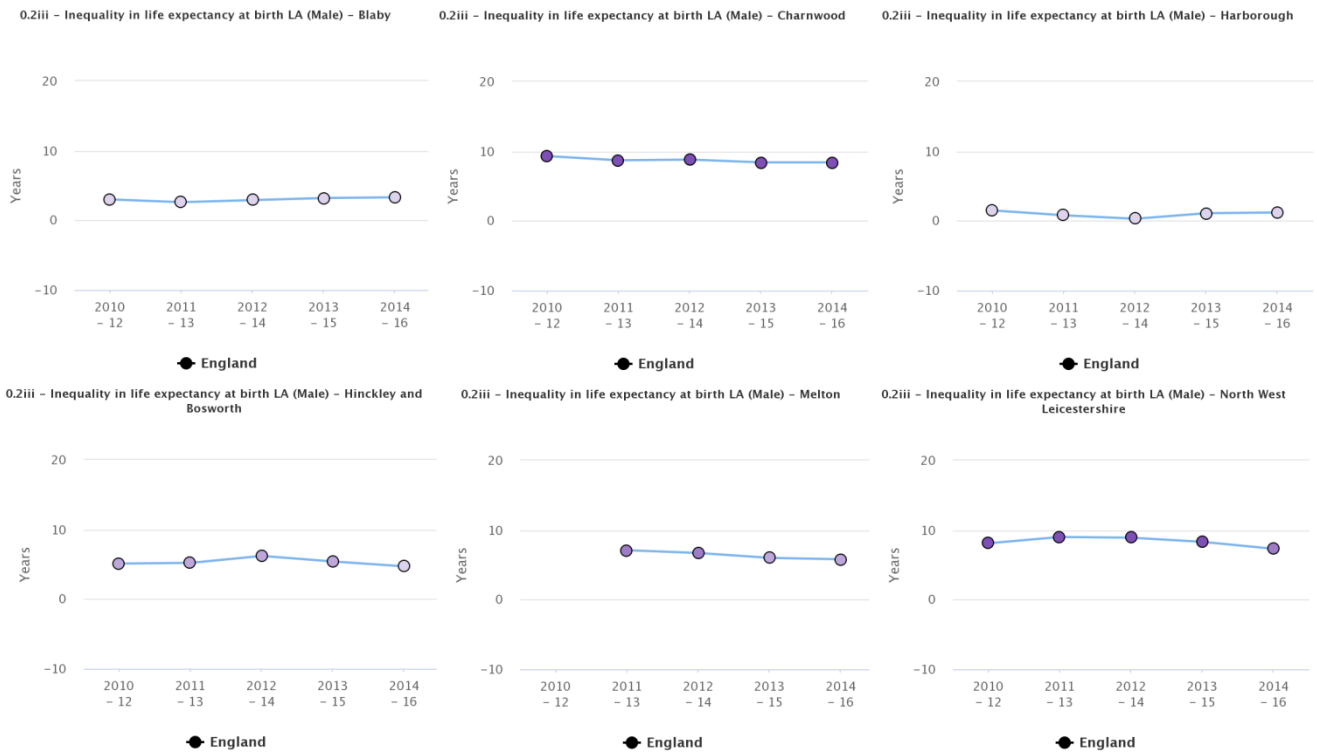
At a county level, the inequality in life expectancy at birth (based on national deprivation deciles) in Leicestershire is lower than nationally, at 6.2 years in males and 5.3 years in females in 2014-16. The trend of inequality in life expectancy has stabilised for males, at 6.1 years in 2010-12 to 6.2 years in 2011-13, 6.2 years in 2012-14 and 6.1 years in 2013-15. In females between 2010-12 to 2013-15 the rate stabilised at 4.9 years to 4.7 years to 4.8 years and 4.8 years. The inequality gradient increased to 5.3 years for the latest data in 2014-16.

Like nationally, the inequality in male life expectancy has been increasing over time in Oadby and Wigston, however at a much faster rate. In 2010-12, the inequality in life expectancy at birth was 5.2 years, increasing to 6.3 years in 2011-13, 8.7 years in 2012-14 and 13.5 years in 2014-16. Please note no data was available for 2013-15. It is important to note that this pattern is not confined to males. In females the inequality in life expectancy at birth has increased year on year since 2010-12 from 2.4 years to 3.6 years in 2011-13, 4.4 years in 2012-14, 6.7 years in 2013-15 and the latest data for 2014-16, shows Oadby and Wigston has an inequality in female life expectancy at birth of 9.5 years. This is 22<sup>nd</sup> worst performing district/unitary authority out of 326 areas in England. Between 2010-12 and 2014-16, the inequality in life expectancy in Oadby & Wigston has increased by 8.3 years in males and 7.1 years in females. This year on year increase in inequality in life expectancy for both genders is not reflected in any other district in Leicestershire as shown by Figure 2 and Figure 3.

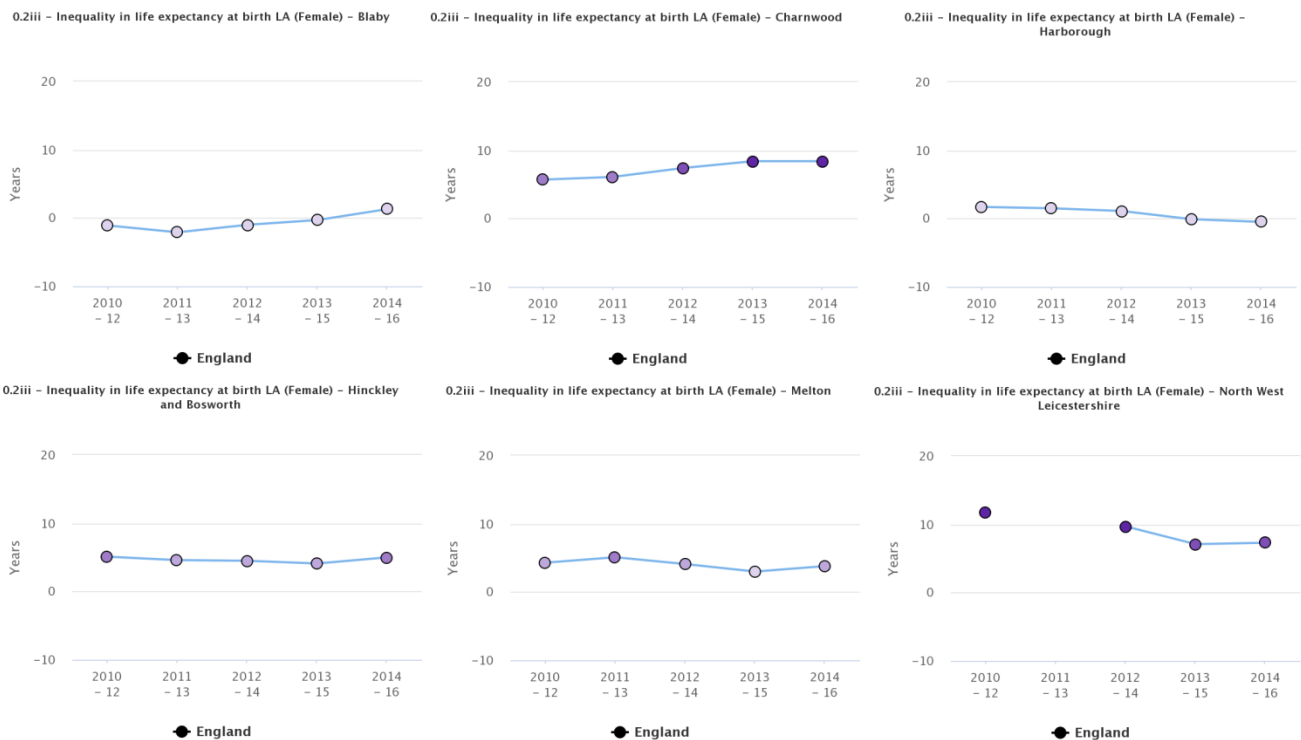
**Figure 1: Trend in inequality in life expectancy at birth by gender**



**Figure 2: Inequality in life expectancy at birth LA (Male) in Leicestershire districts**



**Figure 3: Inequality in life expectancy at birth LA (Female) in Leicestershire districts**

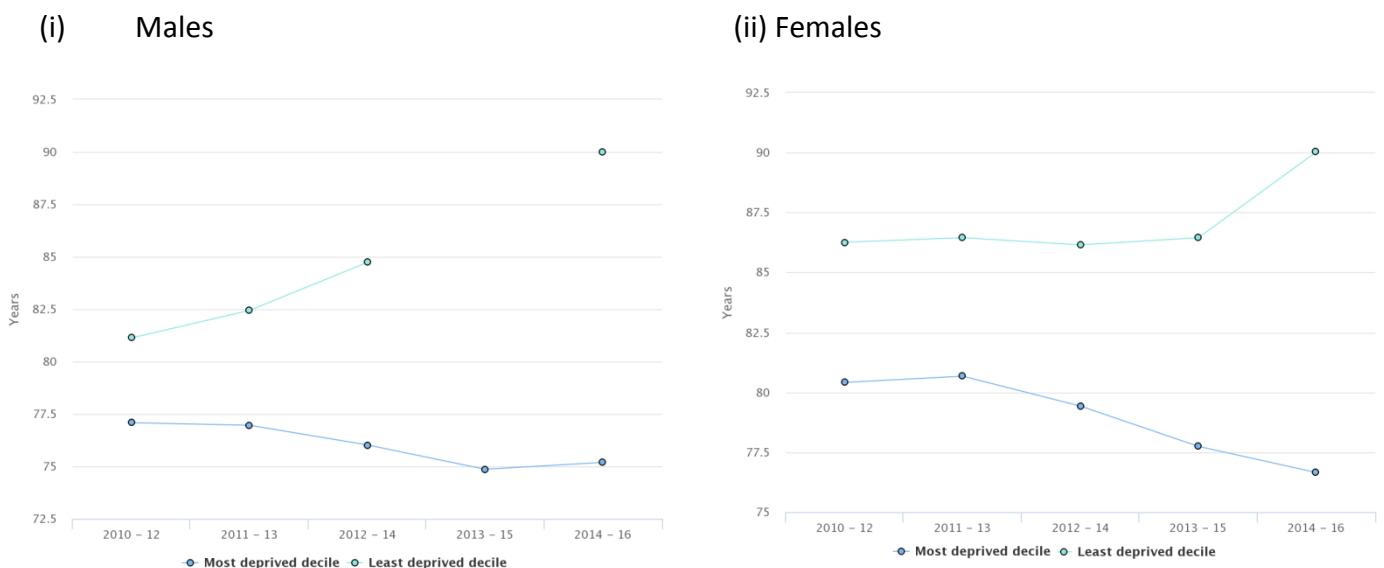


To understand why the inequality in life expectancy is increasing, we can examine the trend in life expectancy at birth of those living in the most deprived decile and those living in the least deprived decile. Deprivation deciles are defined using the Index of Multiple Deprivation 2015. They are created

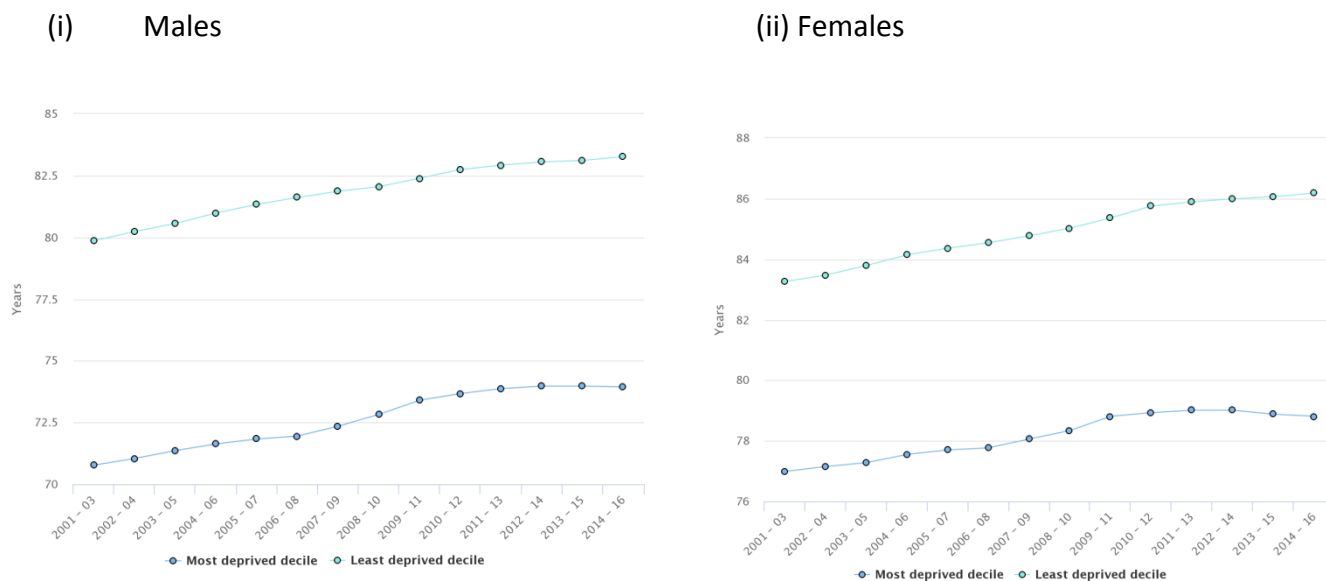
by ranking lower super output areas (LSOA) within each area from most to least deprived and dividing these into ten categories with approximately equal numbers of LSOAs in each. Figure 4 broadly shows in Oadby and Wigston for both genders, life expectancy at birth has been increasing for those living in the least deprived decile while decreasing for those living in the most deprived decile, hence widening the gap of inequality in life expectancy locally. Figure 5 examines the national trend and shows life expectancy in the least deprived decile is increasing for both genders, while in the most deprived decile is stabilising in males and slowly decreasing in females.

The rate of change in life expectancy in the most and least affluent areas in Oadby and Wigston is much faster than the pattern witnessed nationally. Over the last five time periods, the life expectancy in the least deprived decile in Oadby and Wigston has increased by 8.9 years in males and 3.7 years in females. This is substantially smaller than the increases witnessed nationally of 0.7 years in males and 0.4 years in females. In the most deprived decile, locally life expectancy has decreased by 1.9 years in males and decreased by 3.7 years in females, whereas at a national level, life expectancy has increased by 0.2 years in males and decreased by 0.1 years in females.

**Figure 4: Trend in life expectancy at birth by most deprived and least deprived decile in Oadby and Wigston, Males and Females**



**Figure 5: Trend in life expectancy at birth by most deprived and least deprived decile in England, Males and Females**



In Oadby and Wigston the latest data for 2014-16 shows for both genders, life expectancy at birth in the most deprived decile performs significantly worse than the national average, whereas life expectancy at birth for the two least deprived deciles in Oadby and Wigston performs significantly higher than the national average. In males, life expectancy at birth in the least deprived decile is 90.0 years compared to 75.2 years in the most deprived decile. In females, life expectancy at birth in the least deprived decile is 90.0 years compared to 76.7 years in the most deprived decile.

### 3. Demographics of Oadby and Wigston

It is well known that the demographics between the populations living in Oadby and Wigston (separately) vary greatly. The following sections examine the differences in terms of population, health status and health service utilisation between the two areas.

#### 3.1. Population by Age

In 2015 the population of Leicestershire was 675,309, of these 24,011 residents (3.6%) lived in Oadby and 31,822 residents (4.7%) lived in Wigston. Table 1 shows that Wigston has an older population than Oadby and Leicestershire as a whole. In Wigston 22.7% of its residents are aged 65 years and over compared to 19.1% of the residents in Oadby. Wigston has a higher percentage of its population aged 65 and above compared to Leicestershire (19.8%) whereas Oadby has a lower percentage. When examining those aged 85 years and above both Oadby and Wigston have a higher percentage than the Leicestershire average (2.5%) at 3.1% and 3.3% respectively.

Examining the younger age groups shows that both Oadby and Wigston have a similar proportion of the population aged under 16 years at 17.1% at 17.5%. Both areas have a lower proportion compared

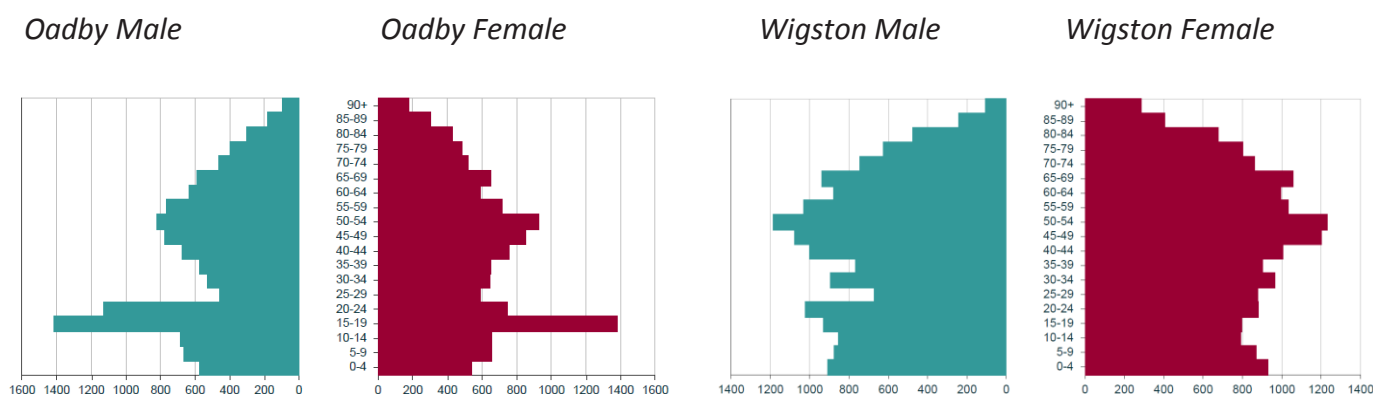


to the county (17.7%) and the national average (19.0%). Differences lie between the two areas when examining the 16 to 24 years age range. In Oadby, almost one-fifth (18.1%) of the population is made up by this age group compared to 10.4% in Wigston. This difference is likely to reflect the student population of University of Leicester and De Montfort University living in the Oadby area. The population pyramids presented in Figure 6 show the five-year age structure of the two areas being examined.

**Table 1: Population by aged group, 2015**

	Oadby		Wigston		Leicestershire		England	
	Count	%	Count	%	Count	%	Count	%
Under 16	4,117	17.1	5,557	17.5	119,643	17.7	10,405,114	19.0
16-24	4,334	18.1	3,307	10.4	78,797	11.7	6,192,870	11.3
25-64	10,962	45.7	15,728	49.4	343,436	50.9	28,476,771	52.0
65-84	3,843	16.0	6,189	19.4	116,340	17.2	8,416,283	15.4
85+	755	3.1	1,041	3.3	17,093	2.5	1,295,289	2.4

**Figure 6: Population pyramid for Oadby and Wigston, 2015**



### 3.2. Population by Ethnic Group

Data from the 2011 Census shows there are clear differences between Oadby and Wigston with regards to the ethnic groups living in the area. In Oadby almost half (47.5%) of the population are from a Black and Minority (BME) ethnic group compared to 11.6% in Wigston. Both these percentages are higher than the county (8.6%) and national (14.6%) average. When examining the population whose ethnicity is not 'White UK,' 14.2% of all residents from Wigston fall into this category compared to over half in Oadby (50.1%). The proportion of the population who cannot speak English well or at all is higher in Oadby (2.5%) and Wigston (0.8%) compared to the Leicestershire average (0.7%).

**Table 2: Ethnicity and language indicators, 2011**

	Oadby		Wigston		Leicestershire		England	
	Count	%	Count	%	Count	%	Count	%
BME population	11,324	47.5	3,835	11.9	55,722	8.6	7,731,314	14.6
Not 'White UK' ethnicity	11,953	50.1	4,583	14.2	72,057	11.1	10,733,220	20.2
Cannot speak English well or at all	588	2.5	235	0.8	4,426	0.7	843,845	1.7

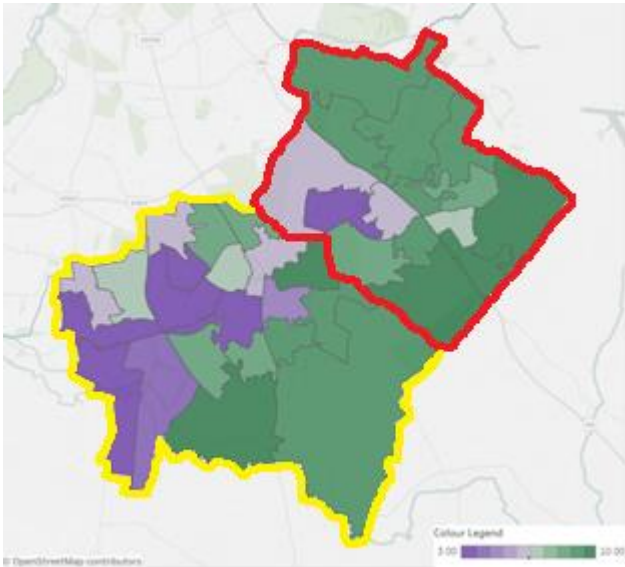
### 3.3. Indices of Multiple Deprivation 2015

The English Indices of Deprivation 2015 are based on 37 separate indicators, organised across seven distinct domains of deprivation which are combined, using appropriate weights, to calculate the Index of Multiple Deprivation 2015 (IMD 2015). This is an overall measure of multiple deprivation experienced by people living in an area and is calculated for every Lower layer Super Output Area (LSOA) in England. Each LSOA in England are then ranked according to their overall score and split into national deciles, from the most deprived 10% areas nationally (National Decile 1) to the least deprived 10% areas nationally (National Decile 10). It is important to note that these statistics are a measure of relative deprivation, not affluence, and to recognise that not every person in a highly deprived area will themselves be deprived. Likewise, there will be some deprived people living in the least deprived areas.

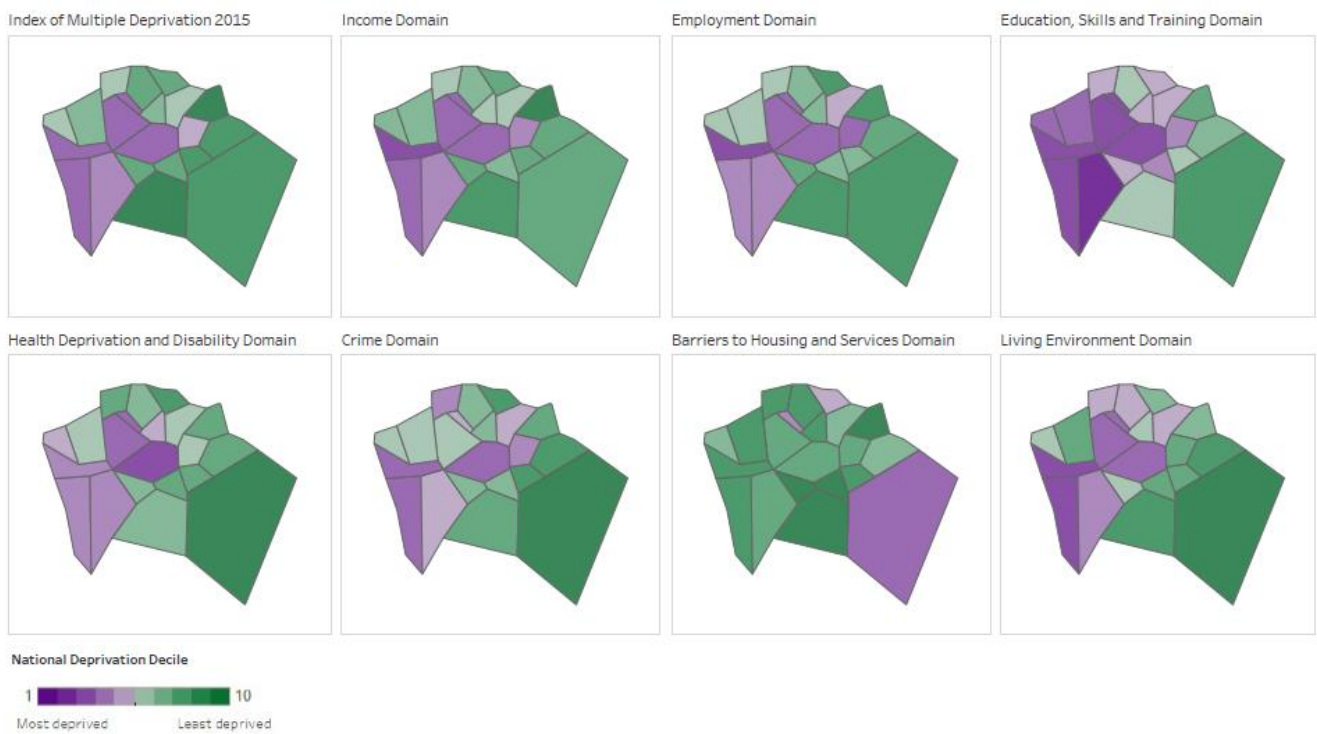
Figure 7 examines which IMD 2015 national deciles each LSOA in Oadby and Wigston falls into. The purple areas represent more deprived areas and green areas represent the more affluent areas. The most deprived LSOAs in Oadby and Wigston are in the 30% most deprived areas nationally. Broadly speaking, the map shows Oadby has much fewer areas classified in the most deprived areas nationally compared to Wigston. There are six LSOAs in Oadby and Wigston that are in the 30% most deprived areas nationally, one of these LSOAs is in Oadby (Oadby Industrial Estate) whereas five are in Wigston (South Wigston Blaby Road and Saffron Road; South Wigston Countesthorpe Road; Guthlaxton College and Wigston Police Station; Wigston Rolleston; and Chartwell Drive Industrial Estate. It is worth noting that there are nine LSOAs in Oadby compared to five in Wigston that are ranked in the 20% least deprived areas nationally. Oadby is made up of 15 LSOAs whereas Wigston is made up of 21 LSOAs reflecting a larger proportion of LSOAs in Oadby in classified as least deprived areas nationally.

When examining each IMD 2015 deprivation domain, Figure 8 and Figure 9 show a higher level of deprivation is broadly witnessed throughout Wigston (highlighted yellow) compared to Oadby (highlighted red). In Wigston, there are several areas that appear to be in the most deprived deciles for several domains, these are mainly in South Wigston and the Wigston All Saints area. In Oadby, Oadby Industrial Estate looks to be the most deprived LSOA. Table 3 and Table 4 below show the counts of LSOA in each national decile split by Oadby and Wigston (separately). Despite the larger count of LSOAs in Wigston, the Barriers to Housing and Services domain is the only domain which has a higher count of LSOAs in the 20% least deprived areas in Wigston compared to Oadby.

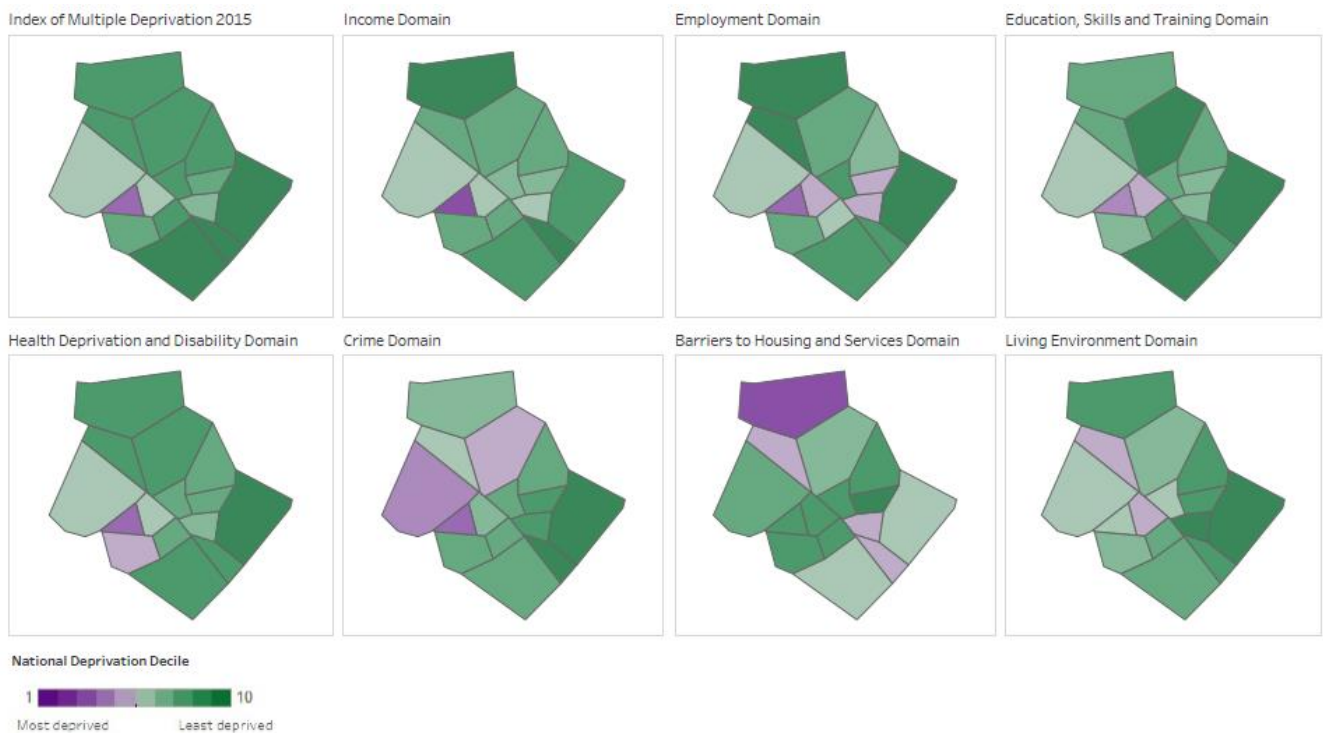
**Figure 7: Map of IMD 2015 National Deciles in Oadby and Wigston**



**Figure 8: IMD 2015 National Deprivation Decile in Wigston LSOAs by Index of Multiple 2015 Deprivation Domains**



**Figure 9: IMD 2015 National Deprivation Decile in Oadby LSOAs by Index of Multiple 2015 Deprivation Domains**



**Table 3: Counts of LSOAs in Wigston by National Deprivation Decile and Index of Multiple 2015 Deprivation Domain**

Domain	1 - Most Deprived	2	3	4	5	6	7	8	9	10 - Least Deprived
IMD			5	1	1	3	2	4	3	2
Income		1	4	2		3	4	5	1	1
Employment		1	4	2	1	3	4	2	4	
Education, Skills and Training	1	5	2	2	5	3	1	1	1	
Health Deprivation and Disability		1	2	3	2	3	3	5	1	1
Crime			3	2	3	3	4	2	3	1
Barriers to Housing and Services			1	1	1		3	4	7	4
Living Environment		2	3	1	3	3	2	4	2	1

**Table 4: Counts of LSOAs in Oadby by National Deprivation Decile and Index of Multiple 2015 Deprivation Domain**

Domain	2	3	4	5	6	7	8	9	10 - Least Deprived
IMD		1			2	1	2	6	3
Income	1				3	2	5	2	2
Employment		1		3	2	1	2	3	3
Education, Skills and Training			1	1	1	3	4	2	3
Health Deprivation and Disability		1		1	2	1	4	5	1
Crime		1	1	1	1	2	5	2	2
Barriers to Housing and Services	1			3	2	1	1	6	1
Living Environment				2	3	2	2	4	2

Figure 10 below highlights the difference in the percentage of the population living in each national deprivation decile in Oadby and Wigston. The graph shows almost two-thirds (64.5%) of the population in Oadby live in the most affluent 20% areas nationally compared to 23.3% of the population in Wigston. Almost a quarter (24.6%) of the population in Wigston live in the 30% most deprived areas nationally compared to just 5.9% of the population in Oadby.

**Figure 10: Mid-2016 Population by IMD 2015 National Decile in Oadby and Wigston**

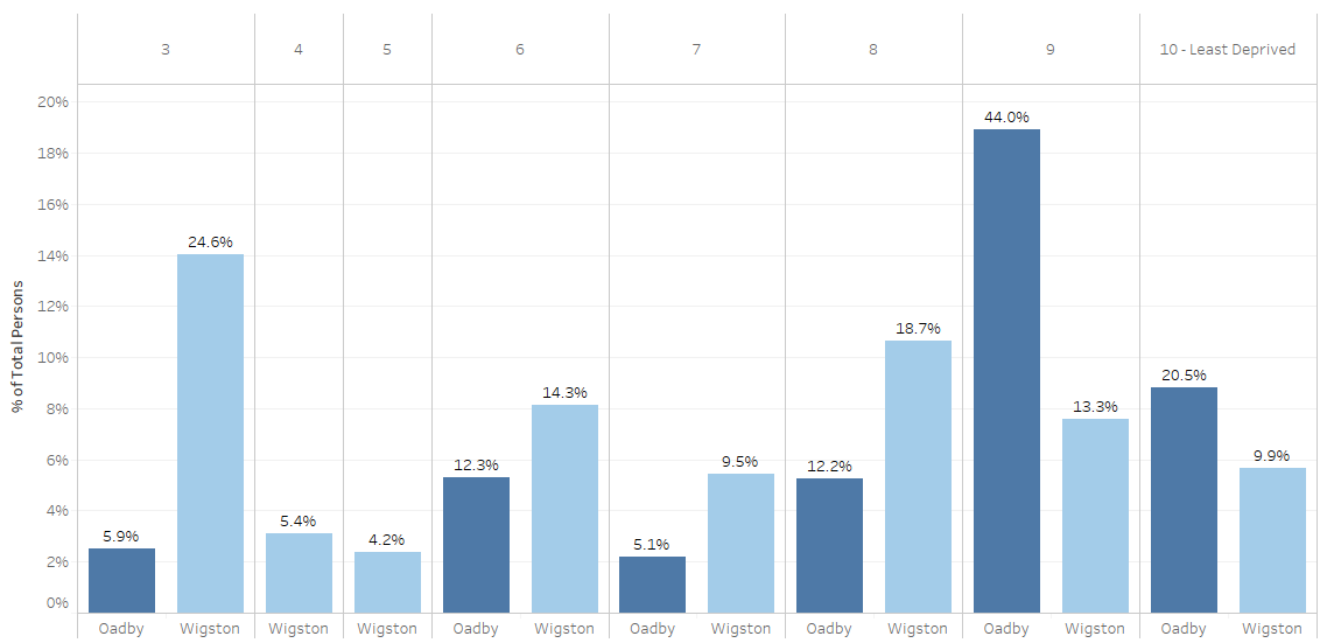
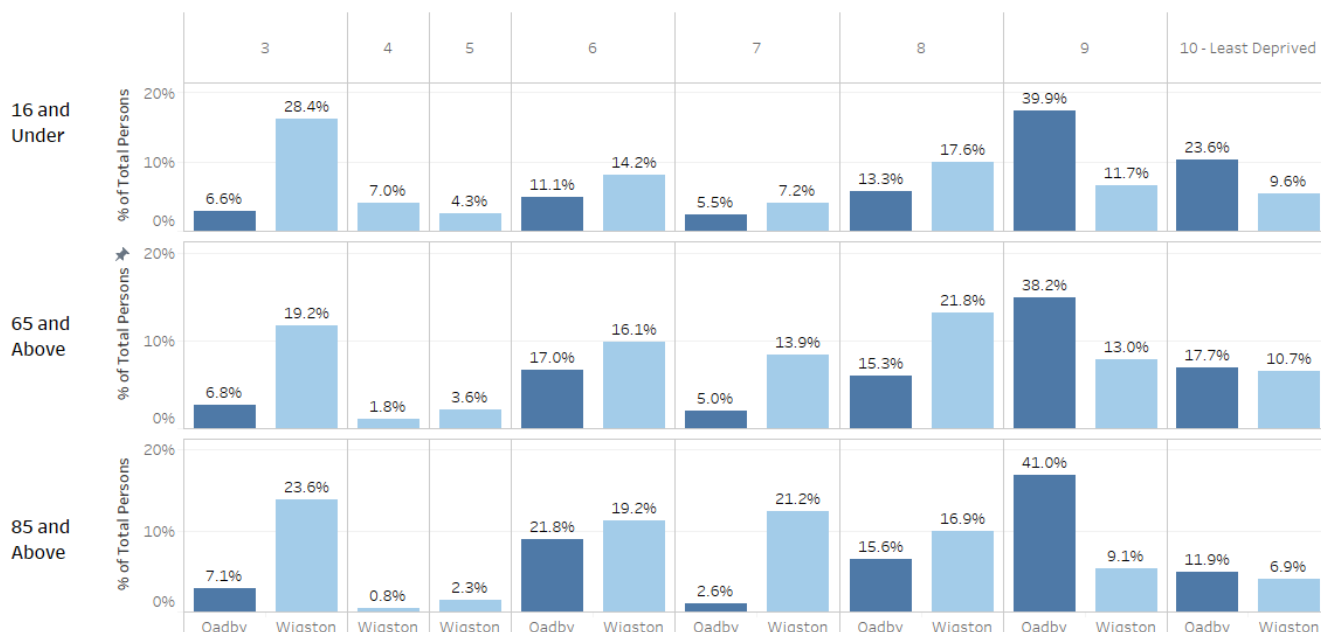


Figure 11 below examines the percentage of the population split by age living in each national deprivation decile in Oadby and Wigston. The graphs shows over a quarter (28.4%) of children aged 16 and under live the areas classified as the 30% most deprived nationally in Wigston. This is higher than the percentage for the entire population (24.6%) representing children and families from Wigston are more likely to live in these more deprived areas. Older people from Oadby were less likely to live in the most affluent areas than the entire population. Almost two-thirds (64.5%) of the population in Oadby live in the most affluent 20% areas nationally, compared with 55.9% of the 65 and over population and 52.9% of the 85 and over population.

**Figure 11: Mid-2016 Population by IMD 2015 National Decile and Age in Oadby and Wigston**



#### 4. Mortality

##### 4.1. All Ages

Between 2011–2015 Wigston had a similar Standardised Mortality Ratio (SMR) of 100.5 for all causes compared to England, whereas Oadby performed significantly better (lower) than the national average. When examining the SMR for all cancers compared to the national average, Oadby performed significantly better (lower) than the national average whereas Wigston performed similar to the national average.

Table 5 below examines broad cause of deaths in Oadby, Wigston, Leicestershire and England between 2011-2015. In Wigston, Leicestershire and in England, all cancers were the leading cause of death followed by circulatory diseases and respiratory diseases. In Oadby, circulatory diseases were the leading cause of death followed by cancer and Coronary Heart Disease.

**Table 5: Causes of deaths - all ages, 2011-2015**

	Oadby		Wigston		Leicestershire		England	
	Count	%	Count	%	Count	%	Count	%
All causes	1,045		1,792		28,888		2,357,381	
All cancer	274	26.2%	535	29.9%	8,469	29.3%	666,658	28.3%
All circulatory	292	27.9%	459	25.6%	7,848	27.2%	646,138	27.4%
CHD	136	13.0%	205	11.4%	3,599	12.5%	289,738	12.3%
Stroke	75	7.2%	124	6.9%	1,877	6.5%	165,375	7.0%
Respiratory diseases	125	12.0%	248	13.8%	3,769	13.0%	325,764	13.8%

#### 4.2. Premature mortality (under 75)

Between 2011–2015 when examining the SMRs of premature deaths from all causes compared to the national average, Oadby performed significantly better (lower) than the national average whereas Wigston performed similar to the national average. The SMR for premature deaths from all cancers in Wigston was similar to the national average whereas Oadby performed significantly better (lower) than the national average.

Table 6 below examines broad cause of premature deaths in Oadby, Wigston, Leicestershire and England between 2011-2015. In Wigston, almost half (46.2%) of all premature deaths were from cancer, a higher proportion compared to Oadby (40.9%), Leicestershire (44.0%) and England (41.3%).

**Table 6: Causes of deaths - under 75, 2011-2015**

	Oadby		Wigston		Leicestershire		England	
	Count	%	Count	%	Count	%	Count	%
All causes (U75)	220		491		8,642		752,670	
All cancer (U75)	90	40.9%	227	46.2%	3,801	44.0%	310,786	41.3%
All circulatory (U75)	50	22.7%	112	22.8%	1,940	22.4%	166,529	22.1%
CHD (U75)	33	15.0%	63	12.8%	1,080	12.5%	91,057	12.1%

To further understand the variation in premature mortality between the two areas, we have used local deaths data to examine the most prevalent underlying cause of death in Wigston and compared this to Oadby. Please note, as local data has been used, this is more readily available and so a more recent time period of 2013-2017 has been examined.

**Table 7: Underlying cause of death - under 75, 2013-2017**

	Oadby		Wigston	
	Count	%	Count	%
Malignant neoplasm of bronchus and lung	15	6.5%	53	10.4%
Chronic ischaemic heart disease	19	8.2%	45	8.8%
Acute myocardial infarction	11	4.7%	30	5.9%
Other chronic obstructive pulmonary disease	9	3.9%	30	5.9%
Malignant neoplasm of breast	13	5.6%	17	3.3%
<b>Total premature deaths</b>	<b>232</b>		<b>511</b>	

Table 7 examines the underlying cause of premature deaths in Oadby and Wigston between 2013-2017. In Wigston, over one in ten (10.4%) of all premature deaths were from lung cancer, a higher proportion compared to Oadby (6.5%). In the top five causes of premature death in the district, breast cancer was the only diagnosis which had a higher percentage of premature deaths in Oadby compared

to Wigston.

The age-standardised mortality rates for premature deaths from lung cancer in Wigston was 35.4 per 100,000 population aged under 75, over twice the rate and significantly higher than the DSR in Oadby of 15.7 per 100,000 population aged under 75. The age-standardised mortality rates for premature deaths from chronic ischaemic heart disease, acute myocardial infarction and breast cancer showed no significant difference in rates between the two areas. The age-standardised mortality rates for premature death from other chronic obstructive pulmonary disease in Oadby was unable to be calculated due to the small numbers involved (counts <10).

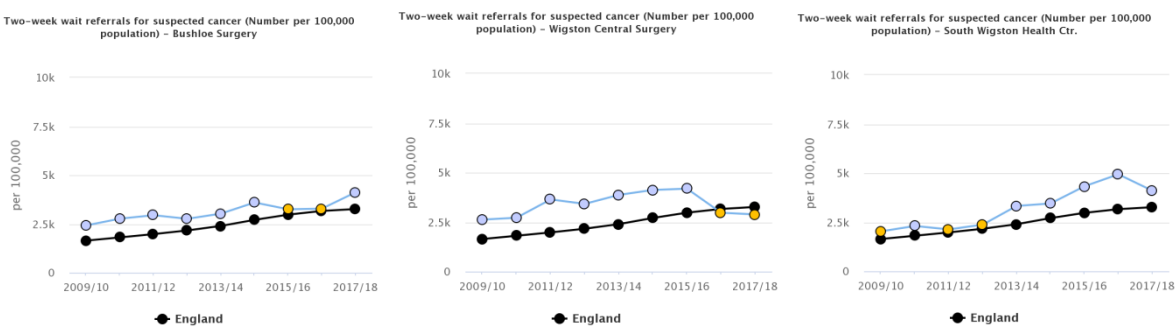
## 5. Morbidity

### 5.1. Cancer

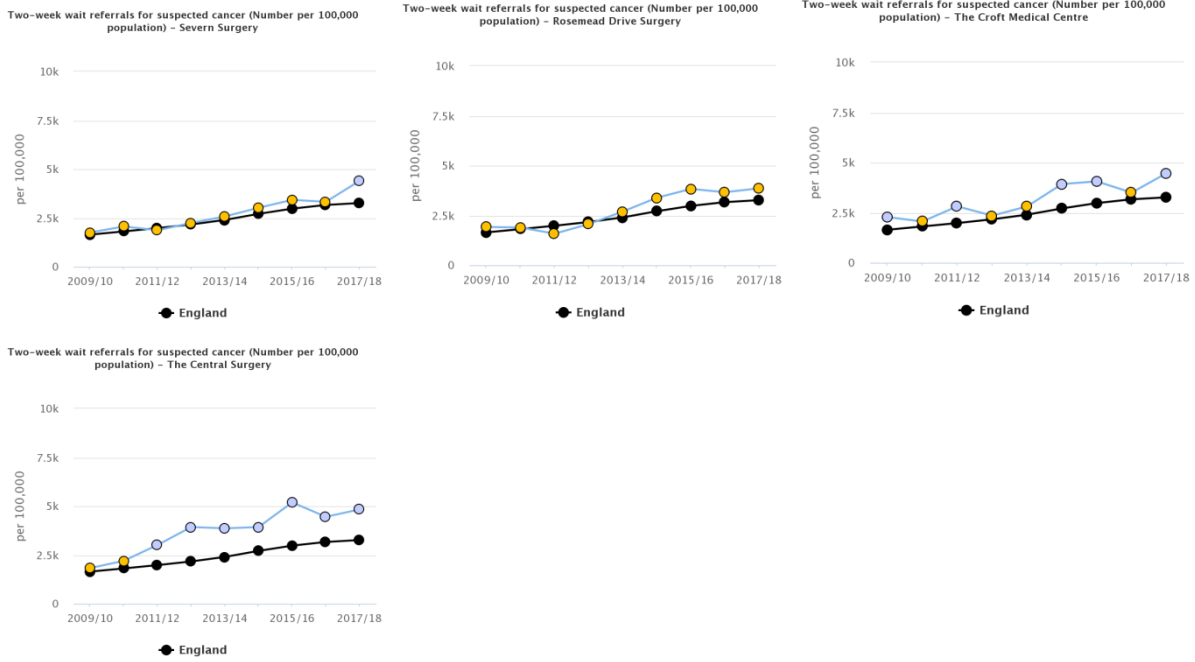
#### 5.1.1. Suspected cancer

Two Week Wait (urgent GP) referrals are used where cancer is suspected for patients. The trend in the crude rate of two week wait referrals per 100,000 persons registered at each GP practice is examined in Figure 12. Since 2009/10, all three practices in Wigston and The Central Surgery and The Croft Medical Centre in Oadby have had significantly higher rates of two week wait referrals than the national average for a numerous time periods. The Rosemead Drive Surgery is the only GP practice that has performed not significantly different to the national average over time.

**Figure 12: Rate of Two Week Wait (urgent GP) referrals where cancer is suspected (Number per 100,000 registered population)**



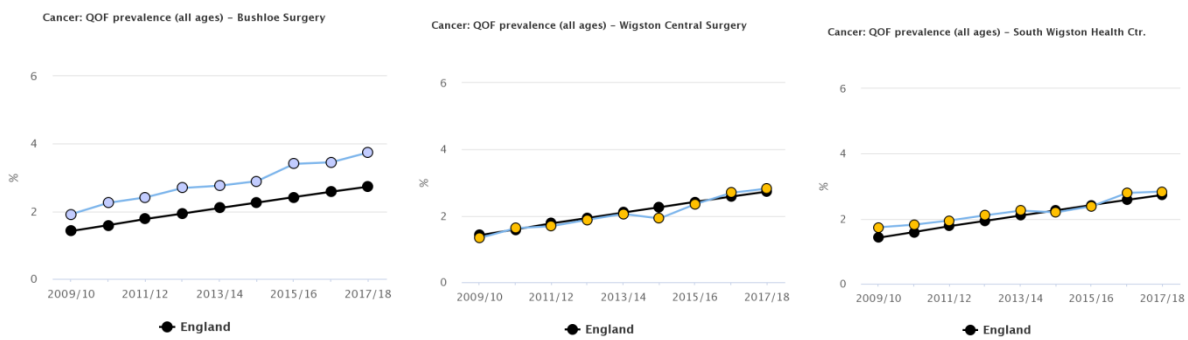


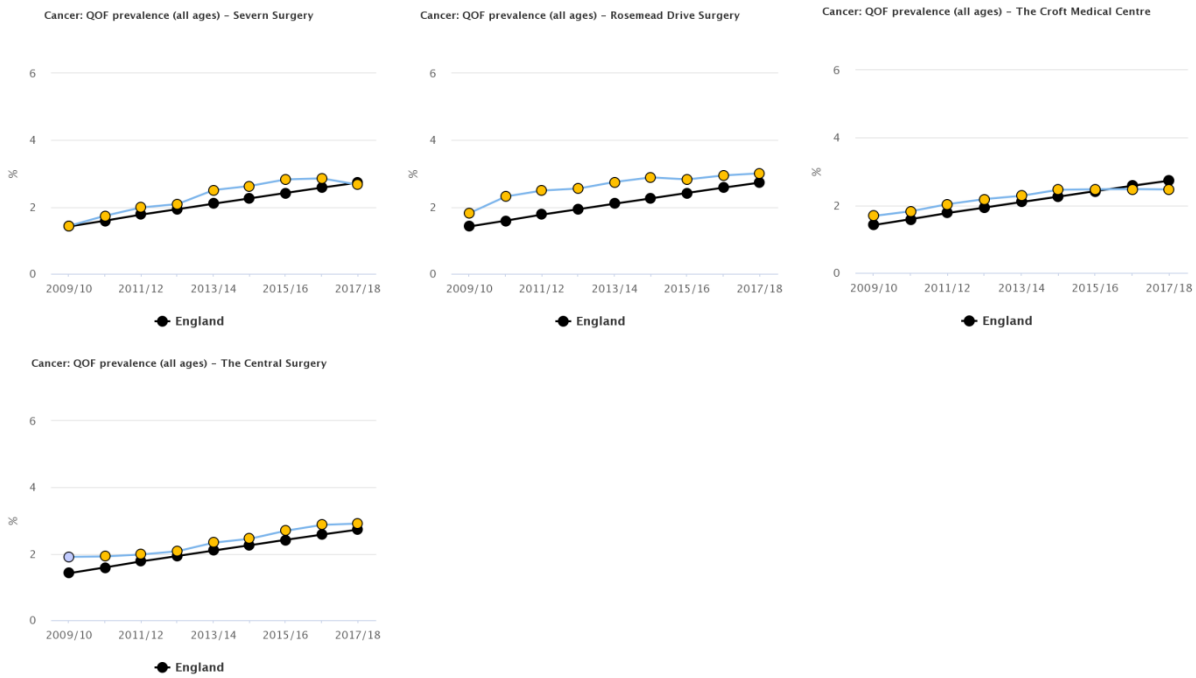


### 5.1.2. Cancer prevalence

Figure 13 examines the percentage of patients with cancer, as recorded on each GP practice disease registers (register of patients with a diagnosis of cancer excluding non-melanotic skin cancers from 1 April 2003). It shows both nationally and locally, the trend in cancer prevalence is increasing. Bushloe Surgery, situation in Wigston, is the only practice in the borough that has continued to have a significantly higher prevalence than the national average. All other practices in the borough have performed similar to the national prevalence over the last eight years.

**Figure 13: Cancer QOF prevalence (all ages) in Oadby & Wigston General Practices**





### 5.1.3. Cancer incidence

Between 2011– 2015, Wigston had a Standardised Incidence Ratio (SIR) of 98.7 for all cancer incidence which was similar to the national average. Oadby performed significantly better (lower) than the national average.

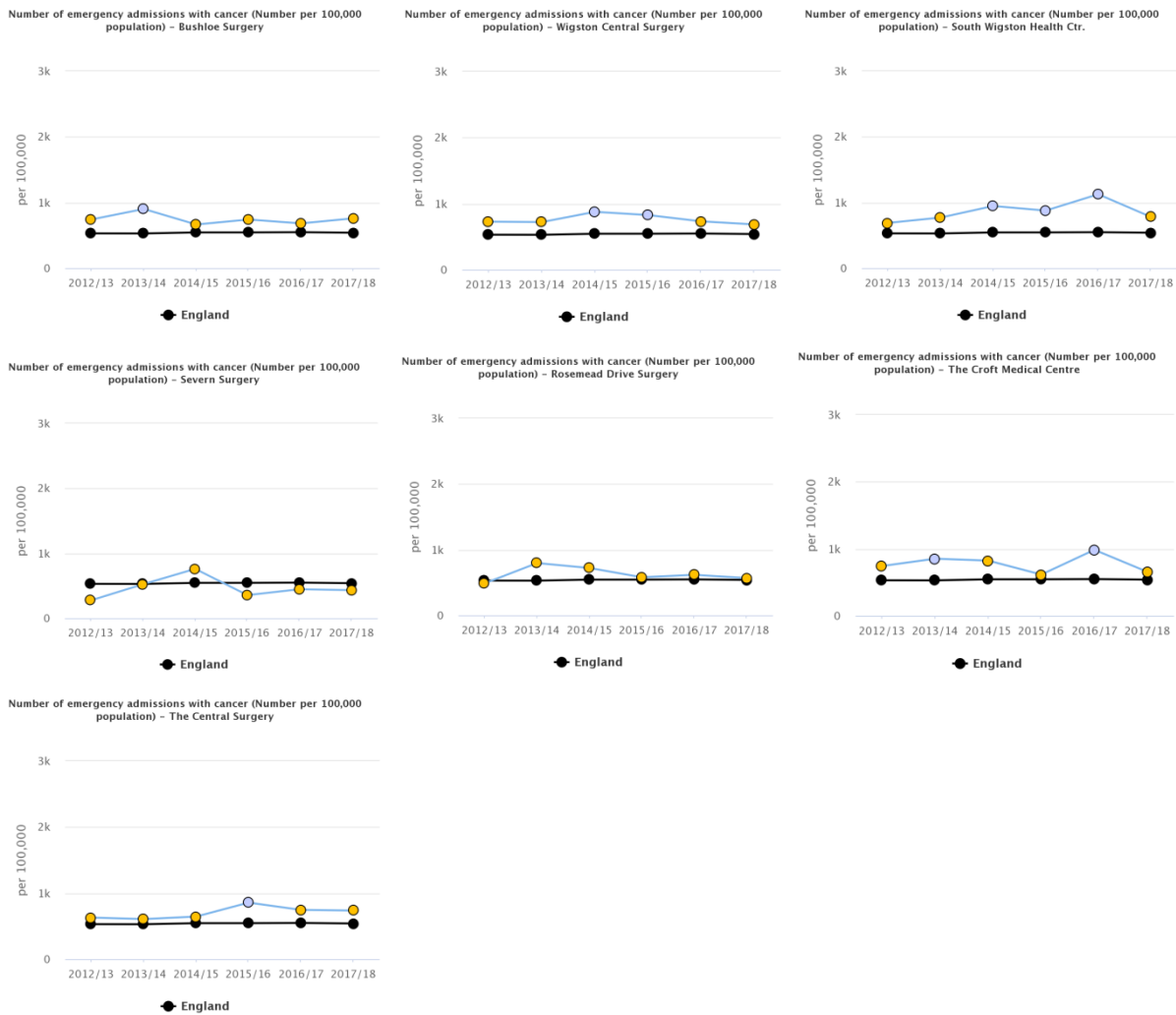
#### 5.1.3.1. Lung cancer incidence

Between 2011– 2015, Wigston had a similar SIR of 106.5 for lung cancer incidence compared to the national average. Oadby performed significantly better (lower) than the national average with a SIR of 64.9.

### 5.1.4. Emergency admissions with cancer

Figure 14 examines the trend in the crude rate of inpatient or day-case emergency admissions with a diagnostic code that includes cancer by GP practice in the borough. Although three of highest four latest rates in the borough are from the Wigston practices, examining statistical significance compared to the national average shows no consistent trend over time exists in all GP practices in Oadby & Wigston.

**Figure 14: Rate of emergency admissions with cancer (Number per 100,000 registered population)**

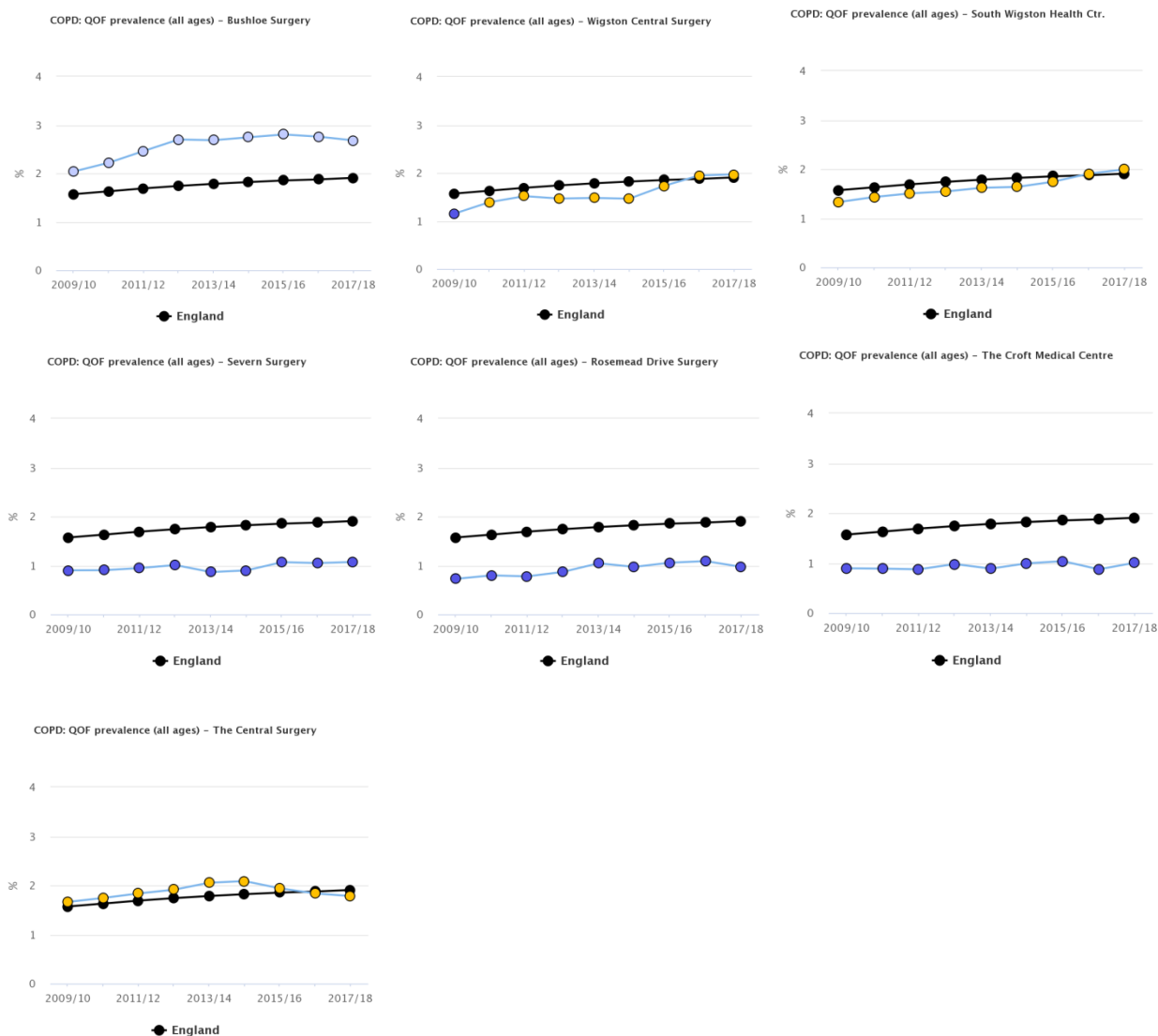


## 5.2. Chronic Obstructive Pulmonary Disease (COPD)

### 5.2.1. COPD Prevalence

Chronic Obstructive Pulmonary Disease (COPD) is a common disabling condition with a high mortality. The most effective treatment is smoking cessation. Figure 15 examines the trend in the percentage of patients with COPD, as recorded on each GP practice disease registers. It shows the trend in COPD prevalence is increasing for all practices in Oadby and Wigston, apart from The Central Surgery, where the prevalence has been declining for the past three years. Bushloe Surgery, situation in Wigston, is the only practice in the borough that has a significantly higher prevalence than the national average since the recording (in 2009/10). Three practices in Oadby have continued to perform significantly lower than the national prevalence since 2009/10.

**Figure 15: COPD QOF prevalence (all ages) in Oadby & Wigston General Practices**



**5.2.2. Emergency hospital admissions for COPD**

Between 2013/14 – 2015/16, Wigston had a significantly worse (higher) Standardised Admission Ratio (SAR) of 117.8 for emergency hospital admissions for COPD compared to the national average. Oadby performed significantly better (lower) than the national average in this time period.

**5.3. Hip and knee replacements (planned)**

Between 2011/12 – 2015/16, Wigston had a similar SAR of 96.5 for elective hospital admissions for hip replacement compared to the national average. Oadby performed significantly better (lower) the national average.

Between 2011/12 – 2015/16, Wigston had a significantly worse (higher) SAR of 114.4 for elective hospital admissions for knee replacement compared to the national average. Oadby performs similar to the national average.

## **6. Wider Determinants of Health**

### **6.1. Education**

Examining the available education indicators shows that Oadby performs better than Wigston with regards to this subject area. In 2013/14, the percentage of children in Wigston with a good level of development (including communication, language, physical development, literacy, maths, personal, social and emotional development) was 48.4%, this was significantly worse than the national average of 60.4%. In Oadby, the figure was 65.5%, which was similar to the national average. In the same time period, the percentage of children achieving GCSEs (5A\*-C inc. English and Maths) in Oadby and Wigston was 58.5%. When broken down by area, Wigston (46.7%) performed significantly worse than the national average (56.6%) for GCSE achievement, whereas Oadby (74.4%) performed significantly better than the national average. At a county level, Leicestershire performs similar to the national average with 57.7% of pupils achieving GCSEs (5A\*-C inc. English and Maths).

### **6.2. Provision of unpaid care**

As the population ages, the provision of unpaid care is becoming increasingly common. The 2011 Census reported that 10.9% of the population of Leicestershire, 11.5% of the population in Oadby and 11.1% of the population in Wigston reported they were providing at least one hour per week of unpaid care. All areas are significantly worse (higher) than the national average of 10.2%. However in Wigston a higher proportion of the population (2.6%) reported providing 50 hours or more unpaid care per week compared to Oadby (2.1%). This proportion in Oadby was significantly better (lower) than the England average (2.4%) whereas Wigston performed significantly worse (higher) than the national average (2.4%). In Leicestershire, 2.2% of the population reported providing 50 hours or more unpaid care per week, this is significantly better (lower) than the national average.

### **6.3. Health Status**

As part of the 2011 Census, data was collected regarding people's health status and whether it was very bad or bad or very bad (combined). In Leicestershire, 4.3% of the population stated their health was very bad or bad, this is significantly better (lower) than the national average (4.3%). In Wigston a higher percentage of the population (5.4%) stated their health was bad or very bad compared to Oadby (4.0%). The same pattern is true when examining very bad health status only at 1.3% and 0.8% of the population respectively. For both indicators, Wigston performed similar to the national average while Oadby performed significantly better (lower) than the national average.

The 2011 Census reported a higher percentage of the population were limited because of health or disability problems in Wigston (18.8%) compared to Oadby (15.3%). Wigston performed significantly worse (higher) than the national average (17.6%) whereas Oadby performed significantly better (lower) than the national average. At a Leicestershire level, the percentage of the population limited because of health or disability problems was 16.2%, also significantly better (lower) than the national

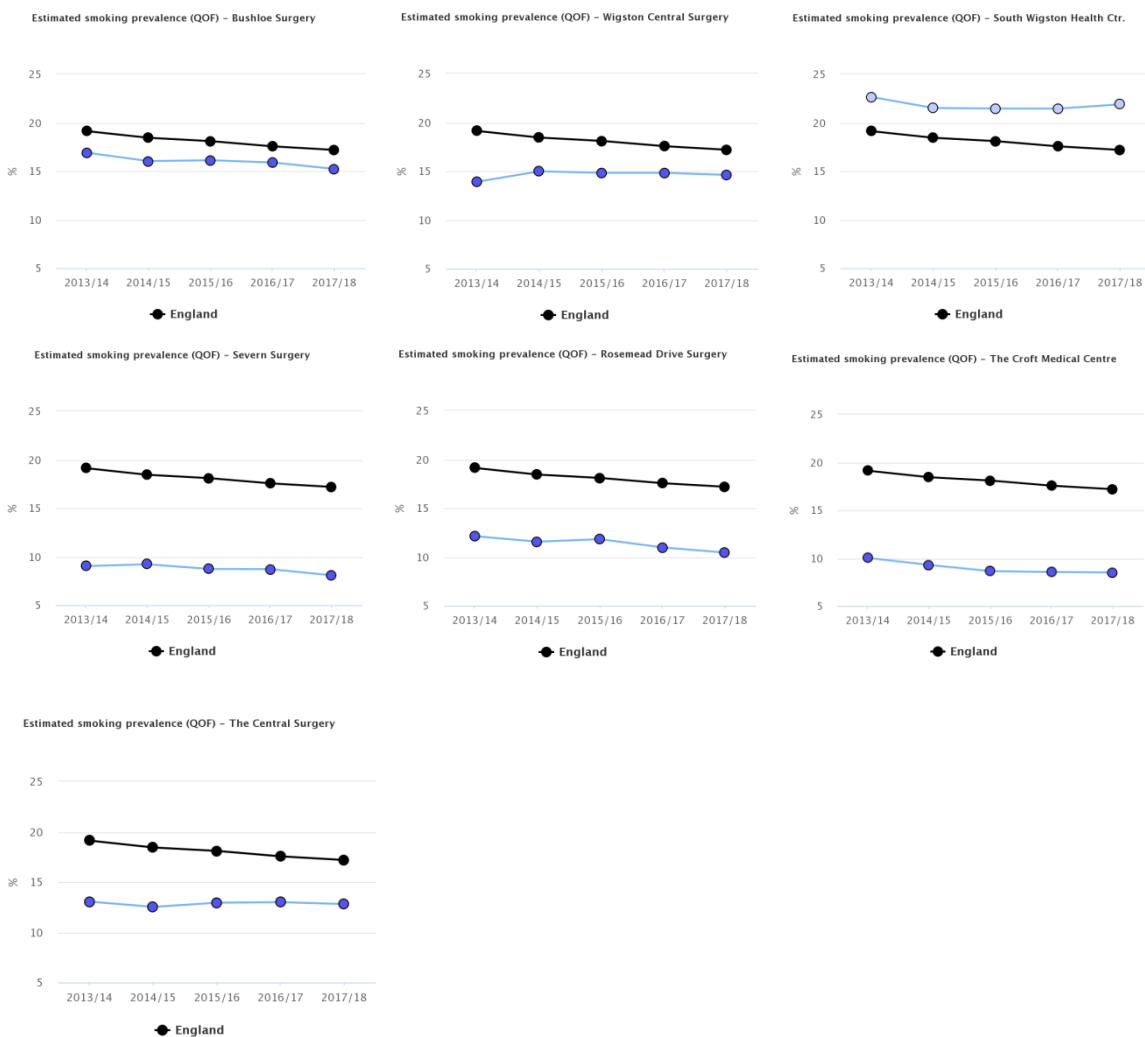
average.

## 6.4. Lifestyle behaviours

### 6.4.1. Smoking

Figure 16 examines the smoking prevalence from QOF as the proportion of patients recorded as smokers on GP practice disease registers. South Wigston Health Centre has the highest smoking prevalence out of all practices in ELR CCG and is the only practice in the borough that has continued to perform significantly higher than the national average. All other GP practices have performed significantly lower than the national average. Over time, nationally the smoking prevalence is declining, a pattern which is largely reflected in the GP practices in the borough, apart from South Wigston Health Centre and The Central Surgery where the prevalence appears to have stabilised.

**Figure 16: Estimated QOF smoking prevalence (aged 15+) in Oadby & Wigston General Practices**



### **6.4.2. Obesity**

Estimates from Middle Super Output Area (MSOA) level data in 2006-2008 showed the population aged 16 years and above who were regarded as obese (with a body mass index of 30 or more) was 23.7% in Oadby and Wigston. Examining this indicator by each area showed 27.1% of the population (7,363 adults) were obese in Wigston, higher than Oadby where 19.0% of the population (3,632 adults) were obese. Wigston performed similar to the national average (24.1%) whereas Oadby performed significantly better (lower) than the national average. At a county level, almost a fifth (24.3%) of residents in Leicestershire were classified as obese adults, similar to the national percentage.

### **6.4.3. Drinkers**

Binge drinking is a significant public health problem in the UK and is associated with a wide range of health problems. Estimates from Middle Super Output Area (MSOA) level data in 2006-2008 showed almost a fifth (19.2%) of adults in Leicestershire were binge drinkers. This is similar to the national percentage (20.0%). In Wigston had almost a fifth (18.2%) of its adult (16 years and above) population were classified as binge drinkers compared to 11.7% in Oadby. For this indicator, Wigston performed similar to the national average (20.0%) whereas Oadby performed significantly better (lower) than the national average.

#### **6.4.3.1. Hospital admissions for alcohol related harm**

Between 2013/14 – 2015/16, Wigston had a similar Standardised Admission Ratio (SAR) of 105.7 for hospital stays for alcohol related harm compared to the national average. Oadby and Leicestershire as a whole performed significantly better (lower) than the national average.

## **7. Access to Services**

### **7.1. General Practice**

There are four General Practices situated in Oadby and three practices situated in Wigston. These are:

- C82048 - Rosemead Drive Surgery, Oadby
- C82021 - The Central Surgery, Oadby
- C82067 - The Croft Medical Centre, Oadby
- C82112 - Severn Surgery, Oadby
- C82013 - Bushloe Surgery, Wigston
- C82079 - South Wigston Health Ctr., Wigston
- C82071 - Wigston Central Surgery, Wigston

The GP Practice Profile for each of these practices can be found in the Appendix.

## **7.2. A&E attendances**

Examining the trend in A&E attendances by GP practice between April 2016 to September 2018 shows all GP practices in Oadby have an A&E attendance rate lower than the Oadby and Wigston average, whereas all GP practices in Wigston have an A&E attendance rate higher than the Oadby and Wigston average.

### **7.2.1. A&E attendances in the under 5s**

Between 2013/14 – 2015/16, Leicestershire had a significantly better (lower) rate of A&E attendances of 0-4 year olds compared to the national rate. However, both Oadby and Wigston had a significantly worse (higher) rate of A&E attendances of 0-4 year olds compared to the national rate. When comparing the two areas, in Wigston the rate was 740.2 per 1,000 population aged 0-4 years, higher than the rate in Oadby of 626.5 per 1,000 population aged 0-4 years. The national rate was 551.6 per 1,000 population aged 0-4 years.

## **7.3. Emergency hospital admissions**

Examining the trend in emergency hospital admissions by GP practice between April 2016 to September 2018 found that the two highest rates of emergency admissions in the borough were found in GP practices in Wigston and the two lowest rates were seen in GP practices in Oadby.

Between 2013/14 – 2015/16, Wigston had a similar SAR of 101.1 for emergency hospital admissions for all causes compared to the national average. Oadby and Leicestershire as a whole performed significantly better (lower) than the national average.

## **8. Conclusion and Recommendations**

- Commissioners and providers should be aware of the high level of inequality throughout the Oadby and Wigston district and raise awareness of the relative invisibility of this statistic to colleagues.
- Oadby and Wigston Health and Wellbeing Board and CCG to support the ongoing partnership work to increase the life expectancy of residents living in the most deprived quintile of the borough.
- LCC Public Health department to consider how uptake of key prevention services (including NHS health checks and the Stop Smoking Service) can be improved by residents of Wigston.
- To review the equity of access and resource to health services for Oadby and Wigston residents and ensure health budgets are aligned to these findings.
- Arrange a half day workshop in February/March 2019 for all wider health partners of Oadby & Wigston to attend. Feedback from all partners will be sought and a tangible action plan will be

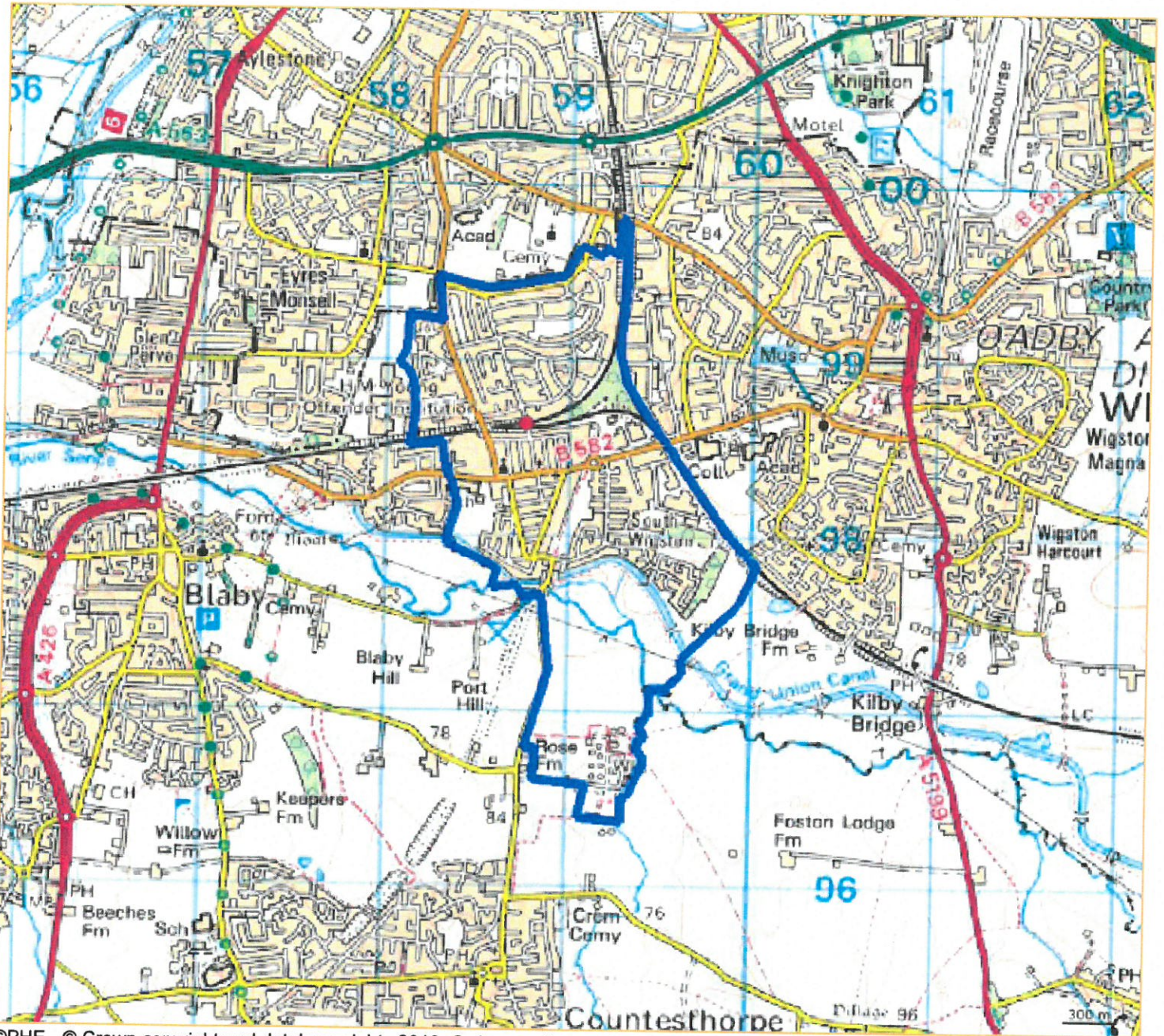


drafted from the findings of this event.



Report - Ward: South Wigston (Ward 2018)

Presentation map



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Report - Ward: South Wigston (Ward 2018)

Ethnicity & Language

Ethnicity & Language indicators, 2011, numbers

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	468	15,159	55,722	7,731,314
Population whose ethnicity is not 'White UK'	643	16,536	72,057	10,733,220
Population who cannot speak English well or at all	44	823	4,426	843,845

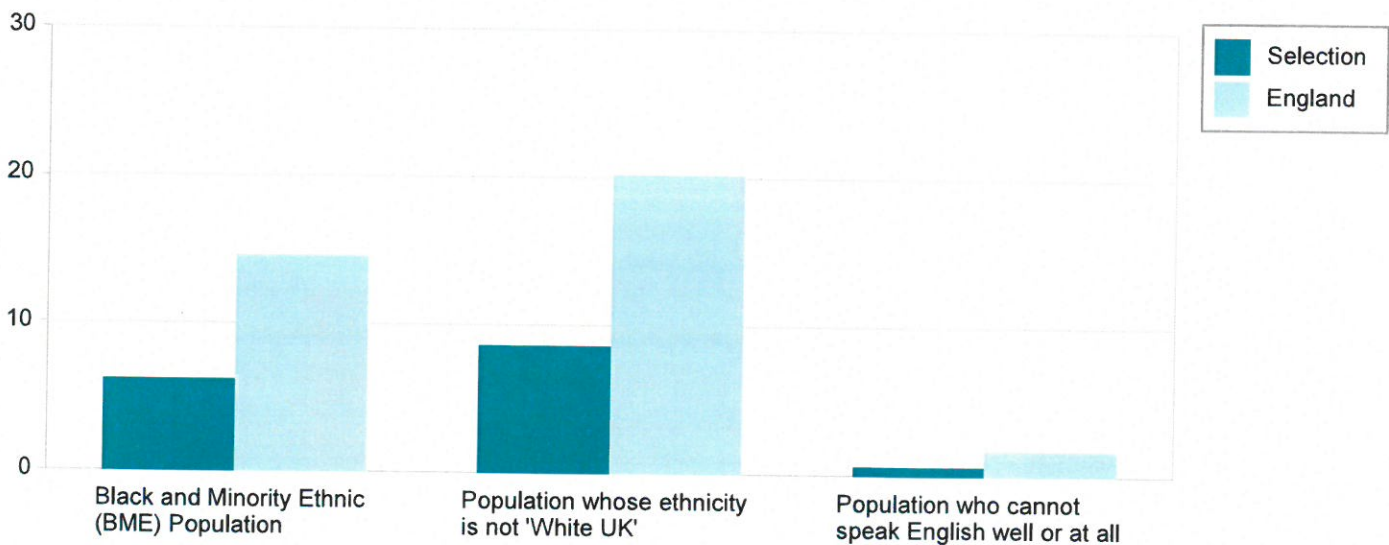
Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	6.2	27	8.6	14.6
Population whose ethnicity is not 'White UK'	8.6	29.4	11.1	20.2
Population who cannot speak English well or at all	0.6	1.5	0.7	1.7

Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %, Selection



Source: ONS Census, 2011



Report - Ward: South Wigston (Ward 2018)

Child Development and Education

Child development and education indicators, numbers

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
A good level of development at age 5, 2013/14	44	330	4,166	387,000
Achieving 5A*-C (inc Eng & Maths) GCSE, 2013/14	24	366	4,020	315,795

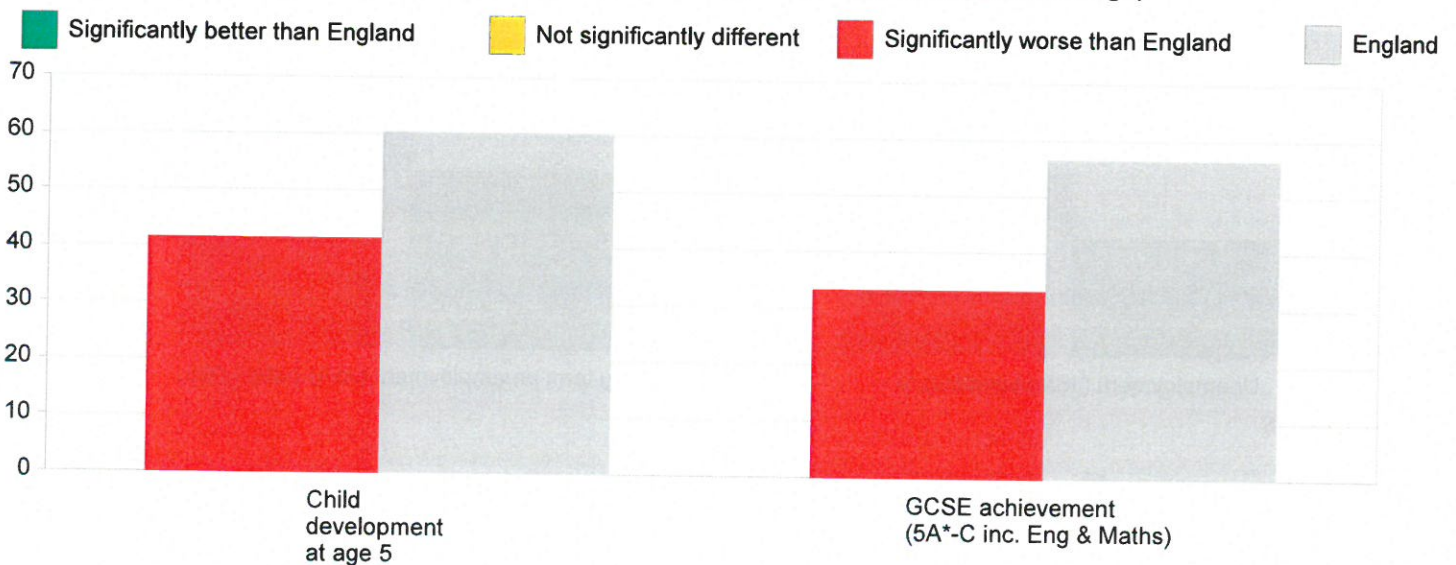
Source: Public Health England, ONS, DfE

Child development and education indicators, values (estimated from MSOA level data)

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Child development at age 5	41.5	54.8	57.9	60.4
GCSE achievement (5A*-C inc. Eng & Maths)	33.3	58.8	57.7	56.6

Source: Public Health England, ONS, DfE

Child development and education indicators, Selection (comparing to England average)



Source: Public Health England, ONS, DfE



Report - Ward: South Wigston (Ward 2018)

Long-term health conditions and morbidity

Long-term health conditions and morbidity, 2011 and 2012, numbers

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long term illness or disability, 2011	1,439	9,721	105,423	9,352,586
Back pain prevalence, 2012	17.4	17.4	17.5	16.9
Severe back pain prevalence, 2012	11.2	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

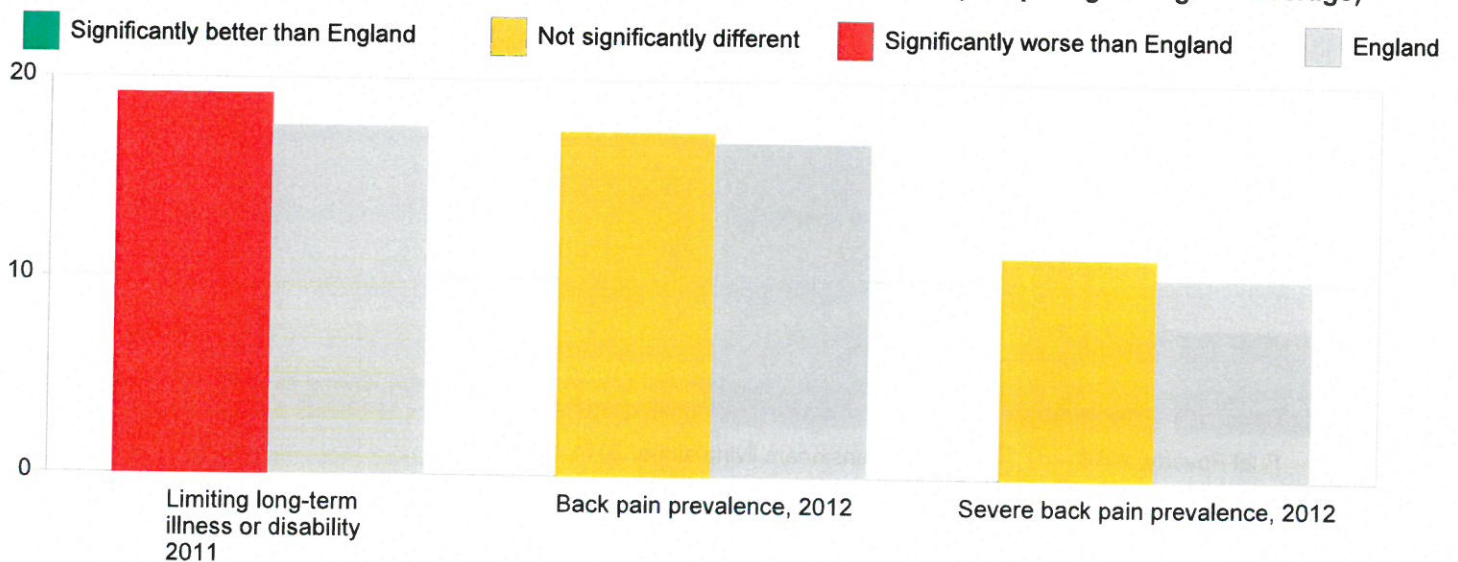
Long-term health conditions and morbidity, 2011 and 2012, %

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long-term illness or disability 2011	19.2	17.3	16.2	17.6
Back pain prevalence, 2012	17.4	17.4	17.5	16.9
Severe back pain prevalence, 2012	11.2	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

Long-term health conditions and morbidity, 2011 and 2012, %, Selection (comparing to England average)



Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas



Report - Ward: South Wigston (Ward 2018)

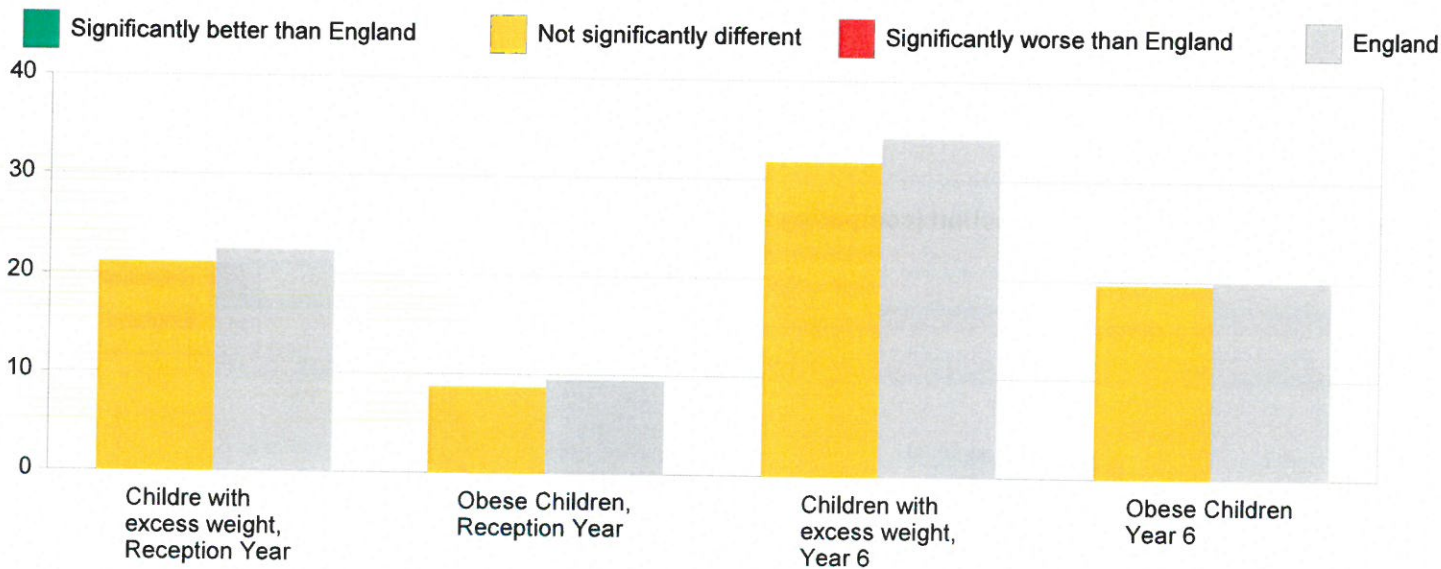
Children's Weight (NCMP)

Children's weight indicators, 2015/16-2017/18, %

indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Childre with excess weight, Reception Year	21.1	18	21.9	22.4
Obese Children, Reception Year	8.7	8.1	8.7	9.5
Children with excess weight, Year 6	31.8	32.6	31.2	34.2
Obese Children Year 6	19.6	18.9	17	20

Source: National Child Measurement Programme, NHS Digital © 2018

Children's weight indicators, %, Selection (comparing to England average)



Source: National Child Measurement Programme, NHS Digital © 2018



Report - Ward: South Wigston (Ward 2018)

Emergency hospital admissions

Emergency Hospital Admissions, numbers, 2013/14 to 2017/18 (estimated from MSOA level data)

Table with 5 columns: Indicator, South Wigston (Ward 2018), Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), and England. Rows include all causes, CHD, stroke, MI, and COPD.

Source: Public Health England, NHS Digital © Copyright 2018

\* CHD: Coronary Heart Disease; MI: Myocardial Infarction (heart attack); COPD: Chronic Obstructive Pulmonary Disease

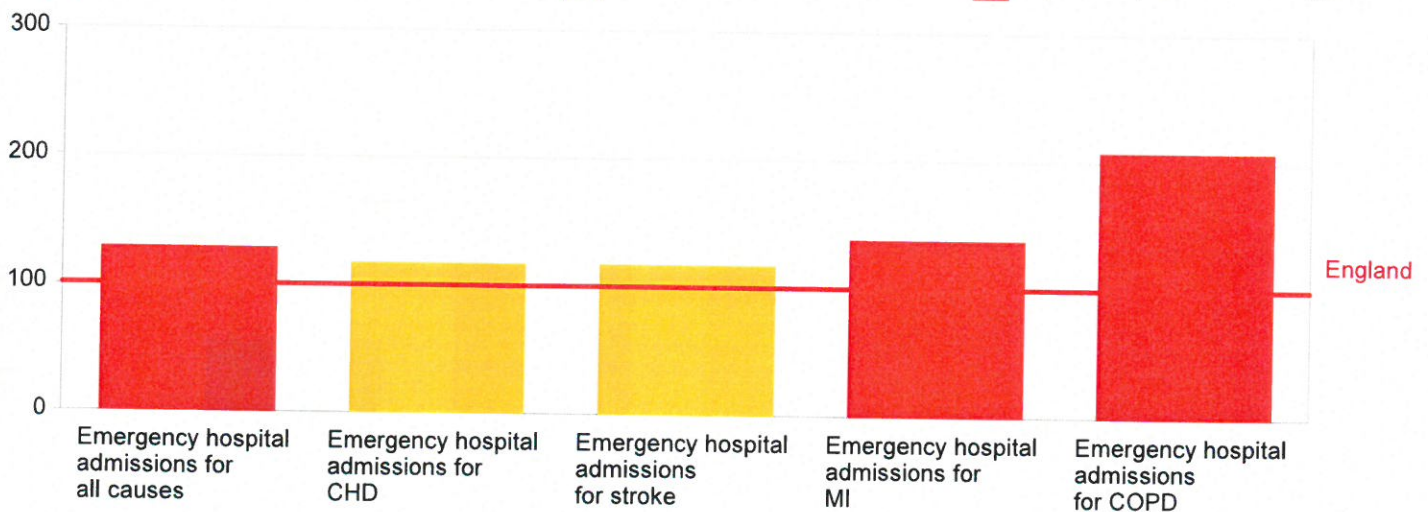
Emergency Hospital Admissions, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA data)

Table with 5 columns: Indicator, South Wigston (Ward 2018), Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), and England. Rows include all causes, CHD, stroke, MI, and COPD.

Source: Public Health England, NHS Digital © Copyright 2018

Emergency Hospital admissions, SAR, 2013/14 to 2017/18 , Selection (comparing to England average)

Legend: Green for Significantly better than England, Yellow for Not significantly different, Red for Significantly worse than England



Source: Public Health England, NHS Digital © Copyright 2018



Report - Ward: South Wigston (Ward 2018)

Hospital admissions - harm and injury

\*Hospital admissions - harm and injury, numbers, 2013/14 to 2017/18

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Hospital stays for self harm	79	375	4,469	531,468
Hospital stays for alcohol related harm (N*)	254	1,712	19,638	1,659,677
Hospital stays for alcohol related harm (B*)	838	5,699	59,148	5,529,516
Emergency admissions for hip fracture aged 65+	56	385	3,864	//

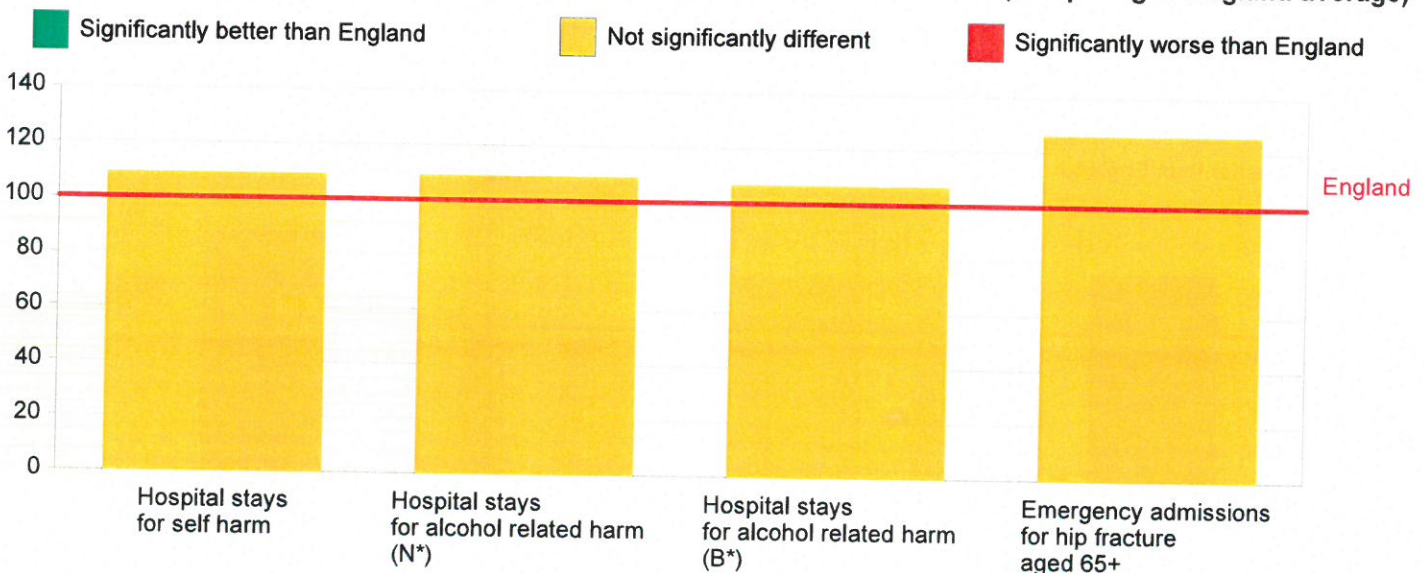
Source: Public Health England, NHS Digital © Copyright 2018  
 N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA)

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Hospital stays for self harm	108.9	67.9	69.3	100
Hospital stays for alcohol related harm (N*)	109	96.7	92.4	100
Hospital stays for alcohol related harm (B*)	106.7	93.1	81.3	100
Emergency admissions for hip fracture aged 65+	126.1	99.5	100	//

Source: Public Health England, NHS Digital © Copyright 2018  
 N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, SAR, 2013/14 to 2017/18, Selection (comparing to England average)



Source: Public Health England, NHS Digital © Copyright 2018  
 N\* = Narrow definition, B\* = Broad definition

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Report - Ward: South Wigston (Ward 2018)

Mortality and causes of death - premature mortality

Causes of deaths - premature mortality, numbers, 2013 - 2017

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	131	744	8,824	768,760
All cancer, aged under 75	58	318	3,812	312,344
All circulatory disease, aged under 75	36	172	1,939	167,452

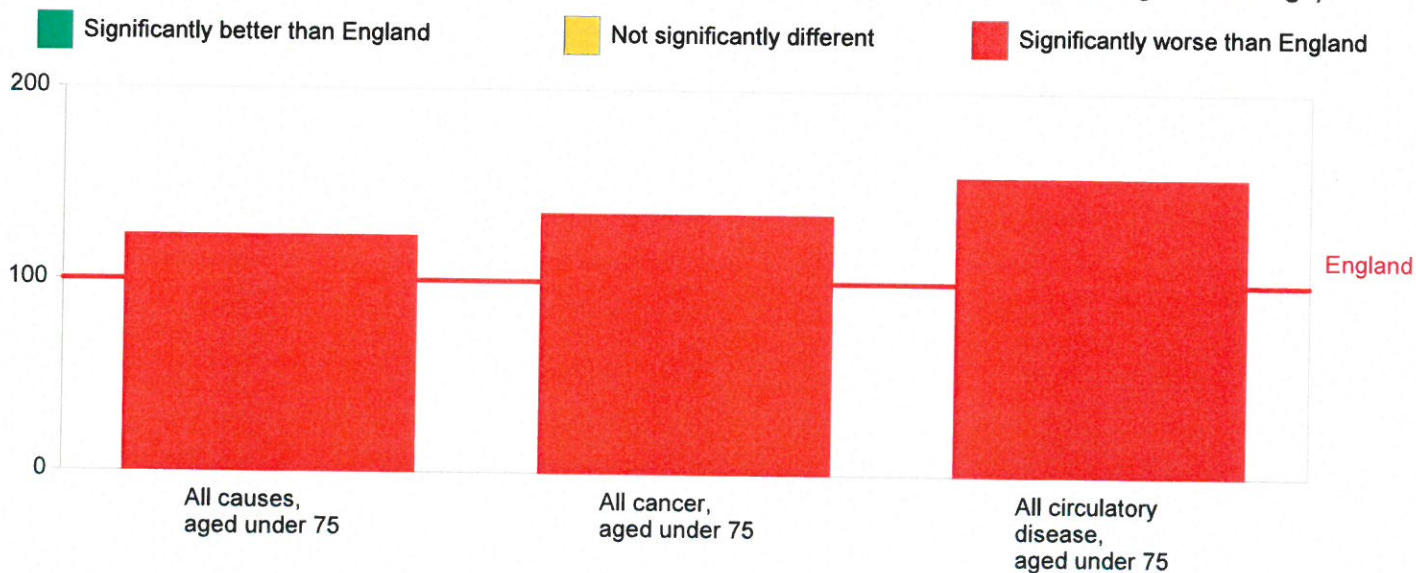
Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - premature mortality, Standardised Mortality Ratios (SMR), 2013 - 2017

Indicator	South Wigston (Ward 2018)	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	123.4	90	85.1	100
All cancer, aged under 75	135.7	93.6	89.2	100
All circulatory disease, aged under 75	155.8	94.4	84.8	100

Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - premature mortality, SMR, 2013 - 2017, Selection (comparing to England average)



Source: Public Health England, produced from ONS data Copyright © 2018

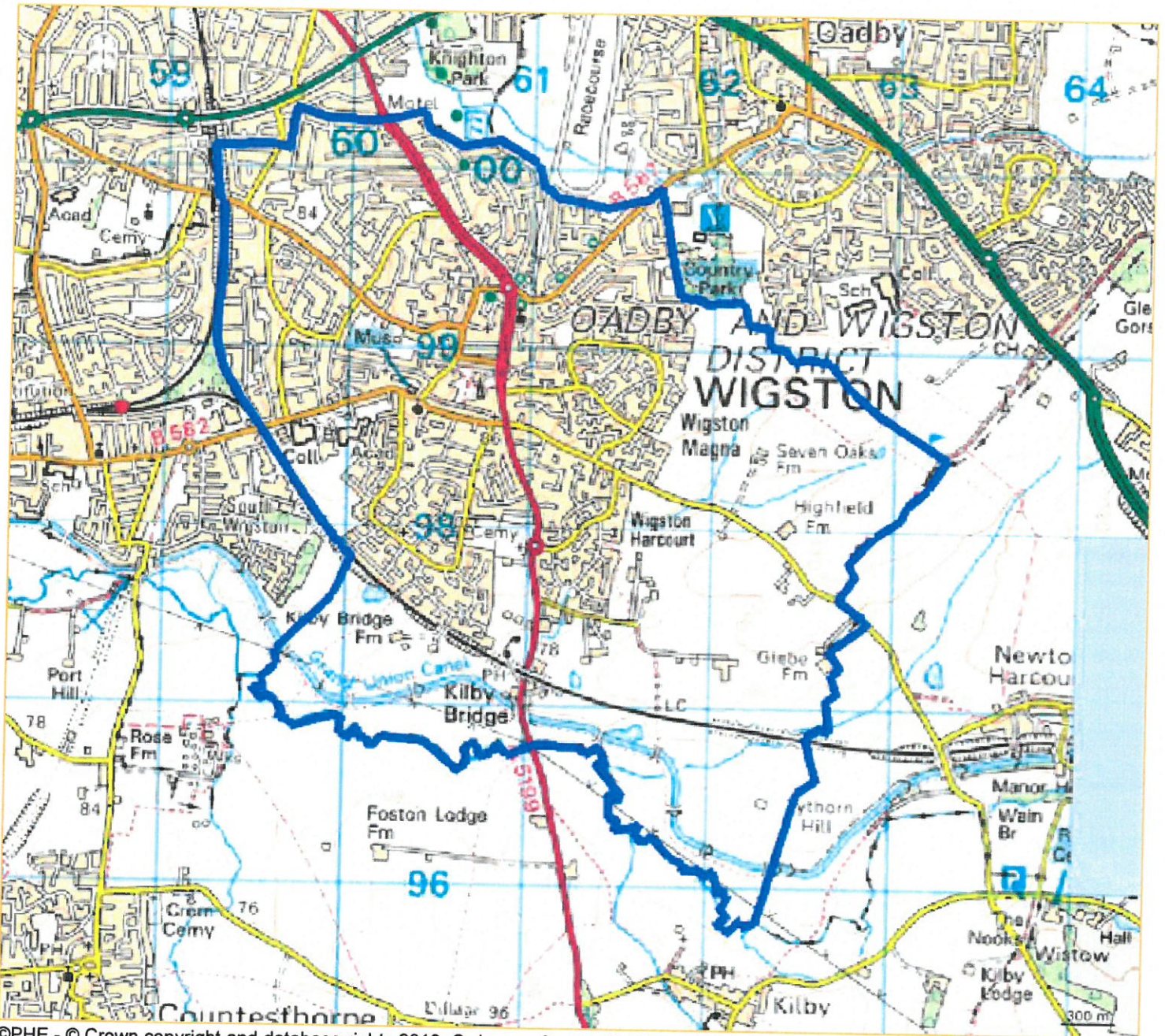
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Report - Ward: Wigston (excluding South)

Presentation map



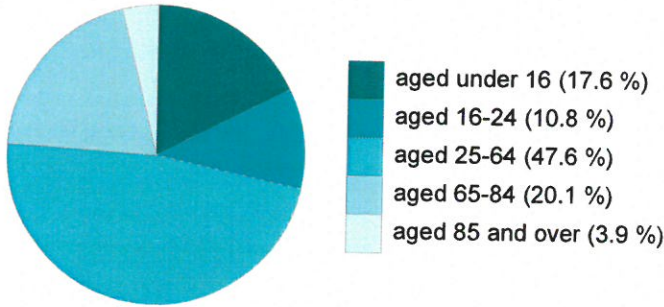
©PHE - © Crown copyright and database rights 2019, Ordnance Survey 100016969 - ONS © Crown Copyright 2018



Report - Ward: Wigston (excluding South)

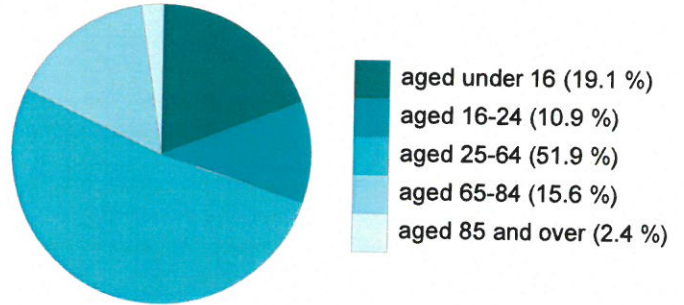
Population

Population by age group, 2017  
Your selection



Source: ONS © Crown copyright 2018 - total: 24,571

Population by age group, 2017  
England



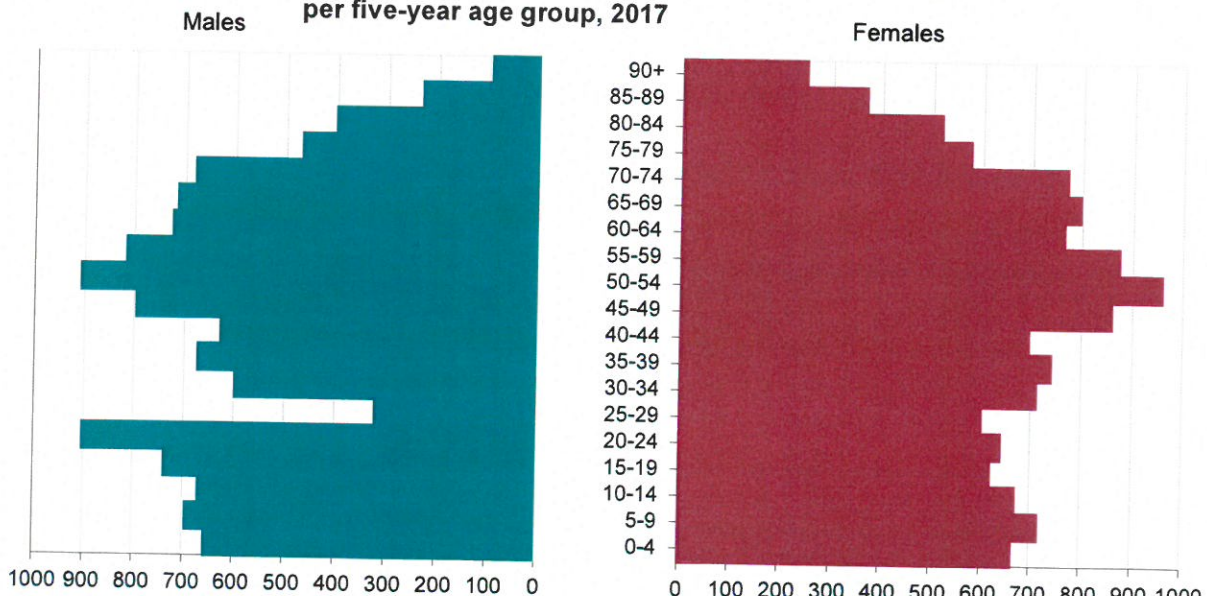
Source: ONS © Crown copyright 2018

Population by age group, 2017 numbers

Ages	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
aged under 16	4,332	10,140	122,936	10,637,971
aged 16-24	2,659	8,156	78,206	6,057,265
aged 25-64	11,690	26,663	349,802	28,893,684
aged 65-84	4,941	10,141	121,291	8,678,455
aged 85 and over	949	1,935	17,977	1,352,056
Total	24,571	57,035	690,212	55,619,432

Source: ONS © Crown copyright 2018

Age pyramid for selection: male and female numbers per five-year age group, 2017



Source: ONS © Crown Copyright 2018



Report - Ward: Wigston (excluding South)

Ethnicity & Language

Ethnicity & Language indicators, 2011, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	3,367	15,159	55,722	7,731,314
Population whose ethnicity is not 'White UK'	3,940	16,536	72,057	10,733,220
Population who cannot speak English well or at all	191	823	4,426	843,845

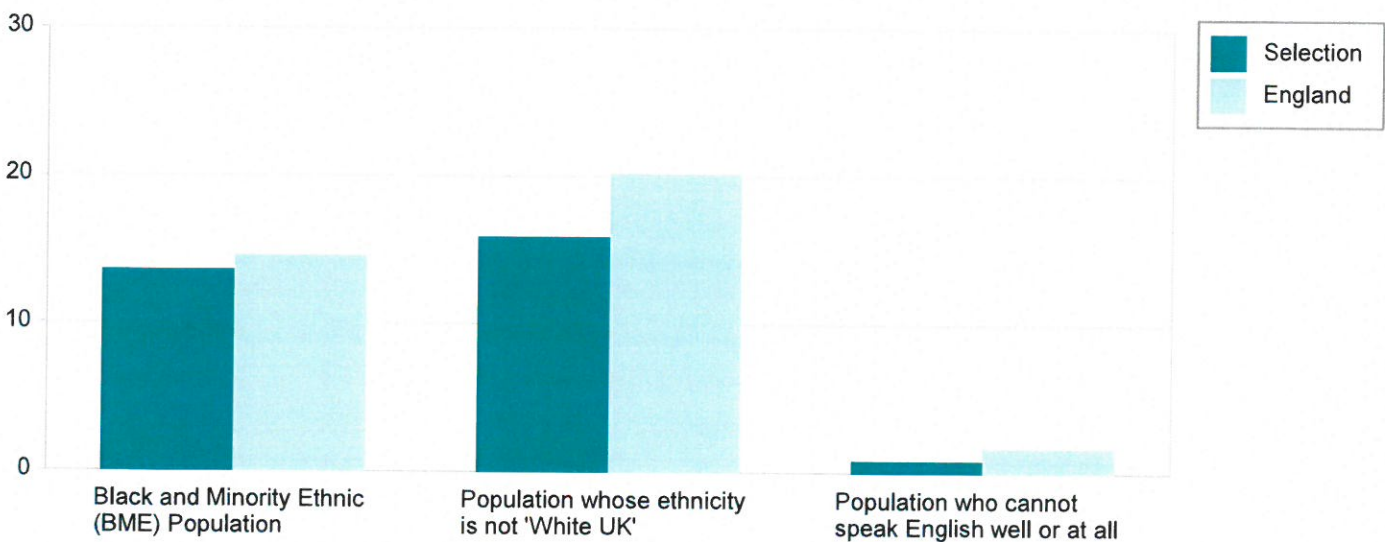
Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	13.6	27	8.6	14.6
Population whose ethnicity is not 'White UK'	15.9	29.4	11.1	20.2
Population who cannot speak English well or at all	0.8	1.5	0.7	1.7

Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %, Selection



Source: ONS Census, 2011



Report - Ward: Wigston (excluding South)

Deprivation

Indices of Deprivation, 2015, Score

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
IMD 2015 Score	//	13.1	12.5	21.8

Source: DCLG © Copyright 2015. Please see metadata for further guidance on how to interpret IMD score

Indices of Deprivation, 2015, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
People living in means tested benefit households	2,576	5,548	59,295	7,790,220
Children living in income deprived households	633	1,297	14,114	2,016,120
People aged 60+ living in pension credit households	833	1,794	18,488	1,954,617

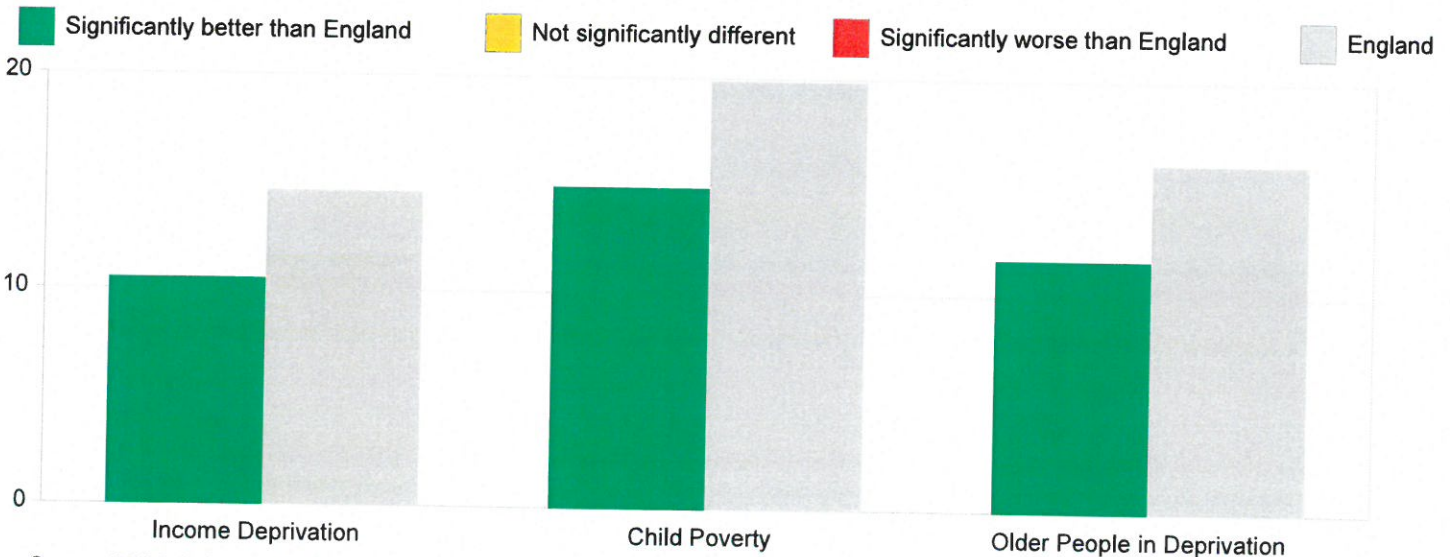
Source: DCLG © Copyright 2015

Indices of Deprivation, 2015, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Income Deprivation	10.5	9.9	9	14.6
Child Poverty	14.9	13.2	12	19.9
Older People in Deprivation	11.7	12.4	11.3	16.2

Source: DCLG © Copyright 2015

Indices of Deprivation, 2015, %, Selection (comparing to England average)



Source: DCLG © Copyright 2015



Report - Ward: Wigston (excluding South)

Child Development and Education

Child development and education indicators, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
A good level of development at age 5, 2013/14	134	330	4,166	387,000
Achieving 5A*-C (inc Eng & Maths) GCSE, 2013/14	139	366	4,020	315,795

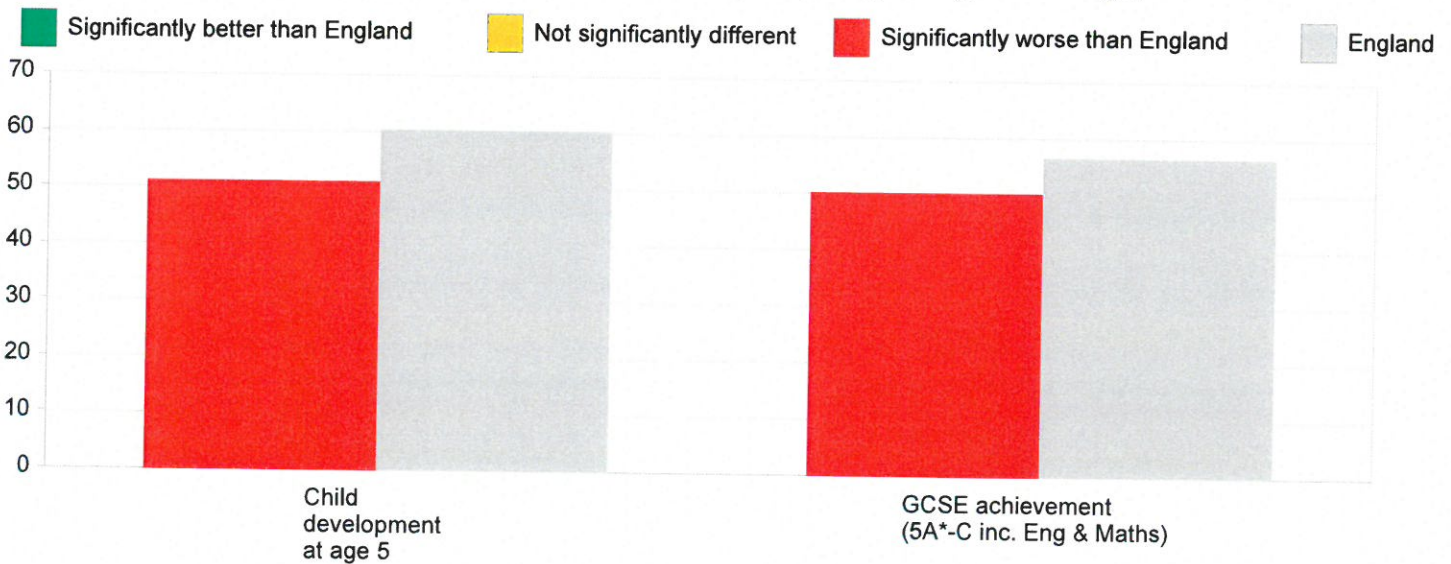
Source: Public Health England, ONS, DfE

Child development and education indicators, values (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Child development at age 5	51.1	54.8	57.9	60.4
GCSE achievement (5A*-C inc. Eng & Maths)	50.2	58.8	57.7	56.6

Source: Public Health England, ONS, DfE

Child development and education indicators, Selection (comparing to England average)



Source: Public Health England, ONS, DfE



Report - Ward: Wigston (excluding South)

Employment

Employment Indicators, numbers, 2017/18

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Claiming job seekers allowances*	116	278	3,880	665,871
Claiming job seekers allowances >1 year	16	36	458	124,616

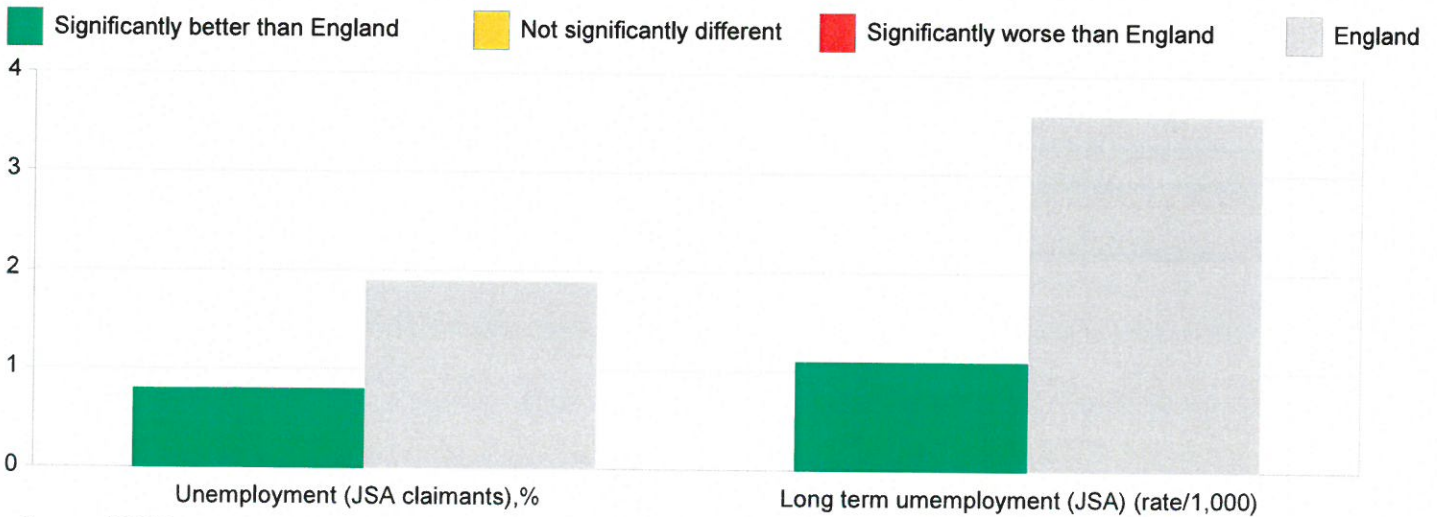
Source: NOMIS \*Monthly average

Employment Indicators, 2017/18, %

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Unemployment (JSA claimants), %	0.8	0.8	0.9	1.9
Long term unemployment (JSA) (rate/1,000)	1.1	1	1.1	3.6

Source: NOMIS \*Monthly average

Employment indicators, selection compared to England



Source: NOMIS



Report - Ward: Wigston (excluding South)

Long-term health conditions and morbidity

Long-term health conditions and morbidity, 2011 and 2012, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long term illness or disability, 2011	4,623	9,721	105,423	9,352,586
Back pain prevalence, 2012	//	17.4	17.5	16.9
Severe back pain prevalence, 2012	//	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

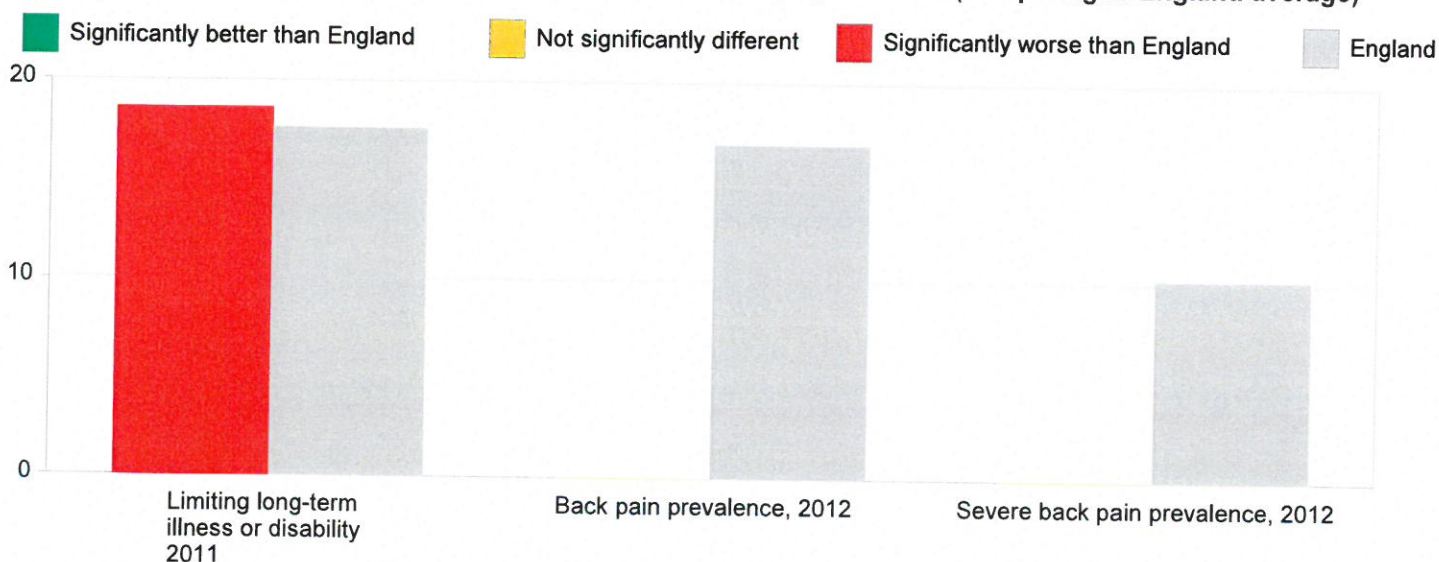
Long-term health conditions and morbidity, 2011 and 2012, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long-term illness or disability 2011	18.6	17.3	16.2	17.6
Back pain prevalence, 2012	//	17.4	17.5	16.9
Severe back pain prevalence, 2012	//	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

Long-term health conditions and morbidity, 2011 and 2012, %, Selection (comparing to England average)



Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas





Report - Ward: Wigston (excluding South)

Housing and Living Environment

Housing and living environment indicators, 2011 and 2016 numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Fuel Poverty, 2016	948	2,104	27,774	2,550,565
Pensioners living alone, 2011	1,472	3,031	33,126	2,725,596

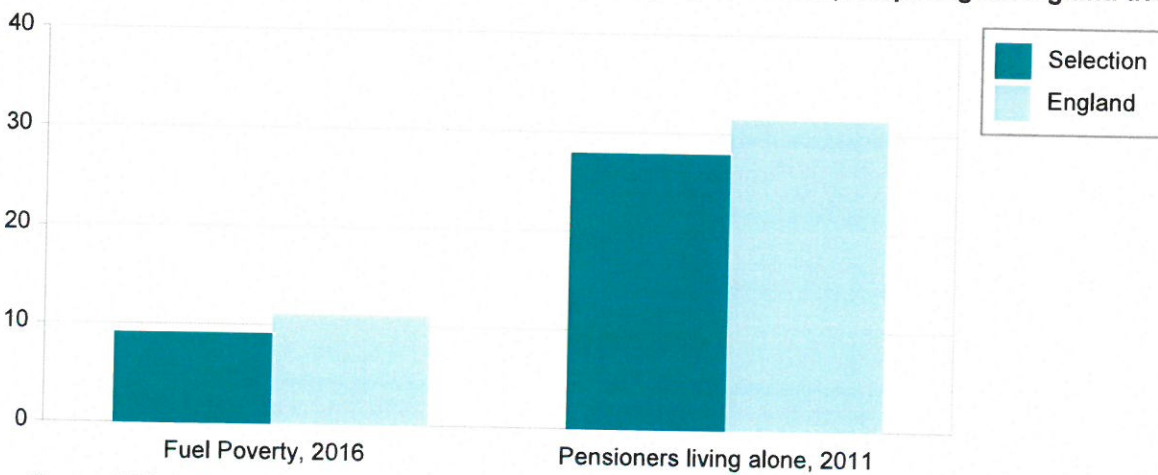
Source: ONS Census, 2011; Department of Energy and Climate Change, 2016

Housing and living environment indicators, 2011 and 2016, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Fuel Poverty, 2016	9.1	9.6	10.1	11.1
Pensioners living alone, 2011	27.9	27.8	28.7	31.5

Source: ONS Census, 2011; Department of Energy and Climate Change, 2016

Housing and living environment indicators, 2011, %, Selection (comparing to England average)



Source: ONS Census



Report - Ward: Wigston (excluding South)

Children's Weight (NCMP)

Children's weight indicators, 2015/16-2017/18, %

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Childre with excess weight, Reception Year	//	18	21.9	22.4
Obese Children, Reception Year	//	8.1	8.7	9.5
Children with excess weight, Year 6	//	32.6	31.2	34.2
Obese Children Year 6	//	18.9	17	20

Source: National Child Measurement Programme, NHS Digital © 2018

Children's weight indicators, %, Selection (comparing to England average)



Chart not available for valid data is missing

Source: National Child Measurement Programme, NHS Digital © 2018



Report - Ward: Wigston (excluding South)

Behavioural Risk Factors (modelled estimates)

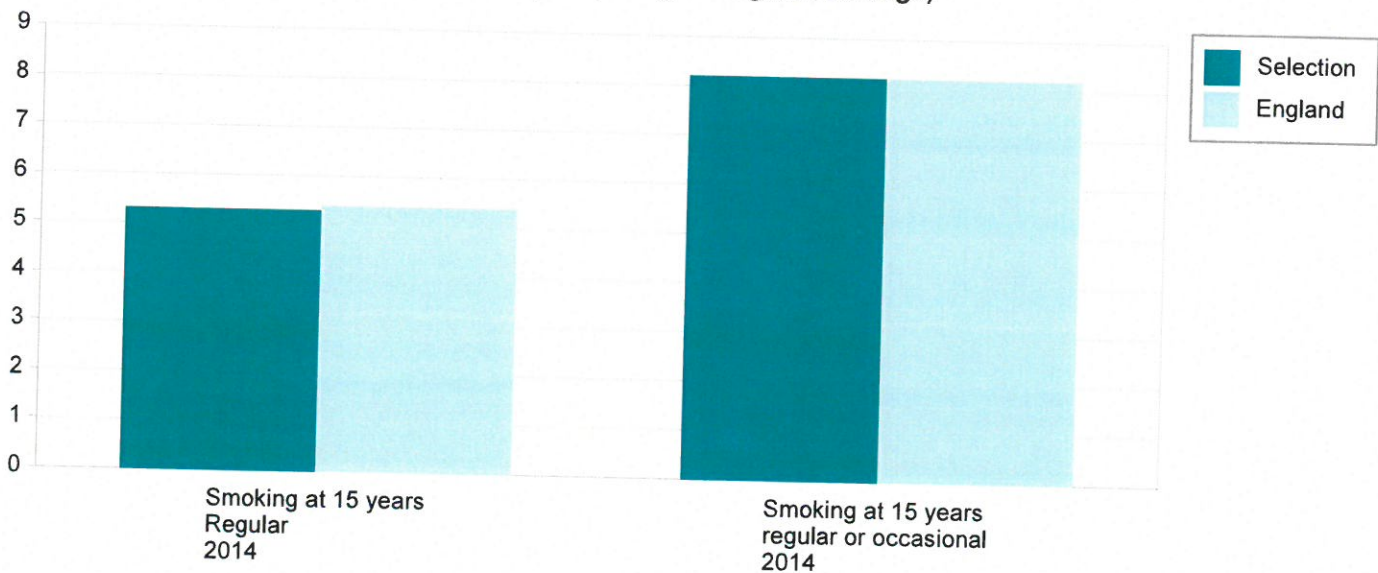
Behavioural Risk Factors, numbers (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Smoking at 15 years - Regular, 2014	14	30	338	33,180
Smoking at 15 years - regular or occasional, 2014	21	46	526	50,082

Behavioural Risk Factors, % (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Smoking at 15 years Regular 2014	5.3	4.5	4.5	5.4
Smoking at 15 years regular or occasional 2014	8.2	6.9	6.9	8.2

Behavioural Risk Factors, %, Selection (comparing to England average)





Report - Ward: Wigston (excluding South)

Emergency hospital admissions

Emergency Hospital Admissions, numbers, 2013/14 to 2017/18 (estimated from MSOA level data)

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include all causes, CHD\*, stroke, MI\*, and COPD\*.

Source: Public Health England, NHS Digital © Copyright 2018

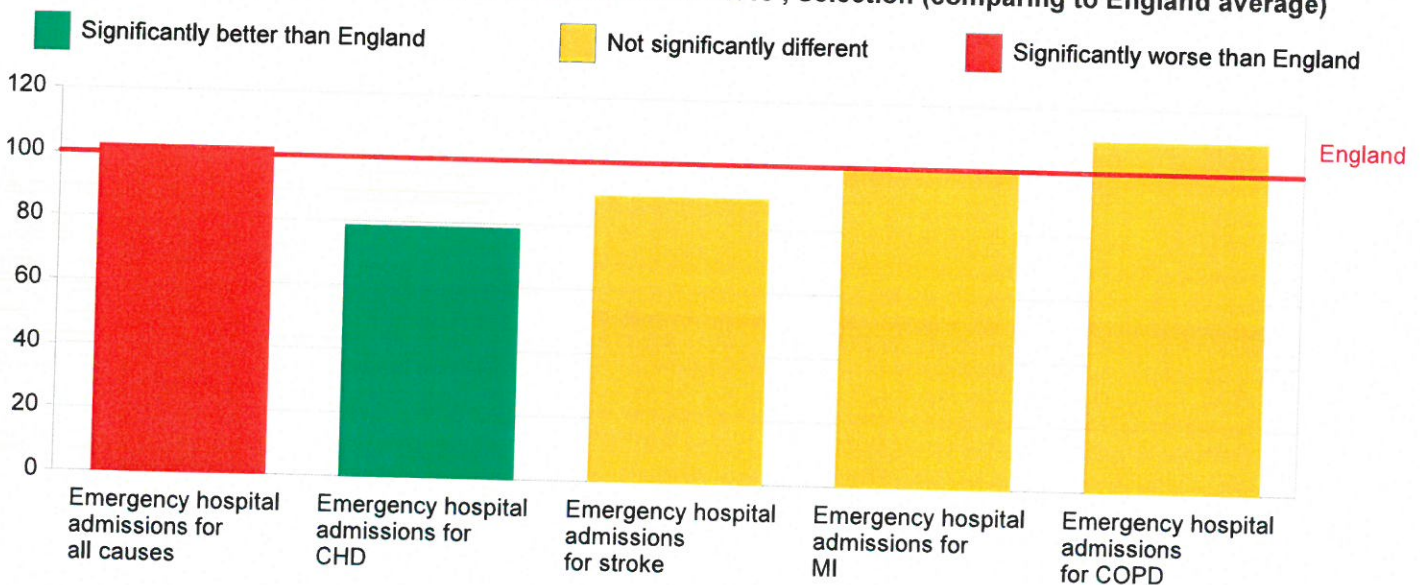
\*CHD: Coronary Heart Disease; MI: Myocardial Infarction (heart attack); COPD: Chronic Obstructive Pulmonary Disease

Emergency Hospital Admissions, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA data)

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include all causes, CHD, stroke, MI, and COPD.

Source: Public Health England, NHS Digital © Copyright 2018

Emergency Hospital admissions, SAR, 2013/14 to 2017/18, Selection (comparing to England average)



Source: Public Health England, NHS Digital © Copyright 2018



Report - Ward: Wigston (excluding South)

Cancer incidence

Cancer incidence, numbers, 2012-2016 (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All cancer	799	1,681	18,865	1,497,246
Breast cancer	128	280	3,059	225,546
Colorectal cancer	90	208	2,236	173,912
Lung cancer	107	210	2,097	189,310
Prostate cancer	91	177	2,265	201,770

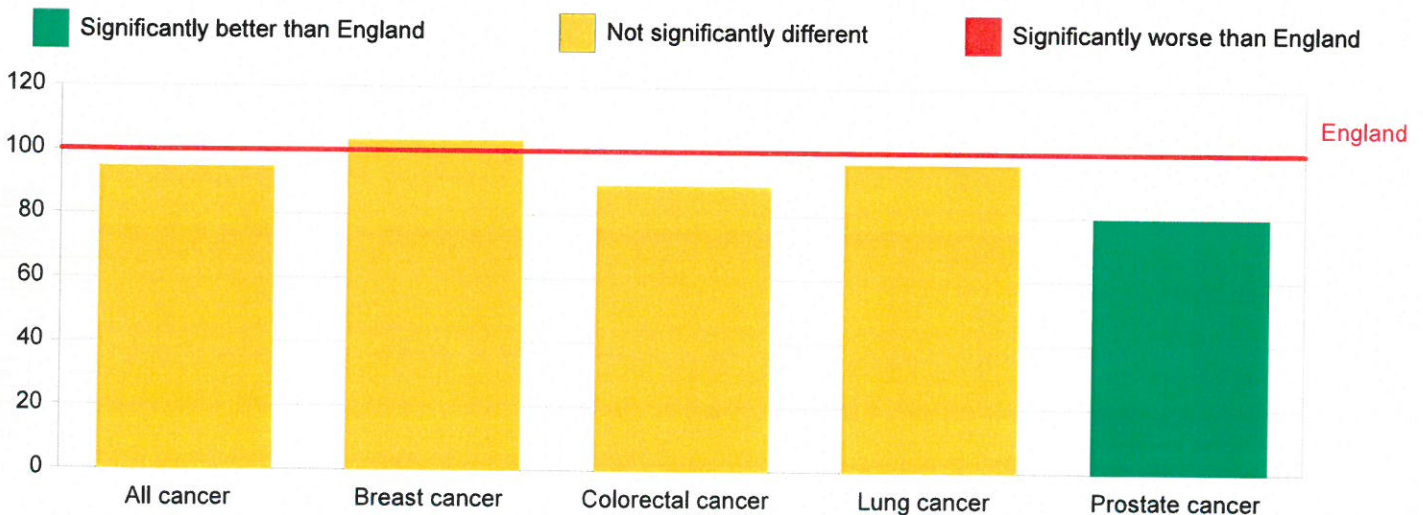
Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System (AV2016 CASREF01)

Cancer incidence, Standardised Incidence Ratios (SIR), 2012-2016 (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All cancer	94.7	95.2	94.1	100
Breast cancer	103.2	107.2	102.6	100
Colorectal cancer	89.3	99.1	95.6	100
Lung cancer	96.4	91.4	81.8	100
Prostate cancer	79.8	74.9	81.5	100

Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System (AV2016 CASREF01)

Cancer incidence, SIR, 2012-2016, Selection (comparing to England average)



Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System



Report - Ward: Wigston (excluding South)

Hospital admissions - harm and injury

\*Hospital admissions - harm and injury, numbers, 2013/14 to 2017/18

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Hospital stays for self harm	187	375	4,469	531,468
Hospital stays for alcohol related harm (N*)	837	1,712	19,638	1,659,677
Hospital stays for alcohol related harm (B*)	2,730	5,699	59,148	5,529,516
Emergency admissions for hip fracture aged 65+	182	385	3,864	//

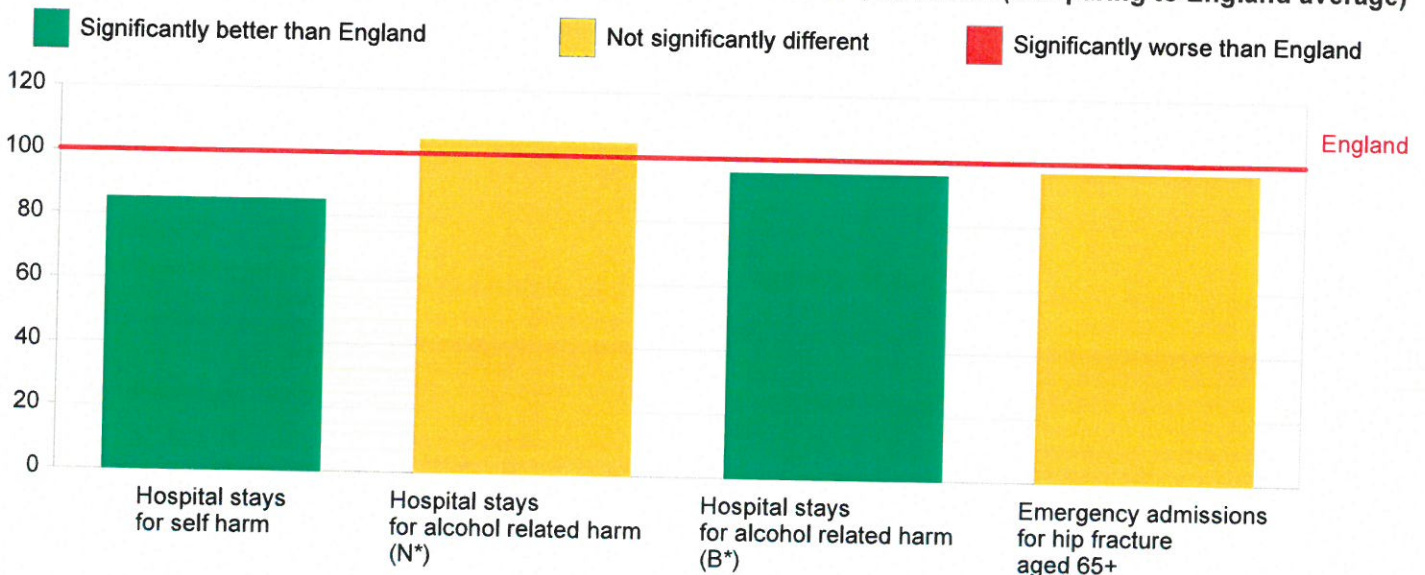
Source: Public Health England, NHS Digital © Copyright 2018  
N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Hospital stays for self harm	85.2	67.9	69.3	100
Hospital stays for alcohol related harm (N*)	104.5	96.7	92.4	100
Hospital stays for alcohol related harm (B*)	95.8	93.1	81.3	100
Emergency admissions for hip fracture aged 65+	97.1	99.5	100	//

Source: Public Health England, NHS Digital © Copyright 2018  
N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, SAR, 2013/14 to 2017/18, Selection (comparing to England average)



Source: Public Health England, NHS Digital © Copyright 2018  
N\* = Narrow definition, B\* = Broad definition

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\*Please note: If the area you have selected falls within the East Midlands region please refer to the metadata for advice about these hospital admission indicators



Report - Ward: Wigston (excluding South)

Mortality and causes of death - all ages

Causes of deaths - all ages, numbers, 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes	1,462	2,927	29,902	2,427,410
All cancer	411	805	8,595	676,383
All circulatory disease	389	764	7,814	634,957
Coronary heart disease	176	355	3,426	279,041
Stroke	92	179	1,775	157,430
Respiratory diseases	183	368	3,853	335,078
Causes considered preventable	232	467	5,236	462,594

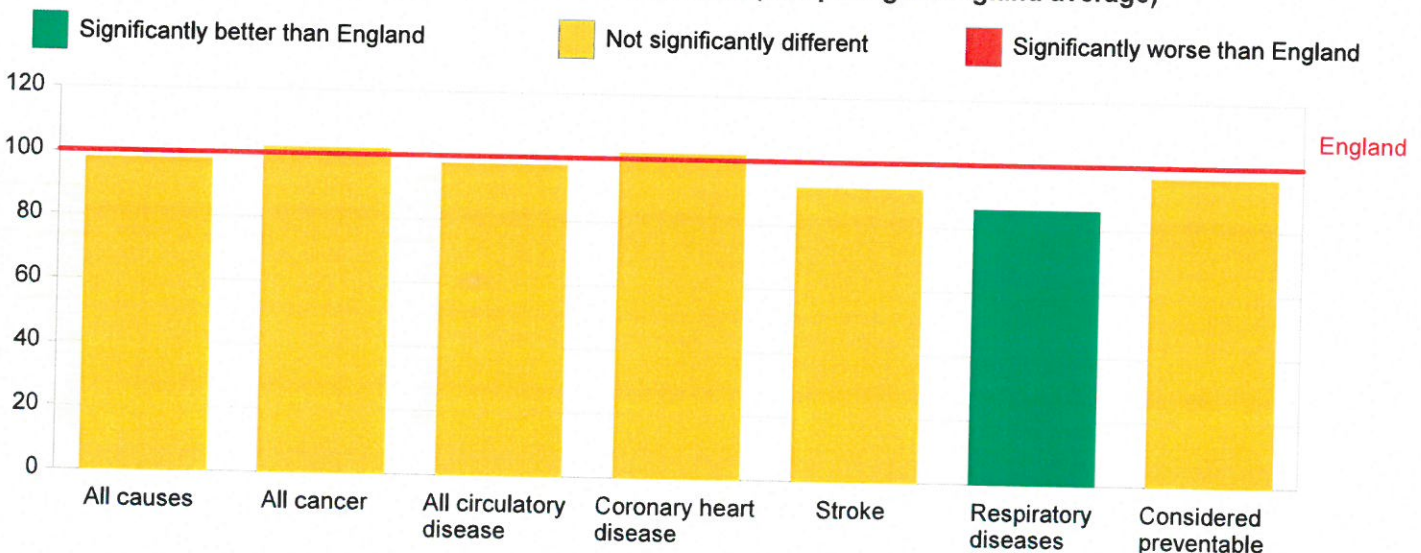
Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - all ages, Standardised Mortality Ratios (SMR), 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes	97.9	94.2	92.4	100
All cancer	101.9	96.2	94.3	100
All circulatory disease	97.7	92.5	92.2	100
Coronary heart disease	101.9	99.3	91.6	100
Stroke	92	85.7	84.7	100
Respiratory diseases	86.1	83.6	86.1	100
Considered preventable	96.5	92	84	100

Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - all ages, SMR, 2013 - 2017 Selection (comparing to England average)



Source: Public Health England, produced from ONS data Copyright © 2018



Report - Ward: Wigston (excluding South)

Mortality and causes of death - premature mortality

Causes of deaths - premature mortality, numbers, 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	380	744	8,824	768,760
All cancer, aged under 75	162	318	3,812	312,344
All circulatory disease, aged under 75	89	172	1,939	167,452

Source: Public Health England, produced from ONS data Copyright © 2018

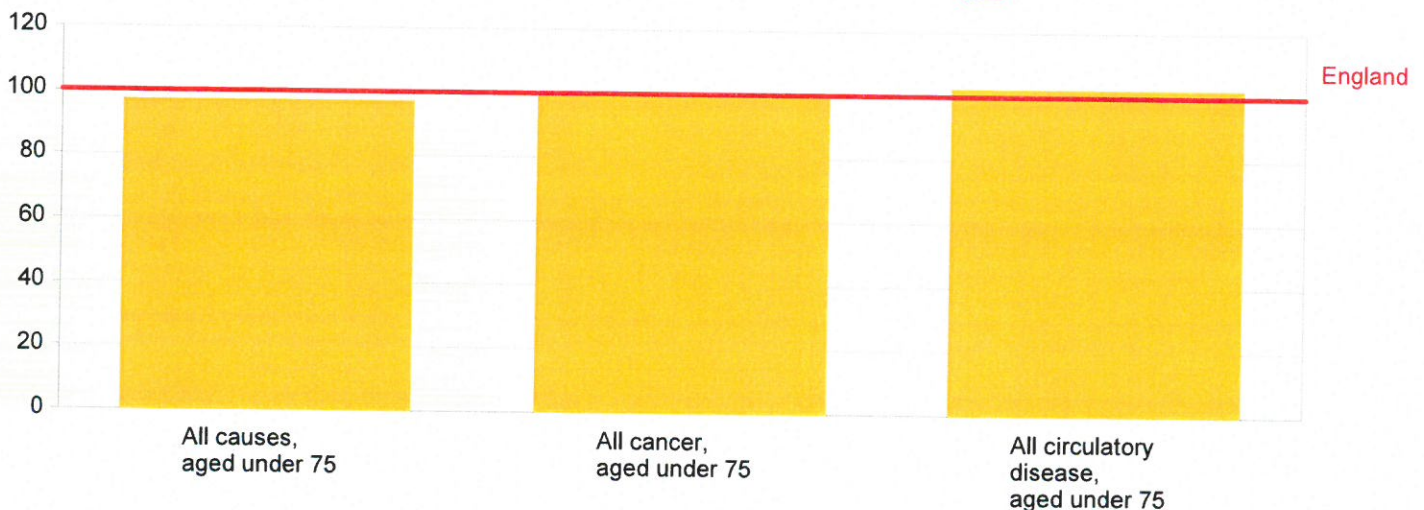
Causes of deaths - premature mortality, Standardised Mortality Ratios (SMR), 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	97.2	90	85.1	100
All cancer, aged under 75	99.9	93.6	89.2	100
All circulatory disease, aged under 75	102.4	94.4	84.8	100

Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - premature mortality, SMR, 2013 - 2017, Selection (comparing to England average)

■ Significantly better than England
 ■ Not significantly different
 ■ Significantly worse than England



Source: Public Health England, produced from ONS data Copyright © 2018

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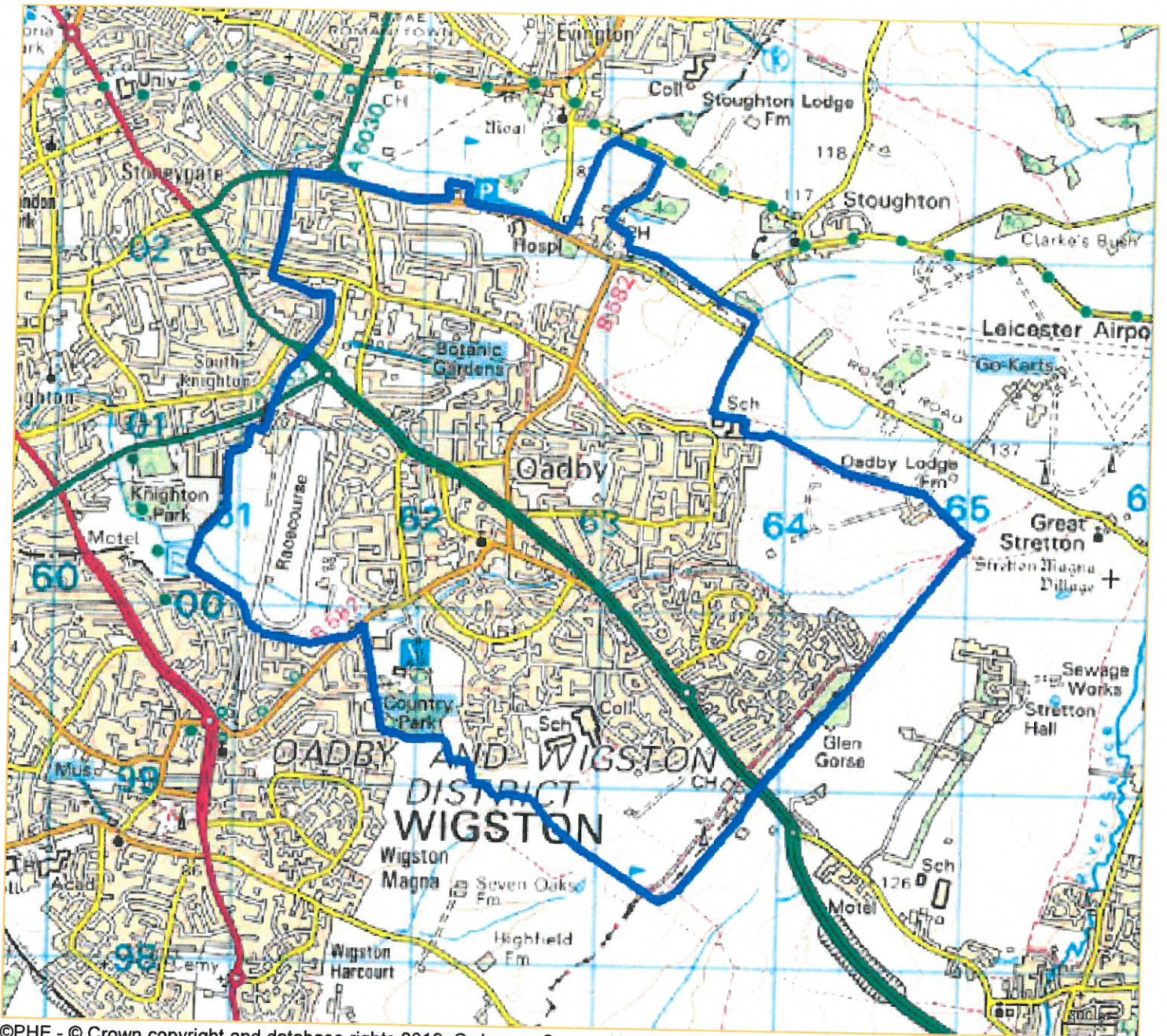
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Report - Ward: Oadby

Presentation map



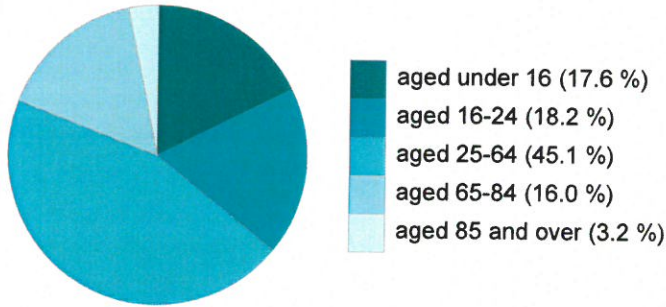
©PHE - © Crown copyright and database rights 2019, Ordnance Survey 100016969 - ONS © Crown Copyright 2018



Report - Ward: Oadby

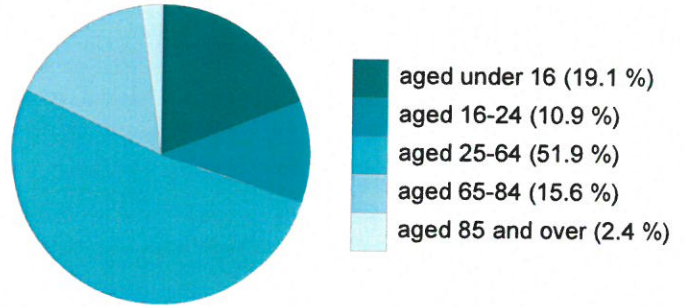
Population

Population by age group, 2017  
Your selection



Source: ONS © Crown copyright 2018 - total: 24,409

Population by age group, 2017  
England



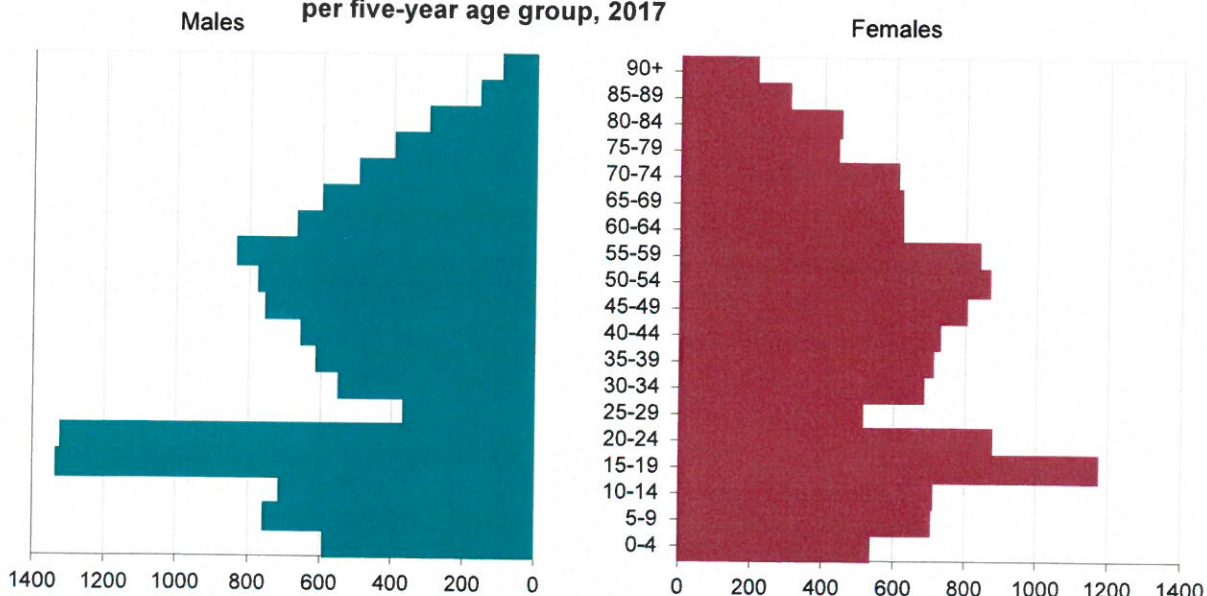
Source: ONS © Crown copyright 2018

Population by age group, 2017 numbers

Ages	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
aged under 16	4,289	10,140	122,936	10,637,971
aged 16-24	4,436	8,156	78,206	6,057,265
aged 25-64	10,999	26,663	349,802	28,893,684
aged 65-84	3,912	10,141	121,291	8,678,455
aged 85 and over	773	1,935	17,977	1,352,056
Total	24,409	57,035	690,212	55,619,432

Source: ONS © Crown copyright 2018

Age pyramid for selection: male and female numbers per five-year age group, 2017



Source: ONS © Crown Copyright 2018



Report - Ward: Oadby

Ethnicity & Language

Ethnicity & Language indicators, 2011, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	11,324	15,159	55,722	7,731,314
Population whose ethnicity is not 'White UK'	11,953	16,536	72,057	10,733,220
Population who cannot speak English well or at all	588	823	4,426	843,845

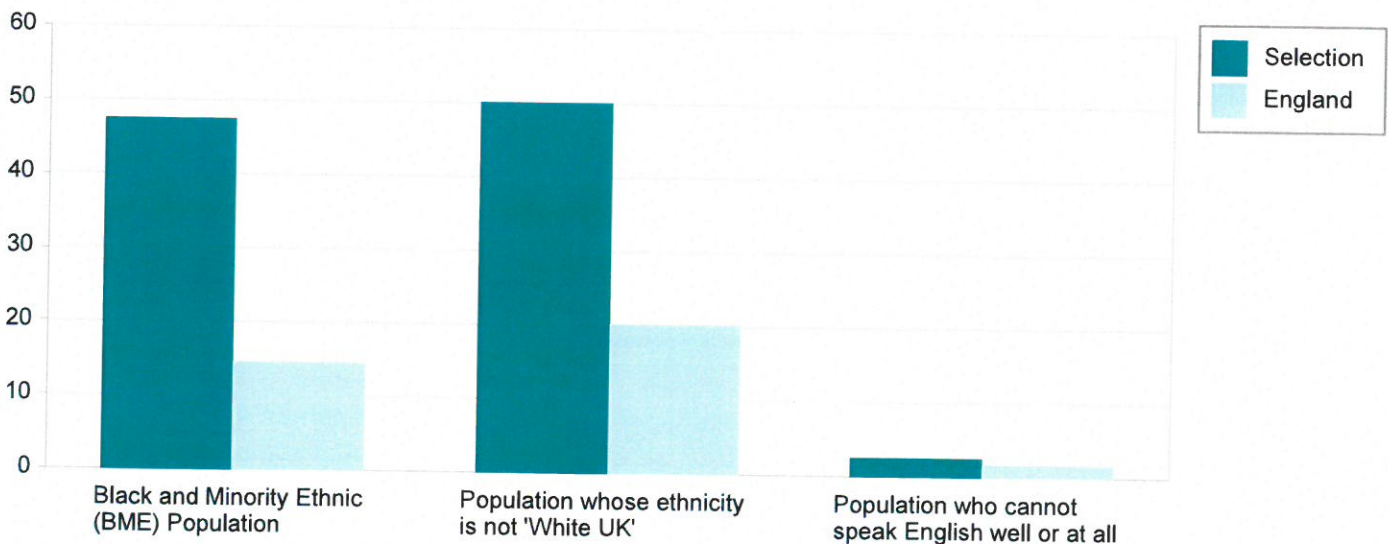
Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Black and Minority Ethnic (BME) Population	47.5	27	8.6	14.6
Population whose ethnicity is not 'White UK'	50.1	29.4	11.1	20.2
Population who cannot speak English well or at all	2.5	1.5	0.7	1.7

Source: ONS Census, 2011

Ethnicity & Language indicators, 2011, %, Selection



Source: ONS Census, 2011



Report - Ward: Oadby

Deprivation

Indices of Deprivation, 2015, Score

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
IMD 2015 Score	//	13.1	12.5	21.8

Source: DCLG © Copyright 2015. Please see metadata for further guidance on how to interpret IMD score

Indices of Deprivation, 2015, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
People living in means tested benefit households	1,802	5,548	59,295	7,790,220
Children living in income deprived households	335	1,297	14,114	2,016,120
People aged 60+ living in pension credit households	696	1,794	18,488	1,954,617

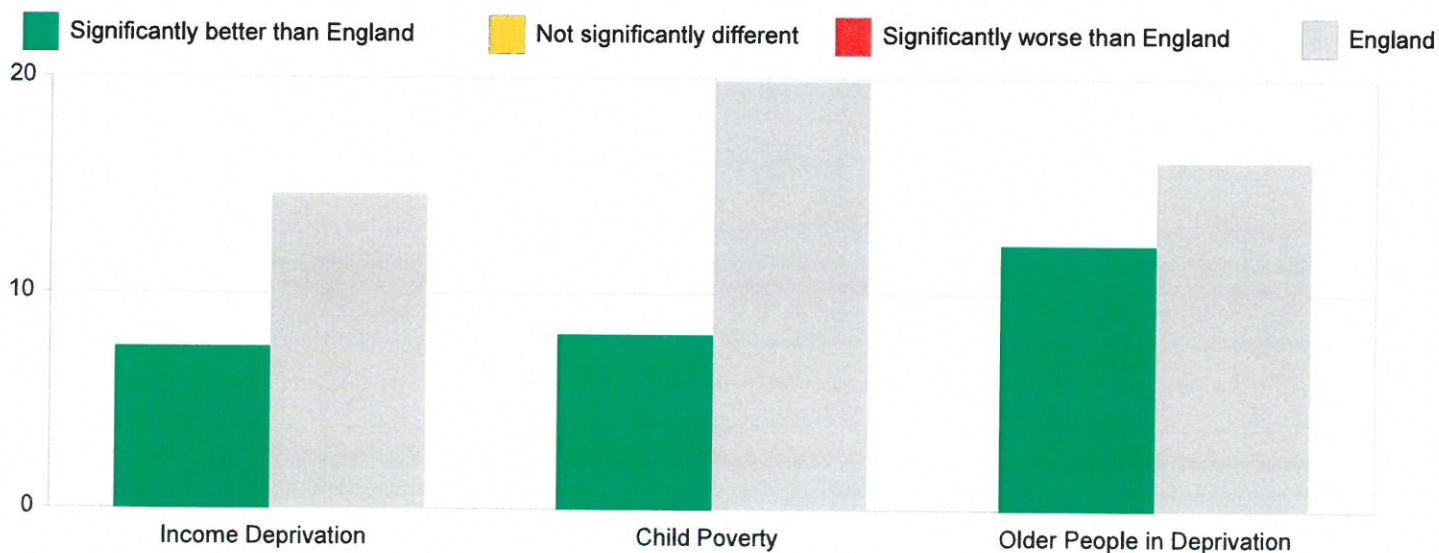
Source: DCLG © Copyright 2015

Indices of Deprivation, 2015, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Income Deprivation	7.5	9.9	9	14.6
Child Poverty	8.1	13.2	12	19.9
Older People in Deprivation	12.3	12.4	11.3	16.2

Source: DCLG © Copyright 2015

Indices of Deprivation, 2015, %, Selection (comparing to England average)



Source: DCLG © Copyright 2015



Child Development and Education

Child development and education indicators, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
A good level of development at age 5, 2013/14	152	330	4,166	387,000
Achieving 5A*-C (inc Eng & Maths) GCSE, 2013/14	203	366	4,020	315,795

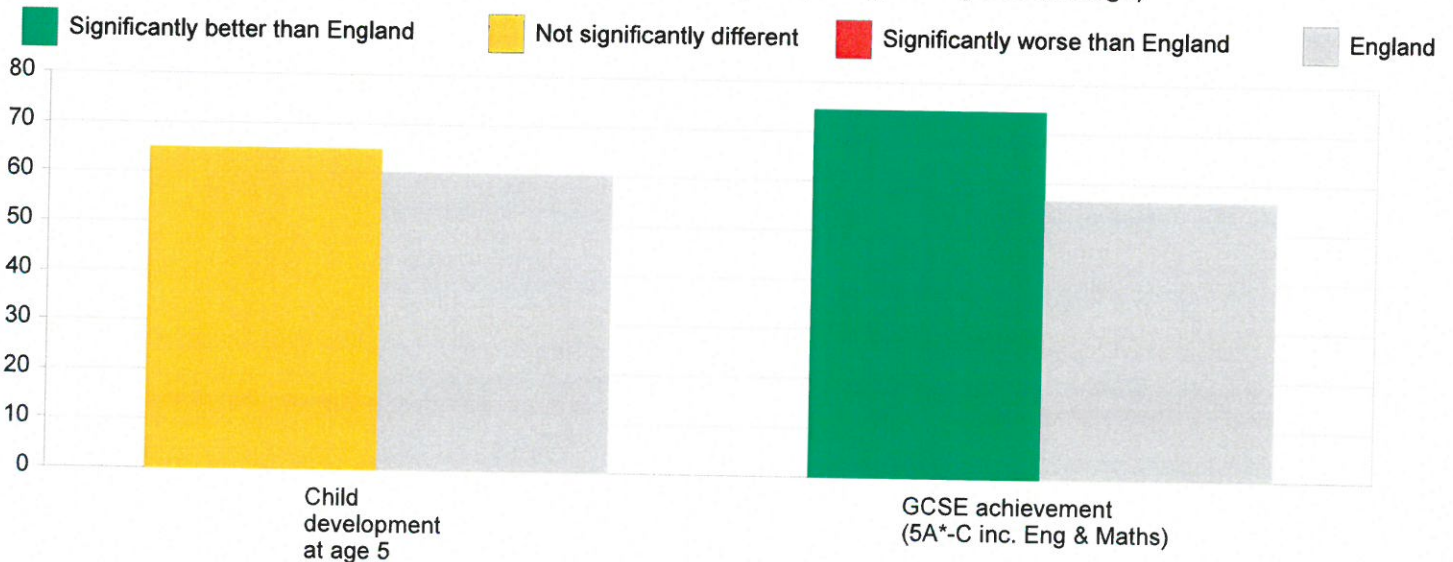
Source: Public Health England, ONS, DfE

Child development and education indicators, values (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Child development at age 5	65	54.8	57.9	60.4
GCSE achievement (5A*-C inc. Eng & Maths)	74.4	58.8	57.7	56.6

Source: Public Health England, ONS, DfE

Child development and education indicators, Selection (comparing to England average)



Source: Public Health England, ONS, DfE



Report - Ward: Oadby

Employment

Employment Indicators, numbers, 2017/18

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Claiming job seekers allowances*	100	278	3,880	665,871
Claiming job seekers allowances >1 year	5	36	458	124,616

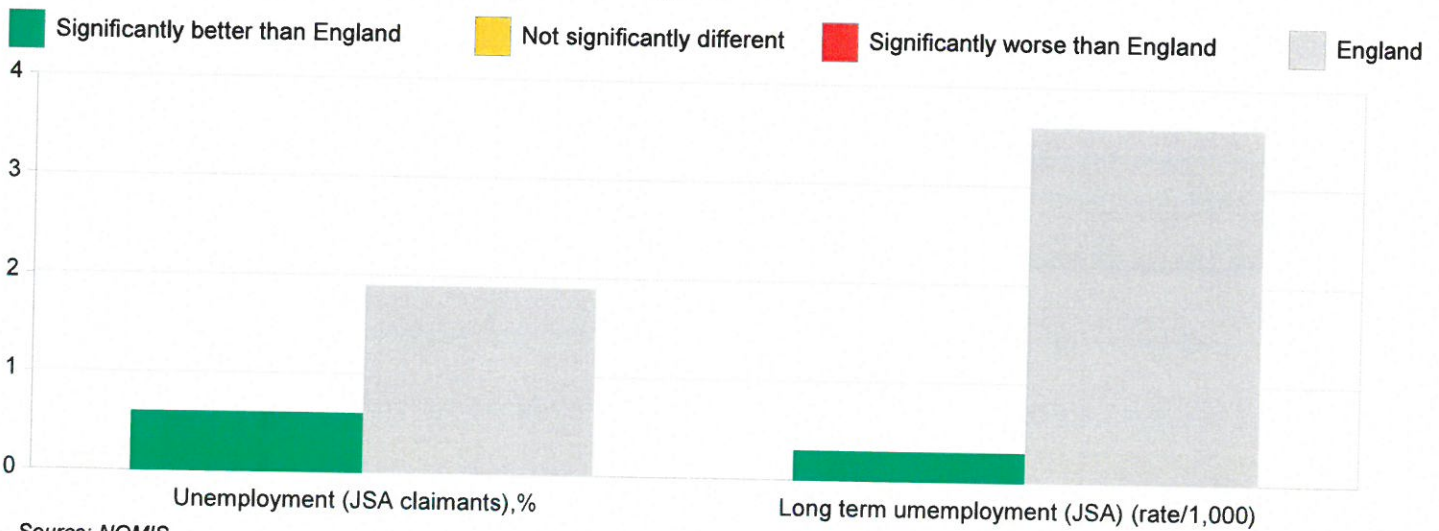
Source: NOMIS \*Monthly average

Employment Indicators, 2017/18, %

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Unemployment (JSA claimants), %	0.6	0.8	0.9	1.9
Long term unemployment (JSA) (rate/1,000)	0.3	1	1.1	3.6

Source: NOMIS \*Monthly average

Employment indicators, selection compared to England



Source: NOMIS



Report - Ward: Oadby

Long-term health conditions and morbidity

Long-term health conditions and morbidity, 2011 and 2012, numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long term illness or disability, 2011	3,659	9,721	105,423	9,352,586
Back pain prevalence, 2012	//	17.4	17.5	16.9
Severe back pain prevalence, 2012	//	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

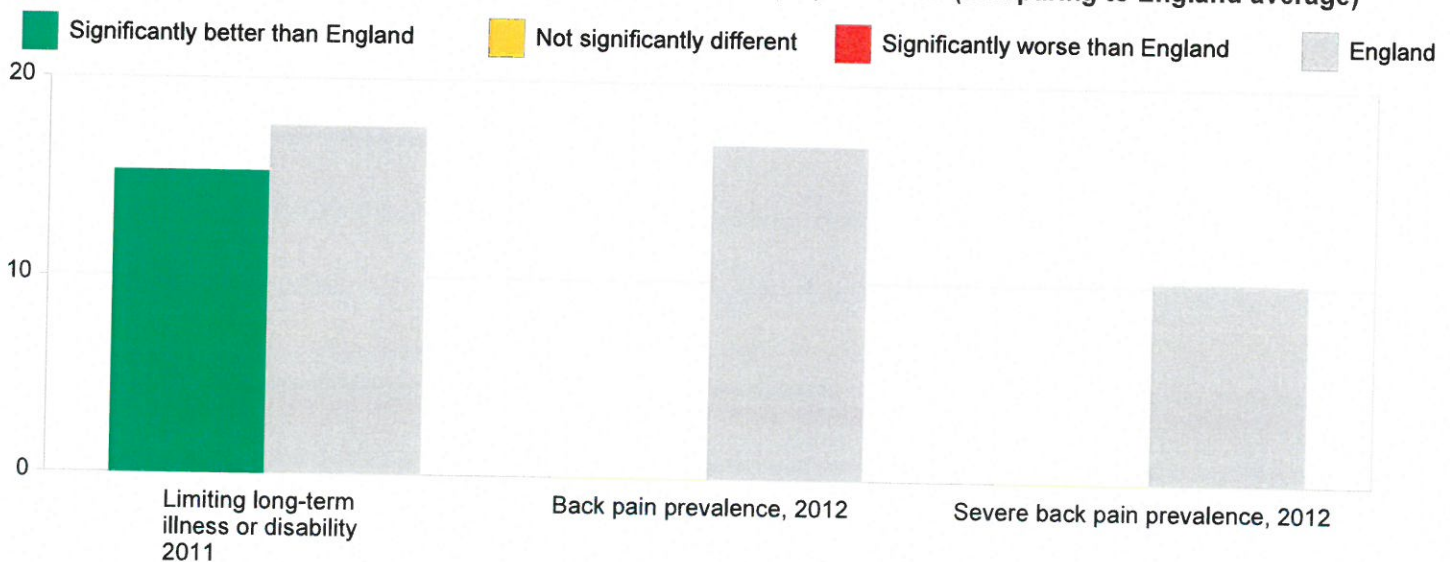
Long-term health conditions and morbidity, 2011 and 2012, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Limiting long-term illness or disability 2011	15.3	17.3	16.2	17.6
Back pain prevalence, 2012	//	17.4	17.5	16.9
Severe back pain prevalence, 2012	//	10.8	10.6	10.2

Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas

Long-term health conditions and morbidity, 2011 and 2012, %, Selection (comparing to England average)



Source: ONS Census, 2011, Arthritis Research UK 1998-2017

Back pain and severe back pain indicators have % values only and will not appear on report when combining geographical areas



Report - Ward: Oadby

Housing and Living Environment

Housing and living environment indicators, 2011 and 2016 numbers

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Fuel Poverty, 2016	813	2,104	27,774	2,550,565
Pensioners living alone, 2011	1,134	3,031	33,126	2,725,596

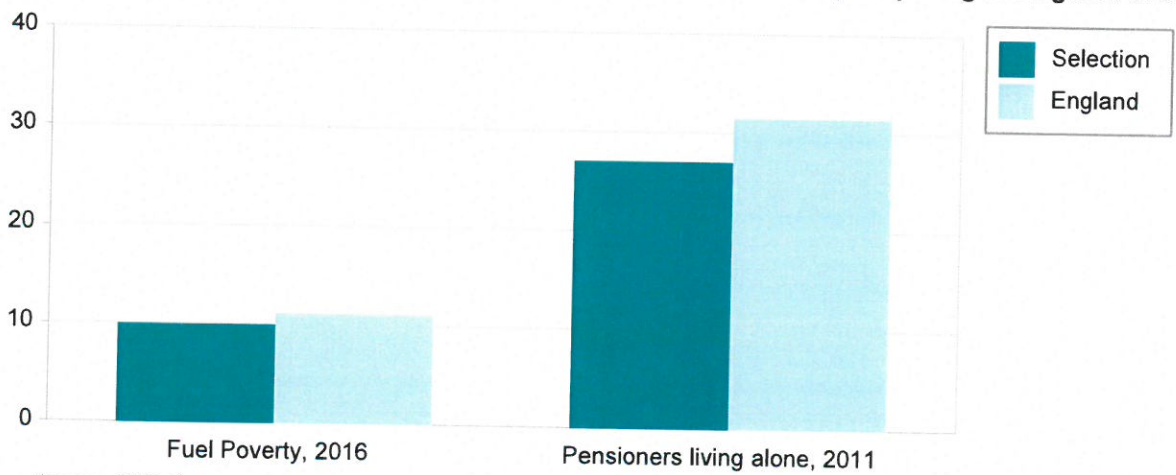
Source: ONS Census, 2011; Department of Energy and Climate Change, 2016

Housing and living environment indicators, 2011 and 2016, %

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Fuel Poverty, 2016	9.9	9.6	10.1	11.1
Pensioners living alone, 2011	27	27.8	28.7	31.5

Source: ONS Census, 2011; Department of Energy and Climate Change, 2016

Housing and living environment indicators, 2011, %, Selection (comparing to England average)



Source: ONS Census





Report - Ward: Oadby

Children's Weight (NCMP)

Children's weight indicators, 2015/16-2017/18, %

indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Childre with excess weight, Reception Year	//	18	21.9	22.4
Obese Children, Reception Year	//	8.1	8.7	9.5
Children with excess weight, Year 6	//	32.6	31.2	34.2
Obese Children Year 6	//	18.9	17	20

Source: National Child Measurement Programme, NHS Digital © 2018

Children's weight indicators, %, Selection (comparing to England average)

■ Significantly better than England    
 ■ Not significantly different    
 ■ Significantly worse than England    
 ■ England

Chart not available for valid data is missing

Source: National Child Measurement Programme, NHS Digital © 2018



Report - Ward: Oadby

Behavioural Risk Factors (modelled estimates)

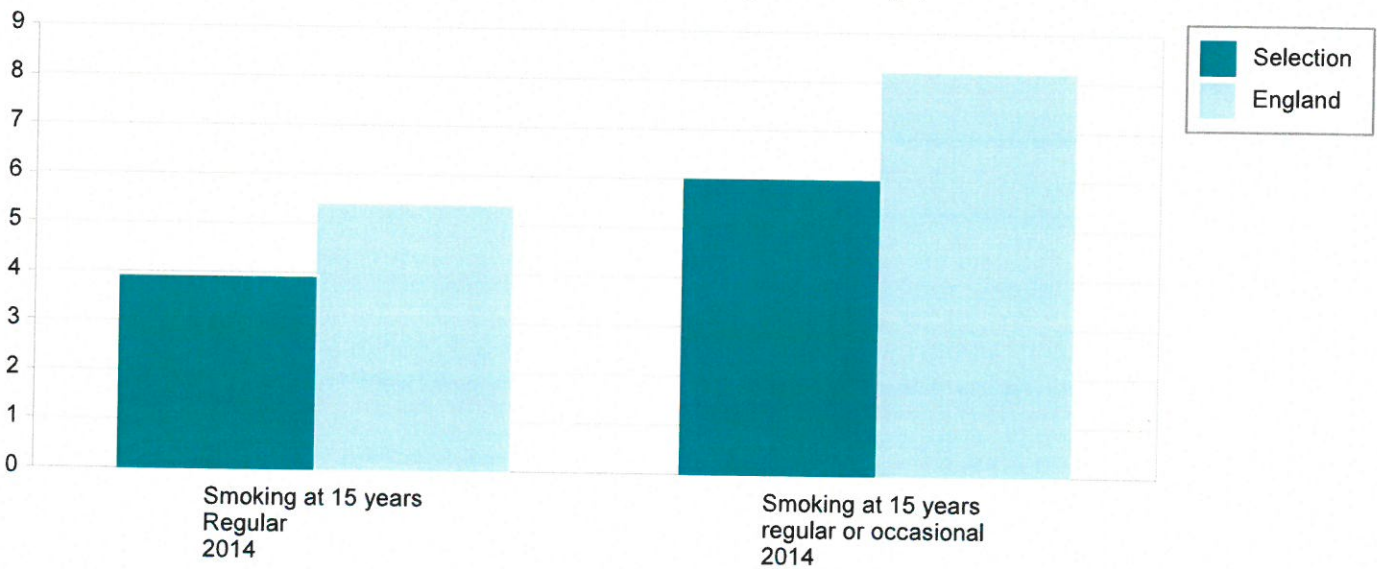
Behavioural Risk Factors, numbers (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Smoking at 15 years - Regular, 2014	13	30	338	33,180
Smoking at 15 years - regular or occasional, 2014	20	46	526	50,082

Behavioural Risk Factors, % (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
Smoking at 15 years Regular 2014	3.9	4.5	4.5	5.4
Smoking at 15 years regular or occasional 2014	6	6.9	6.9	8.2

Behavioural Risk Factors, %, Selection (comparing to England average)





Report - Ward: Oadby

Emergency hospital admissions

Emergency Hospital Admissions, numbers, 2013/14 to 2017/18 (estimated from MSOA level data)

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include all causes, CHD, stroke, MI, and COPD.

Source: Public Health England, NHS Digital © Copyright 2018

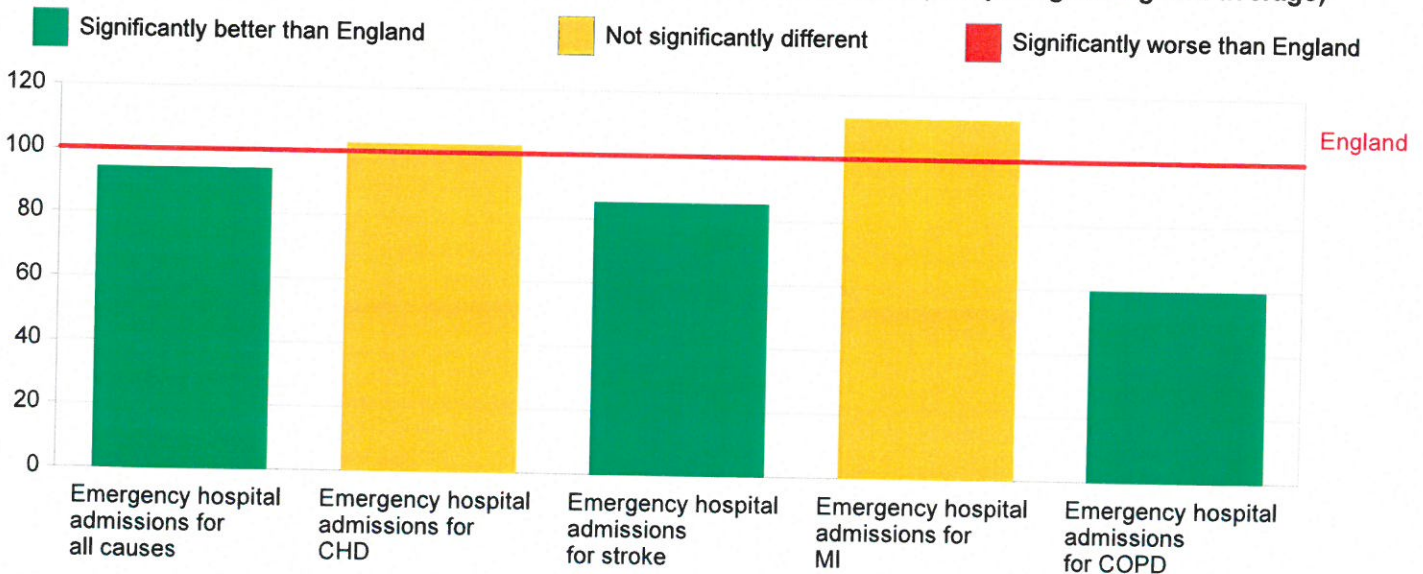
\* CHD: Coronary Heart Disease; MI: Myocardial Infarction (heart attack); COPD: Chronic Obstructive Pulmonary Disease

Emergency Hospital Admissions, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA data)

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include all causes, CHD, stroke, MI, and COPD.

Source: Public Health England, NHS Digital © Copyright 2018

Emergency Hospital admissions, SAR, 2013/14 to 2017/18 , Selection (comparing to England average)



Source: Public Health England, NHS Digital © Copyright 2018



Report - Ward: Oadby

Cancer incidence

Cancer incidence, numbers, 2012-2016 (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All cancer	643	1,681	18,865	1,497,246
Breast cancer	125	280	3,059	225,546
Colorectal cancer	84	208	2,236	173,912
Lung cancer	62	210	2,097	189,310
Prostate cancer	69	177	2,265	201,770

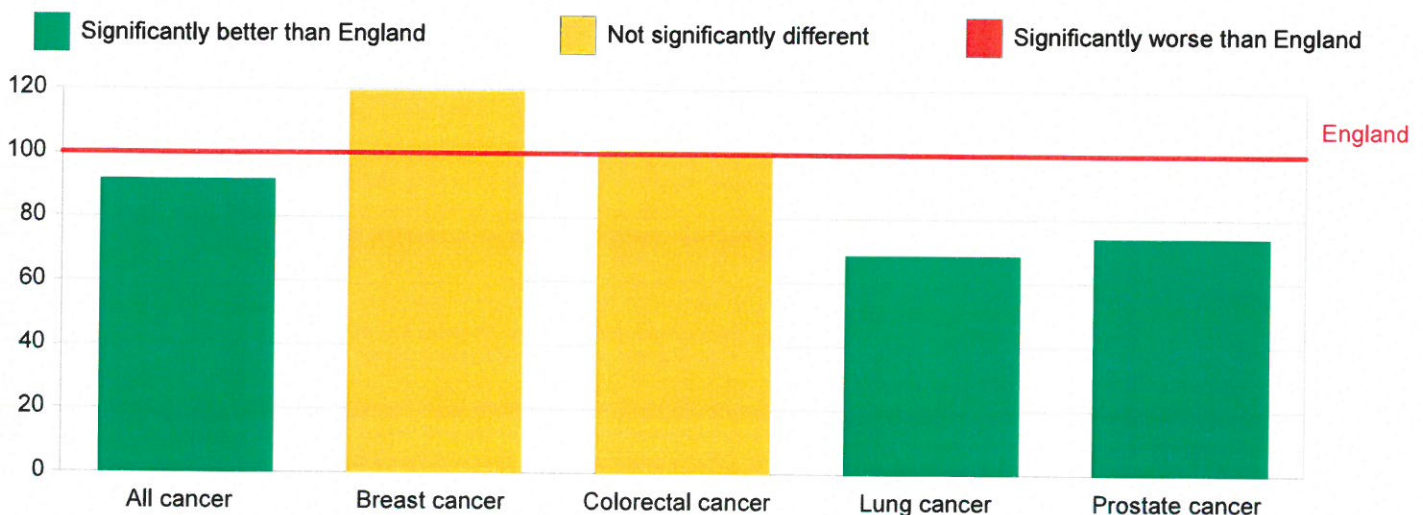
Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System (AV2016 CASREF01)

Cancer incidence, Standardised Incidence Ratios (SIR), 2012-2016 (estimated from MSOA level data)

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All cancer	91.7	95.2	94.1	100
Breast cancer	119.5	107.2	102.6	100
Colorectal cancer	101	99.1	95.6	100
Lung cancer	68.6	91.4	81.8	100
Prostate cancer	74.2	74.9	81.5	100

Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System (AV2016 CASREF01)

Cancer incidence, SIR, 2012-2016, Selection (comparing to England average)



Source: English cancer registration data from the National Cancer Registration and Analysis Services' Cancer Analysis System



Report - Ward: Oadby

Hospital admissions - harm and injury

\*Hospital admissions - harm and injury, numbers, 2013/14 to 2017/18

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include Hospital stays for self harm, alcohol related harm (N\*), alcohol related harm (B\*), and Emergency admissions for hip fracture aged 65+.

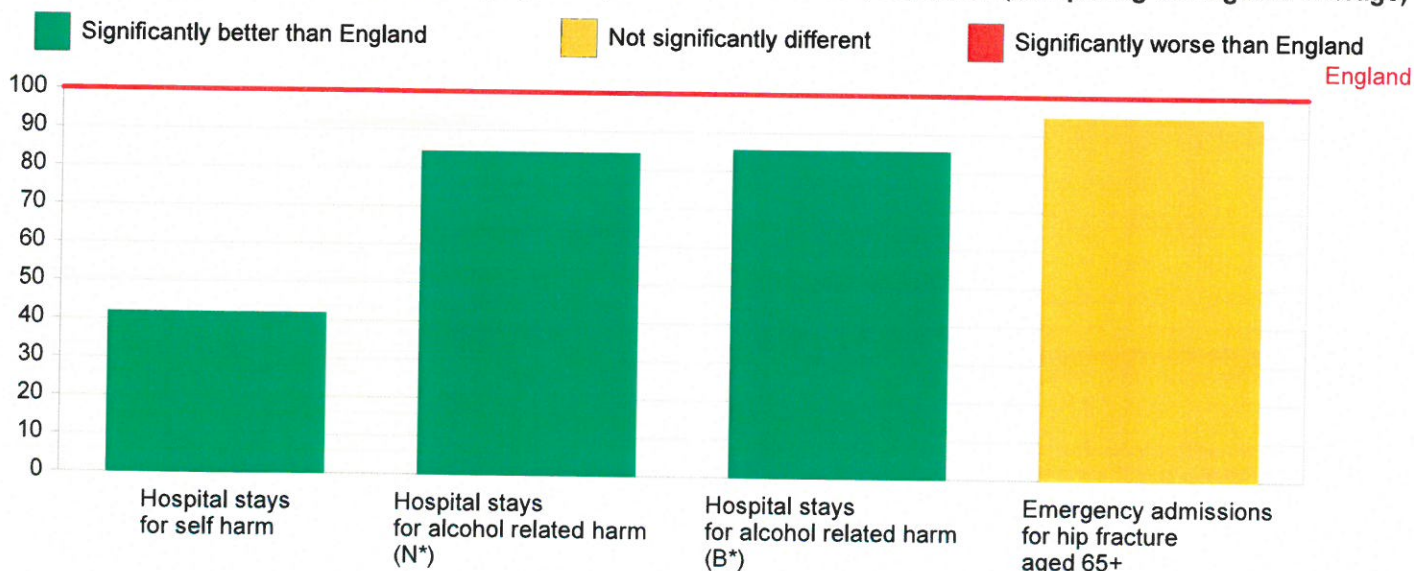
Source: Public Health England, NHS Digital © Copyright 2018
N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, Standardised Admission Ratios (SAR), 2013/14 to 2017/18 (estimated from MSOA)

Table with 5 columns: Indicator, Selection, Oadby and Wigston (LTLA 2013), Leicestershire (UTLA 2013), England. Rows include Hospital stays for self harm, alcohol related harm (N\*), alcohol related harm (B\*), and Emergency admissions for hip fracture aged 65+.

Source: Public Health England, NHS Digital © Copyright 2018
N\* = Narrow definition, B\* = Broad definition

Hospital admissions - harm and injury, SAR, 2013/14 to 2017/18, Selection (comparing to England average)



Source: Public Health England, NHS Digital © Copyright 2018
N\* = Narrow definition, B\* = Broad definition



Report - Ward: Oadby

Mortality and causes of death - all ages

Causes of deaths - all ages, numbers, 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes		1,050	2,927	29,902
All cancer		270	805	8,595
All circulatory disease		271	764	7,814
Coronary heart disease		130	355	3,426
Stroke		63	179	1,775
Respiratory diseases		129	368	3,853
Causes considered preventable		149	467	5,236

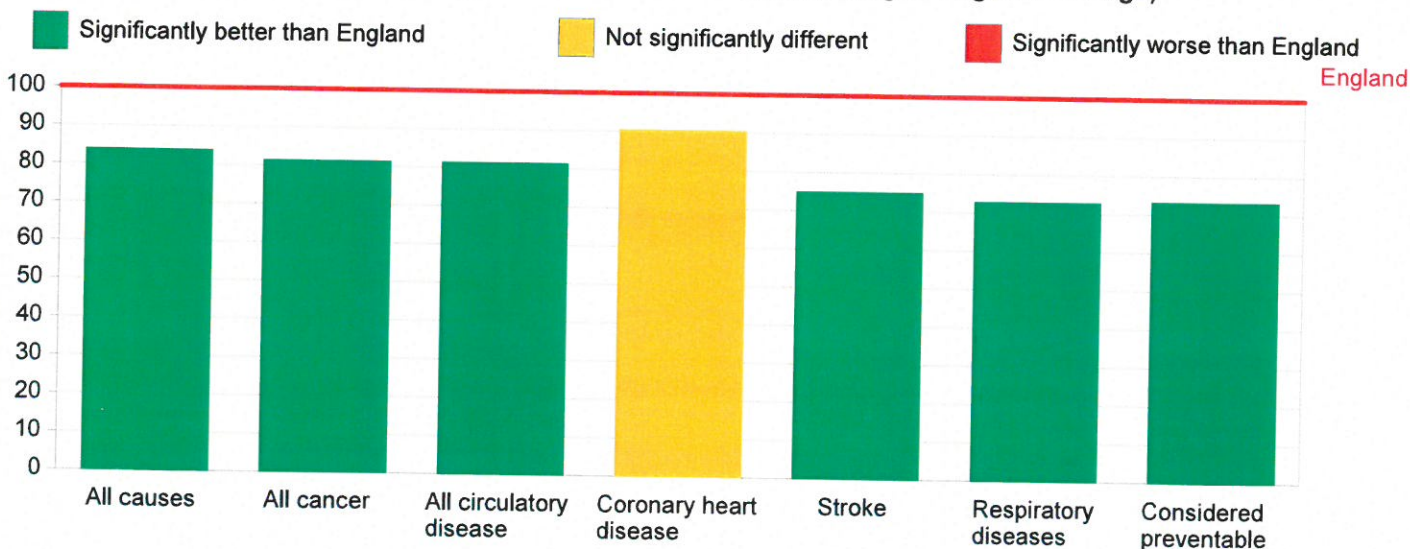
Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - all ages, Standardised Mortality Ratios (SMR), 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes		83.9	94.2	92.4
All cancer		81.4	96.2	94.3
All circulatory disease		81.4	92.5	92.2
Coronary heart disease		90.5	99.3	91.6
Stroke		75	85.7	84.7
Respiratory diseases		72.9	83.6	86.1
Considered preventable		73.3	92	84

Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - all ages, SMR, 2013 - 2017 Selection (comparing to England average)



Source: Public Health England, produced from ONS data Copyright © 2018



Report - Ward: Oadby

Mortality and causes of death - premature mortality

Causes of deaths - premature mortality, numbers, 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	233	744	8,824	768,760
All cancer, aged under 75	98	318	3,812	312,344
All circulatory disease, aged under 75	47	172	1,939	167,452

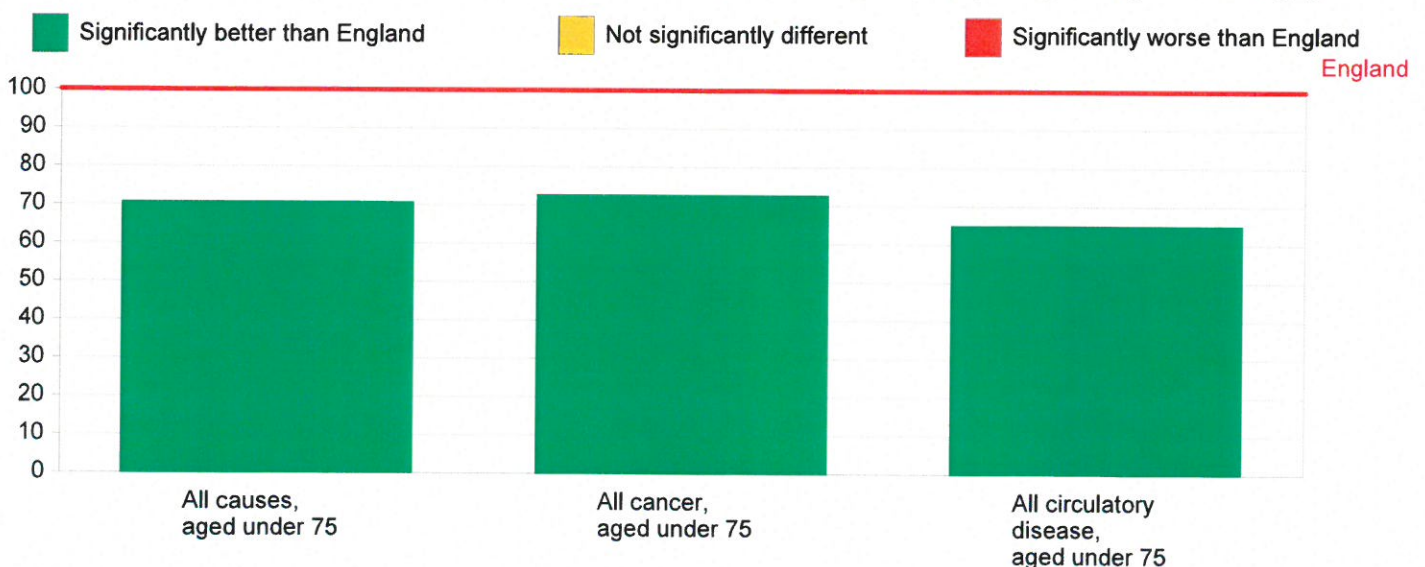
Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - premature mortality, Standardised Mortality Ratios (SMR), 2013 - 2017

Indicator	Selection	Oadby and Wigston (LTLA 2013)	Leicestershire (UTLA 2013)	England
All causes, aged under 75	70.8	90	85.1	100
All cancer, aged under 75	72.8	93.6	89.2	100
All circulatory disease, aged under 75	65.1	94.4	84.8	100

Source: Public Health England, produced from ONS data Copyright © 2018

Causes of deaths - premature mortality, SMR, 2013 - 2017, Selection (comparing to England average)



Source: Public Health England, produced from ONS data Copyright © 2018



# Oadby & Wigston Community Safety Partnership

## Community Safety Survey Findings Report

**2018-19**







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## ABOUT THE COMMUNITY SAFETY SURVEY

The Oadby & Wigston Community Safety Partnership (“The Partnership”) undertakes its Community Safety Survey (“The Survey”) annually (by financial year) over a two month period from the start of December; this is the end of Quarter 3 for the Partnership’s annual delivery plan.

The survey demonstrates the Partnership’s commitment to listening to the public’s views on crime, disorder, anti-social behaviour, and community safety within the Borough (Oadby, Wigston, and South Wigston) in order to improve the services it offers, and tackle the concerns that are most important to the community it serves.

The survey is open to any individual, regardless of age, who meets one of the following criteria;

- Lives in Oadby, Wigston, or South Wigston,
- Works in Oadby, Wigston, or South Wigston,
- Schools in Oadby, Wigston, or South Wigston, or
- Regularly visits Oadby, Wigston, or South Wigston for any purpose.

Beyond collecting data concerning which Council Ward the individual feels the greatest connection to, no other identifiable or monitoring data (in respect of protected characteristics as defined in *The Equality Act* [2010]) is collected through the survey. It is intentional that the survey allows for a completely anonymous response from its participants enabling them additional freedom to share their honest opinions of the Partnership, or its individual component organisations, through their responses.

The findings of the survey are used to provide guidance to the Partnership on where its resources, and focus, would be best placed for the coming financial year, as well as allowing its component organisations an opportunity to understand and assess the impact their current work has had on crime, disorder, anti-social behaviour, and safety within the Borough.

The survey consisted of nine questions which are laid out in the following report by settlement area. The questions remain unchanged from the 2017-18 survey, the last time questions were added to the survey or amended to enable greater localisation of data, to allow for the direct comparison of both collected datasets. A copy of the 2018-19 survey questions can be found at *Appendix A*.

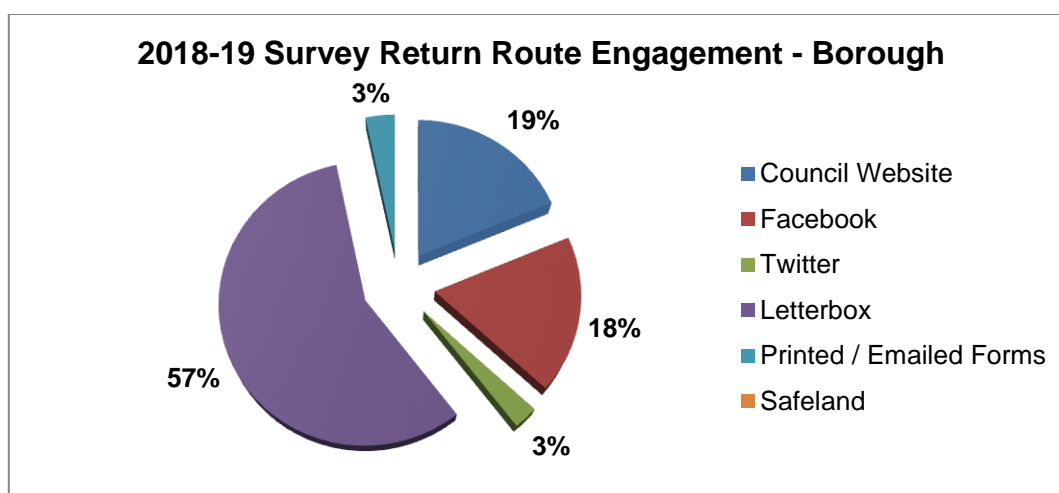
Both quantitative and qualitative data was collected through the undertaking of the survey, with participants able to expand upon the quantitative data they provided through the use of comment boxes. Due to the freedom for participants to provide qualitative data, all participants were reminded that the survey is not intended to be a reporting mechanism for crime or anti-social behaviour in the Borough, and that established, formal routes for making such reports already exist.

It is recognised that the majority of requests for qualitative data made through the survey were directly in relation to a negative multiple choice option being selected by the respondent. This has skewed the qualitative data collected toward a negative angle and does not provided sufficient context to positive quantitative responses received. In future versions of the survey respondents will be invited to provide qualitative feedback to each of their quantitative answers, regardless of it being a positive or negative response, to provide a broader, more rounded understanding of public opinion.

## PROMOTION AND RETURN ROUTES

A number of promotion and return routes were utilised in support of the survey as detailed below. Each route saw an increase in the number of responses captured through it, resulting in a 70% increase in the number of survey responses received in comparison to the 2017-18 survey. An average of 1.4% of all occupied households in the Borough (approx. 21,356 properties<sup>1</sup>) responded to the 2018-19 survey.

For the online routes (Council Website, Facebook, Twitter, and Safeland) an individual 'collector' link was set up for each on Survey Monkey, the platform on which the survey was hosted. The collectors allowed for engagement and statistic data to be collected for each promotional and return route, enabling evaluation of their effectiveness as a means for community engagement.



Number of Survey Responses by Return Route							Total Responses
Council Website	Facebook	Twitter	Letterbox	Printed / Emailed Forms	Safeland		
2017-18	42	42	6	79	7	N/A	176
2018-19	56	54	8	172	10	0	300
+ / -	+33%	+29%	+33%	+118%	+43%	N/A	+70%

### Letterbox

The survey's primary promotion and distribution route was via Oadby & Wigston Borough Council's 'Letterbox' newsletter. Letterbox is delivered to every residence in the Borough as well as being freely distributed via the Council's Customer Service Centre, libraries, and various public waiting rooms or locations across the Borough.

Responses via Letterbox saw an increase of 118% compared to the previous year, the largest increase for any of the available return route, and equated to 57% of the total responses received. The three distinct settlement areas in the

<sup>1</sup> Information sourced from <https://ukcrimestats.com/Subdivisions/DIS/2378/>.

## **Oadby & Wigston | Community Safety Survey 2018-19**

Borough all saw the majority of their individual returns made via Letterbox, equating to more than half of each settlement's returns in all cases.

### **Council Website**

The Council's website provided a direct link to the survey, as hosted on Survey Monkey, alongside a downloadable / printable version of the survey in Word format. It is recognised that the level of computer literacy across the Borough is varied, and that by providing an alternative means of accessing the survey more people will have an opportunity to participate.

Paper copies of the survey were also available upon request with the contact details of the Council's Community Safety & Youth Officer provided for support, or as a return route.

19% of all responses (56 responses) came via the Council's website, and a further 3% (10 responses) were made via downloadable / printable forms.

### **Facebook**

Promotion of the survey on Facebook has previously taken the form of a post shared to, and by, various public groups covering the Borough. This approach is indirect in the sense that the post is only visible to Facebook users who are actively following the particular group or page hosting it, and does not present it to a wider Facebook audience.

Facebook offers a 'paid promotion' service where posts will appear in the 'timeline' of all users who meet audience criteria set by the promoter. For the Community Safety Survey the criteria would have been a geographic boundary, enabling a survey post to appear in the timeline of anyone using Facebook within Oadby, Wigston, or South Wigston.

Unfortunately paid promotion was unable to be pursued this year, but will be revisited for the 2019-20 survey and any other survey work undertaken by the Partnership. Posts regarding the survey were shared on Facebook as per previous years which, despite their lower visibility, did result in a 29% increase in the number of survey responses received via Facebook.

18% of all responses (54 responses) came via Facebook, and saw the greatest engagement in South Wigston.

### **Twitter**

A number of tweets were made via the Partnership's Twitter account (*@OWCommSafety*) regarding the launch of the survey, and regular reminder tweets were posted across its duration. These were routinely retweeted by the Council's Twitter account (*@Oadby\_Wigston*) as well as accounts operated by key partner agencies or community organisations operating within the Borough.

Tweets regarding the survey were seen on Twitter by 3,819 people, 59 (1.5%) of whom went on to interact with the tweets in some way. Combined, all survey tweets received 23 retweets, mostly from partner agencies, and 12 likes.

### **Safeland**

It was also intended to see this year's survey promoted via the Safeland website and app. A post was placed on to both by partners at Leicestershire Police, who presently are the only 'organisation' users of the service in the Borough,

upon the launch of the survey, but engagement was limited. The Partnership has applied to join the service as a local organisation but the process could not be completed before the end of the survey period.

Whilst the number of Safeland users in the Borough is low, public engagement is expected to increase this year with both local Police and the Partnership utilising the service as a routine engagement route.

## SURVEY RESPONSES

300 forms were received as responses to the 2018-19 survey, an increase of 70% over the number of responses from the 2017-18 survey. Responses were collated by settlement area, pulling together several Wards for Oadby and Wigston (whereas South Wigston is its own Ward) to give an overview of their individual priorities as per public opinion; these datasets can then be drilled down into to localise community safety initiatives accordingly.

A number of responses did not provide details as to which Ward they were completing the survey in respect of, resulting in the 'Not Stated' row on the table below. A small number of the forms received were also incomplete with one or more questions remaining unanswered. Any information contained in these forms is recorded within the collated datasets presented in this report but will show as a deviation from the 'Total Responses' figure of 300 on a question by question basis. These responses are recorded as 'Incomplete Surveys'.

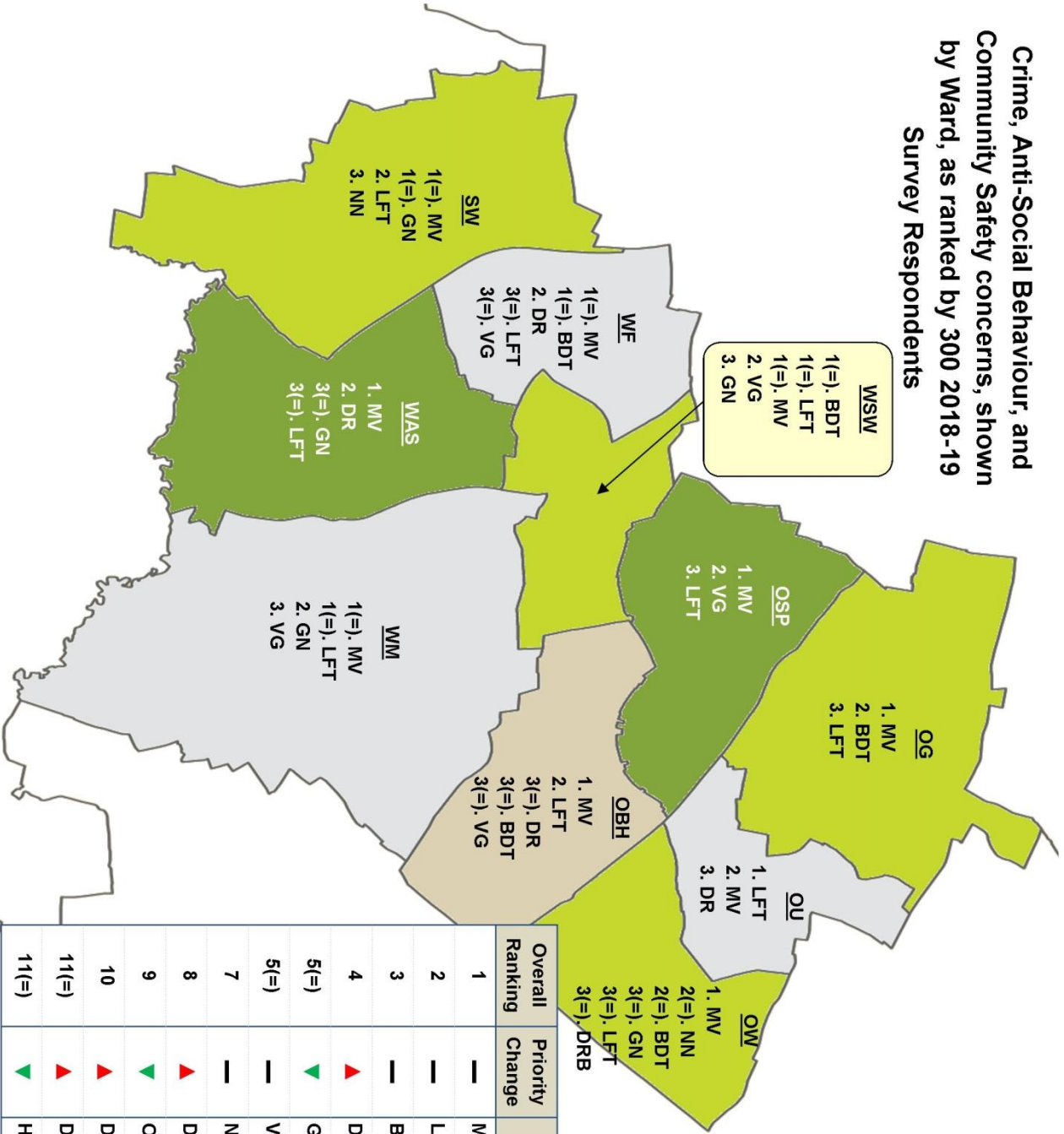
It is important to note that no incomplete survey, where one or more questions had been answered, was discounted from the final figures collated for this report. Where multiple choice questions were answered with a 'write in' answer, resulting in the required quantitative data requested being unavailable, these were also recorded as 'incomplete surveys' with the write in answer being noted as part of the qualitative data collected.

A small number of forms received stated two or more Wards as being the subject of the response. Again, these forms were recorded as incomplete, with their data collated into the total figures for the Borough.

Settlement Area	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Oadby	76	93%	6	7%
Wigston	137	88%	18	12%
South Wigston	46	90%	5	10%
Not Stated	0	0%	12	100%
<b>Total</b>	<b>259</b>	<b>86%</b>	<b>41</b>	<b>14%</b>

## 2018-19 CRIME AND ANTI-SOCIAL BEHAVIOUR PRIORITIES AT A GLANCE

Crime, Anti-Social Behaviour, and Community Safety concerns, shown by Ward, as ranked by 300 2018-19 Survey Respondents



Ward	Code
South Wigston	SW
Wigston All Saints	WAS
Wigston Fields	WF
Wigston St Wolstans	WSW
Wigston Meadowcourt	WM
Oadby St Peters	OSP
Oadby Grange	OG
Oadby Woodlands	OU
Oadby Woodlands	OW
Oadby Brocks Hill	OBH

Overall Ranking	Priority Change	Area of Concern	Code
1	—	Motor Vehicle and Traffic Concerns	MV
2	—	Littering or Fly-Tipping	LFT
3	—	Burglaries and Distraction Thefts	BDT
4	▲	Drugs or Drug Related Issues	DR
5(=)	▲	Groups causing Nuisance	GN
5(=)	—	Vandalism or Graffiti	VG
7	—	Noise Nuisance	NN
8	▲	Drunk or Rowdy Behaviour	DRB
9	▲	Other	O
10	▲	Deliberate Fires	DF
11(=)	▲	Domestic Abuse	DA
11(=)	▲	Hate Crime	HC



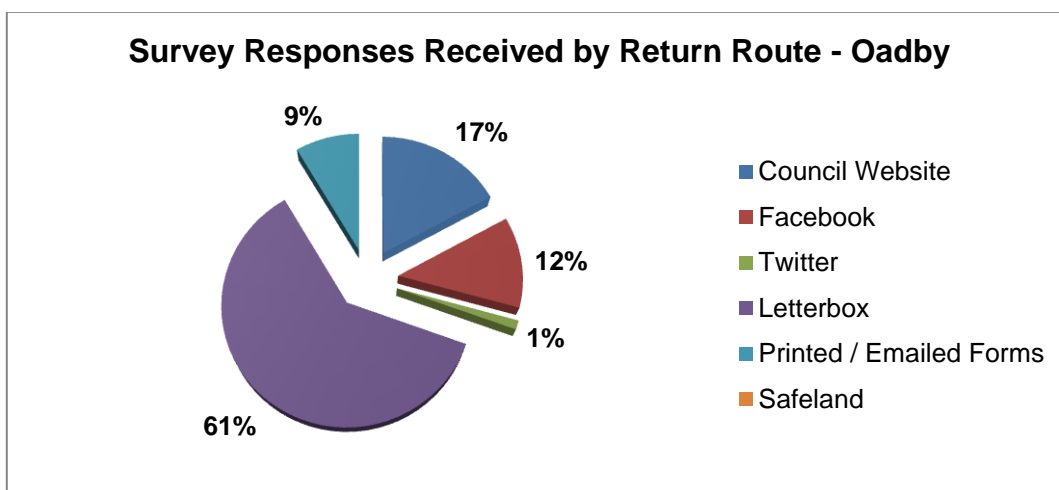




## RESPONSES OVERVIEW

A total of 82 responses to this year’s survey were received from the five Oadby Wards, accounting for 27% of the total responses received for 2018-19, and showing a 20% (+15) increase in responses from Oadby compared to 2017-18’s survey. These were broken down by Ward as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Oadby Brocks Hill	27	90%	3	10%
Oadby Grange	11	92%	1	8%
Oadby St Peters	20	91%	2	9%
Oadby Uplands	13	100%	0	0%
Oadby Woodlands	5	100%	0	0%
<b>Total</b>	<b>76</b>	<b>93%</b>	<b>6</b>	<b>7%</b>

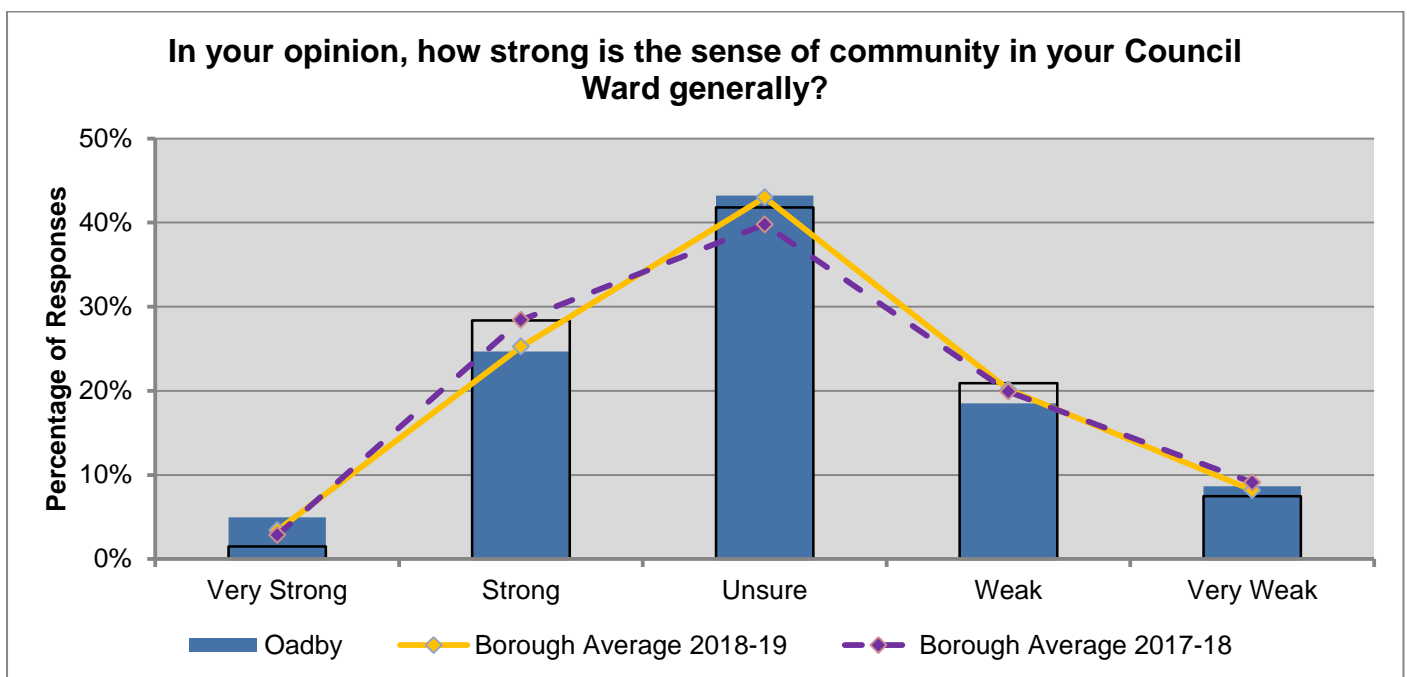


Letterbox remains as the primary source of survey responses for Oadby, accounting for 61% of all responses, with only 30% of responses arriving via digital routes. The Council’s website was the main digital return route, generating 17% of all Oadby based responses. Oadby also accounted for 70% of all responses received across the Borough on either printed or emailed surveys.

## SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for Oadby are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
<b>Oadby Brocks Hill</b>	7% (2)	23% (7)	43% (13)	17% (5)	10% (3)
<b>Oadby Grange</b>	0%	18% (2)	45% (5)	9% (1)	27% (3)
<b>Oadby St Peters</b>	9% (2)	35% (8)	39% (9)	17% (4)	0%
<b>Oadby Uplands</b>	0%	17% (2)	50% (6)	25% (3)	8% (1)
<b>Oadby Woodlands</b>	0%	20% (1)	40% (2)	40% (2)	0%
<b>Oadby</b>	<b>5% (4)</b>	<b>25% (20)</b>	<b>43% (35)</b>	<b>19% (15)</b>	<b>9% (7)</b>



Oadby’s sense of community generally tracks to the Borough average (based on 300 survey responses) and has little deviation from the findings of 2017-18’s survey. Last year’s findings are displayed on the above graph as the black bordered column overlays for comparison. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

The most noticeable shift between 2017-18 and 2018-19 are the number of respondents stating that their sense of community is ‘Very Strong’, rather than ‘Strong’. Minor changes are seen between respondents stating ‘Weak’ or ‘Very Weak’, although the majority of respondents are still ‘Unsure’ about the sense of community in their Ward.

Oadby St Peters typically has the strongest sense of community, based on the feedback received, and Oadby Grange Ward the weakest, although the number of responses received for the individual Wards are not fully representative of the areas total population given how low in numbers they are.

## Oadby | Community Safety Survey 2018-19

Examples of qualitative data collected in relation to the above are given below (presented verbatim).

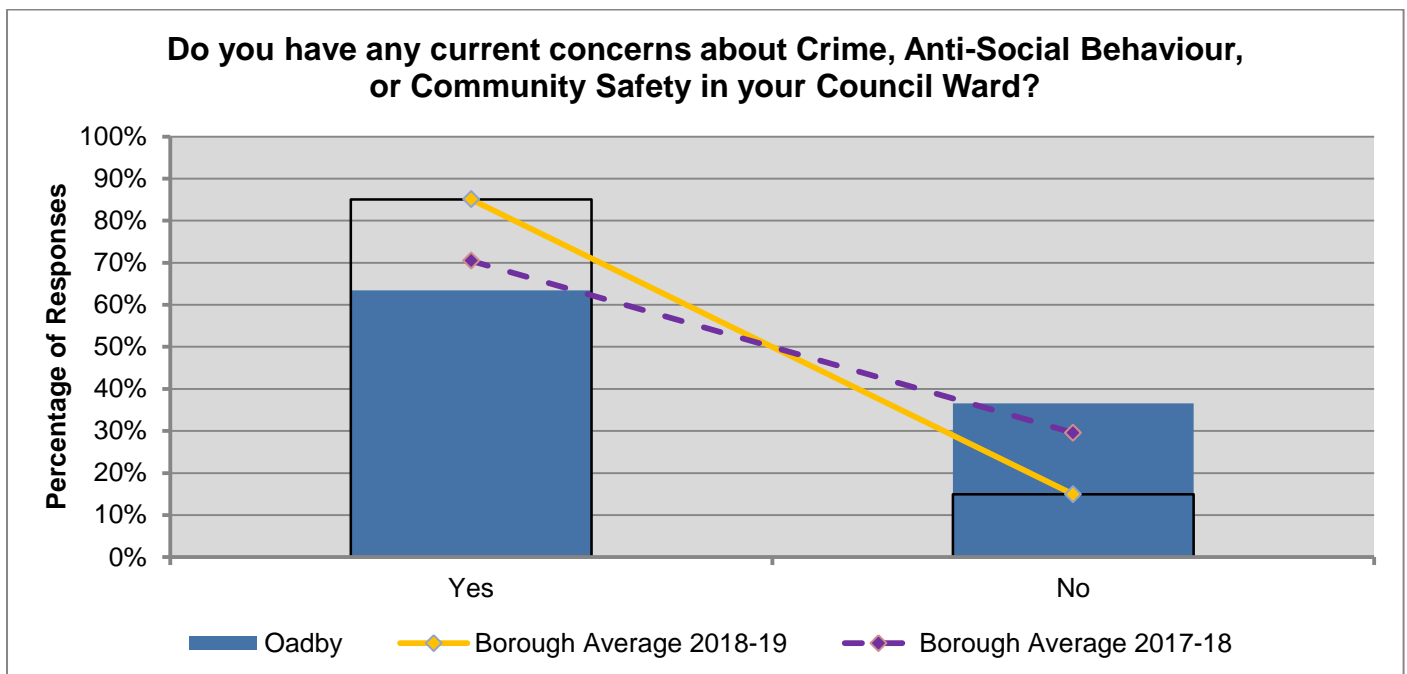
It should be noted that respondents who answered 'Weak' or 'Very Weak' were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *"When first came to live in Oadby was lovely area with family run businesses in the Parade, clean streets without litter (had litterbins then), regular road sweeping and grass cutting, less traffic, Uplands Park was pretty & safe place to be. Not anymore."*
- *"The Ward contains a lot of university property and student accommodation - the students will have their own sense of community. Much of the Ward comprises very large houses of self-contained families who aren't necessarily seeking a sense of community within the Ward. Events such as the Christmas lights switch on or vintage car day on Oadby Parade can offer a focus for the wider Oadby community."*
- *"Our local Councillors are very active and generally do a good job."*
- *"Because of the multi-cultural nature, attempts to organise community activities tend to be attractive to a limited section of the population."*
- *"Lots of youth groups have been shut down."*
- *"I don't even know who lives next door."*
- *"No one cares about anyone else anymore. Close friends with nearby neighbours (cutting across age + cultural differences), others don't care."*
- *"It is a 'them and us' society. Top heavy with the 'thems'."*
- *"It would be good if all the different religions and cultures were to mix more freely in the area I live in. Unfortunately this does not happen. For example my wonderful Sikh neighbour refuses to speak to a Muslim family, also a good neighbour."*
- *"Fragmentation."*
- *"Little contact beyond immediate neighbours, but this is how it appears that people want."*
- *"People don't mix and keep to themselves."*

## CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of Oadby based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in their Council Ward as shown in the table below. Only Oadby Brocks Hill had more respondents stating that they had no concerns in their Ward than those that did.

	Yes	No
<b>Oadby Brocks Hill</b>	47% (14)	53% (16)
<b>Oadby Grange</b>	75% (9)	25% (3)
<b>Oadby St Peters</b>	57% (13)	43% (10)
<b>Oadby Uplands</b>	92% (11)	8% (1)
<b>Oadby Woodlands</b>	100% (5)	0%
<b>Oadby</b>	<b>63% (52)</b>	<b>37% (30)</b>



When compared with data collected through the 2017-18 survey the number of Oadby respondents stating that they do have crime, anti-social behaviour or community safety concerns in their Council Ward has decreased by 30%. This is not reflective of the Borough average for 2018-19 where the number of respondents stating that they do have concerns has risen by 36% from the previous year.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

## Oadby | Community Safety Survey 2018-19

The top crime, anti-social behaviour, or community safety concerns held by members of the public in Oadby, as per the findings of this survey, are;

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	77% (40)	—	Motor Vehicle and Traffic Concerns
2	56% (29)	▲	Littering or Fly-Tipping
3	29% (15)	▼	Burglaries or Distraction Thefts
4	27% (14)	▲	Drugs or Drug Related Issues
5(=)	27% (14)	▲	Vandalism or Graffiti
5(=)	15% (8)	▲	Noise Nuisance
7	13% (7)	▼	Groups causing Nuisance
8	8% (4)	▲	Drunk or Rowdy Behaviour
9	6% (3)	▼	Other (See Below)
10	4% (2)	—	Hate Crime
11	2% (1)	▲	Domestic Abuse
12	0%	▼	Deliberate Fires

Responses given to the 'Other' option specifically mention both air quality concerns, particularly around pollution caused by stationary vehicles, and dog fouling which, for the purposes of the survey, is considered under the 'Littering or Fly-Tipping' option and will be clarified in future surveys.

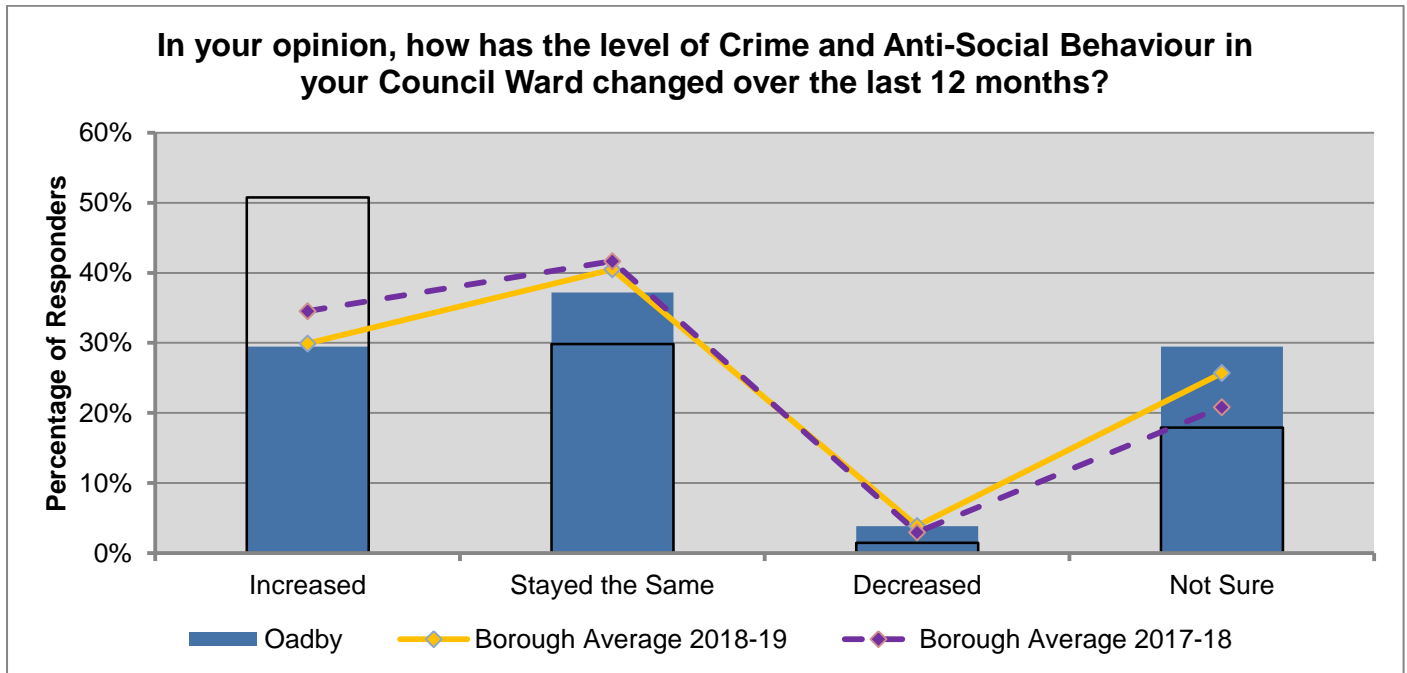
Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in Oadby are given below (presented verbatim);

- *"Parking and traffic from school."*
- *"Cars parked on pavement at school time 8:00-8:30am - 3:00-3:30pm (Vandyke Road, Oadby)."*
- *"Litter in places in the area is awful. People appear to be able to drive at high speed with noisy exhausts through residential areas with immunity, particularly along "rat runs" - Briar Walk / High Leys Drive. This will continue until there is a serious accident."*
- *"Total disregard of double yellow lines, car parked completely on the pavement (not just 2 wheel that has to be) speeding along London Road (needs 20mph up to church)."*
- *"Young people congregating in gang type groups. Saw a car being keyed across from house, our van was attempted break in. Rubbish chucked in front garden by passing school kids. Rubbish thrown out of car by youths. Car broken into, lock vandalised."*
- *"Someone has gone around Oadby writing "FORM GM" and "YAK" and other tags on street signs and other places. Litter is thrown in our garden."*
- *"Graffiti on garages in Foxhunter Drive, Oadby."*
- *"Graffiti appears all over this Borough. Parking on double yellow lines continues on Chestnut Avenue."*
- *"Anti-social behaviour by pupils from Beauchamp College at their break time - throwing rubbish in gardens and pavements after eating their snacks etc."*

## CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

66% of Oadby based respondents believe that the level of crime and anti-social behaviour in their Council Wards has either 'Increased' or 'Stayed the Same' during 2018-19. This is a 20% reduction in the number of respondents who felt this way during 2017-18.

Of significant note however is the decrease in the number of respondents who feel that crime and anti-social behaviour in Oadby has increased, falling from 51% of respondents in 2017-18, to 29% of respondents in 2018-19. On average, more Oadby respondents believe that crime and anti-social behaviour has stayed the same in their Council Wards than increased, a reversal of 2017-18's findings.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. It is pleasing to see however that the majority of respondents felt that crime and anti-social behaviour has 'Stayed the Same' both in the Borough and in Oadby, rather than 'Increased'.

29% of Oadby based respondents stated they were 'Not Sure' about how the level of crime and anti-social behaviour in their Council Ward has changed over the last 12 months, an 11% increase from 2017-18's figure of 18% of respondents being unsure.

	Increased	Stayed the Same	Decreased	Not Sure
<b>Oadby Brocks Hill</b>	22% (6)	48% (13)	0%	30% (8)
<b>Oadby Grange</b>	25% (3)	33% (4)	8% (1)	33% (4)
<b>Oadby St Peters</b>	27% (6)	36% (8)	9% (2)	27% (6)
<b>Oadby Uplands</b>	42% (5)	17% (2)	0%	42% (5)
<b>Oadby Woodlands</b>	60% (3)	40% (2)	0%	0%
<b>Oadby</b>	<b>29% (23)</b>	<b>37% (29)</b>	<b>4% (3)</b>	<b>29% (23)</b>



## **Oadby | Community Safety Survey 2018-19**

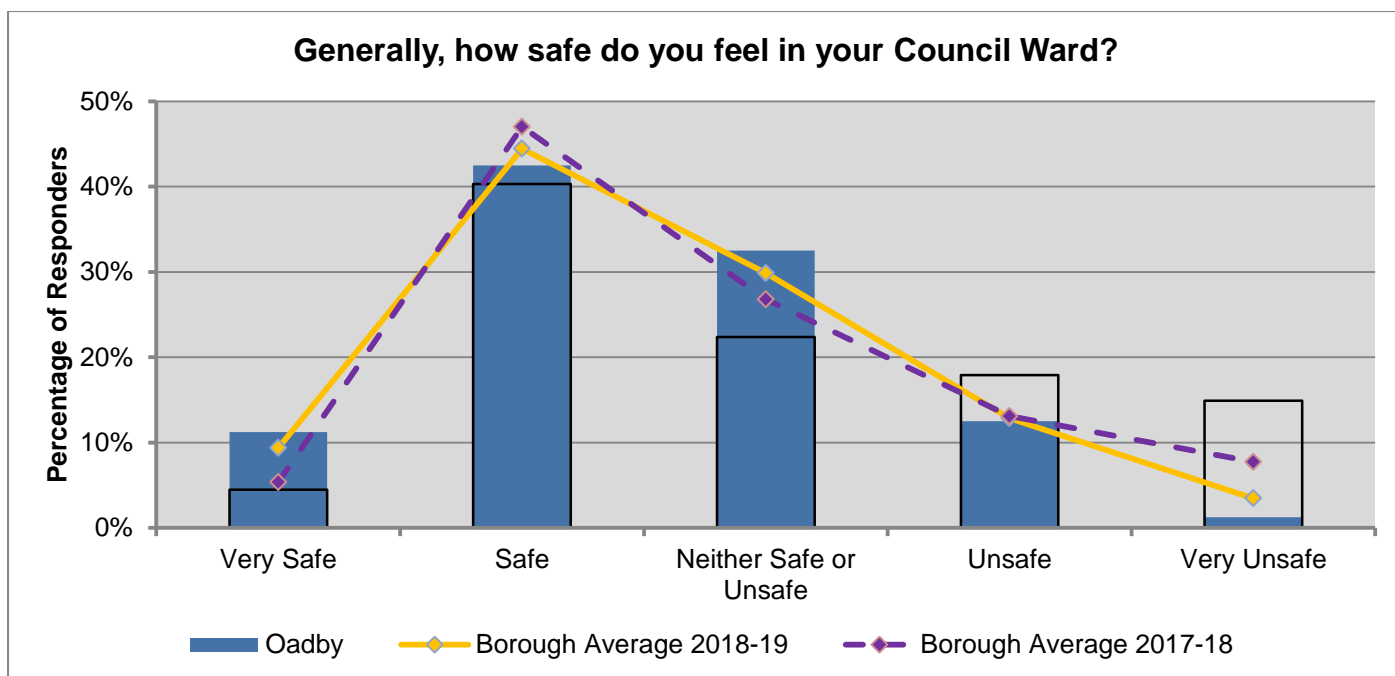
The table overleaf shows that the pattern seen in Oadby is repeated at a Council Ward level, with only Oadby Grange and Oadby St Peters having any respondents state that they feel crime and anti-social behaviour has 'Decreased'.

Oadby Uplands and Oadby Woodlands are the only Council Wards where the majority of respondents state that they feel crime and anti-social behaviour has 'Increased' rather than 'Stayed the Same', with the public perception of crime and anti-social behaviour matching the upwards trend seen nationally. Oadby Woodlands is the only Council Ward in Oadby to show a unanimous opinion that crime and anti-social behaviour within it has either 'Increased' or 'Stayed the Same'.

Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

## SENSE OF SAFETY

Oadby has, in 2018-19's survey results, seen an overall increase in the number of respondents who state that they feel 'Very Safe' or 'Safe' in their Council Ward, moving from 44% of respondents in 2017-18 to 54% of respondents this year. The majority of respondents, 43%, stated that they feel 'Safe' within Oadby, whilst 'Very Safe' responses increased by 7%.



Respondents stating that they feel 'Unsafe' or 'Very Unsafe' in Oadby saw the biggest change with 19% fewer respondents feeling that way than in 2017-18. Respondents stating that they felt 'Very Unsafe' in Oadby fell by 14%, to just one individual response.

	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
<b>Oadby Brocks Hill</b>	11% (3)	50% (14)	29% (8)	11% (3)	0%
<b>Oadby Grange</b>	8% (1)	42% (5)	25% (3)	25% (3)	0%
<b>Oadby St Peters</b>	17% (4)	39% (9)	35% (8)	9% (2)	0%
<b>Oadby Uplands</b>	8% (1)	33% (4)	42% (5)	8% (1)	8% (1)
<b>Oadby Woodlands</b>	0%	40% (2)	40% (2)	20% (1)	0%
<b>Oadby</b>	<b>11% (9)</b>	<b>43% (34)</b>	<b>33% (26)</b>	<b>13% (10)</b>	<b>1% (1)</b>

Individually respondents from Oadby Brocks Hill perceive their Council Ward as being the safest in Oadby with a combined 61% of respondents stating that they feel either 'Very Safe' (11%) or 'Safe' (50%) within it.

Oadby Grange had the highest number of respondents stating that they feel 'Unsafe' within it at 25% (3 respondents), although this is offset by 50% of respondents stating again that they feel 'Very Safe' (8%) or 'Safe' (42%) within it. Oadby Grange did, however, have the second lowest number of survey respondents in Oadby (and the Borough as a whole) which means a truly accurate understanding of the public's perception of safety within it cannot be developed at this time.

## Oadby | Community Safety Survey 2018-19

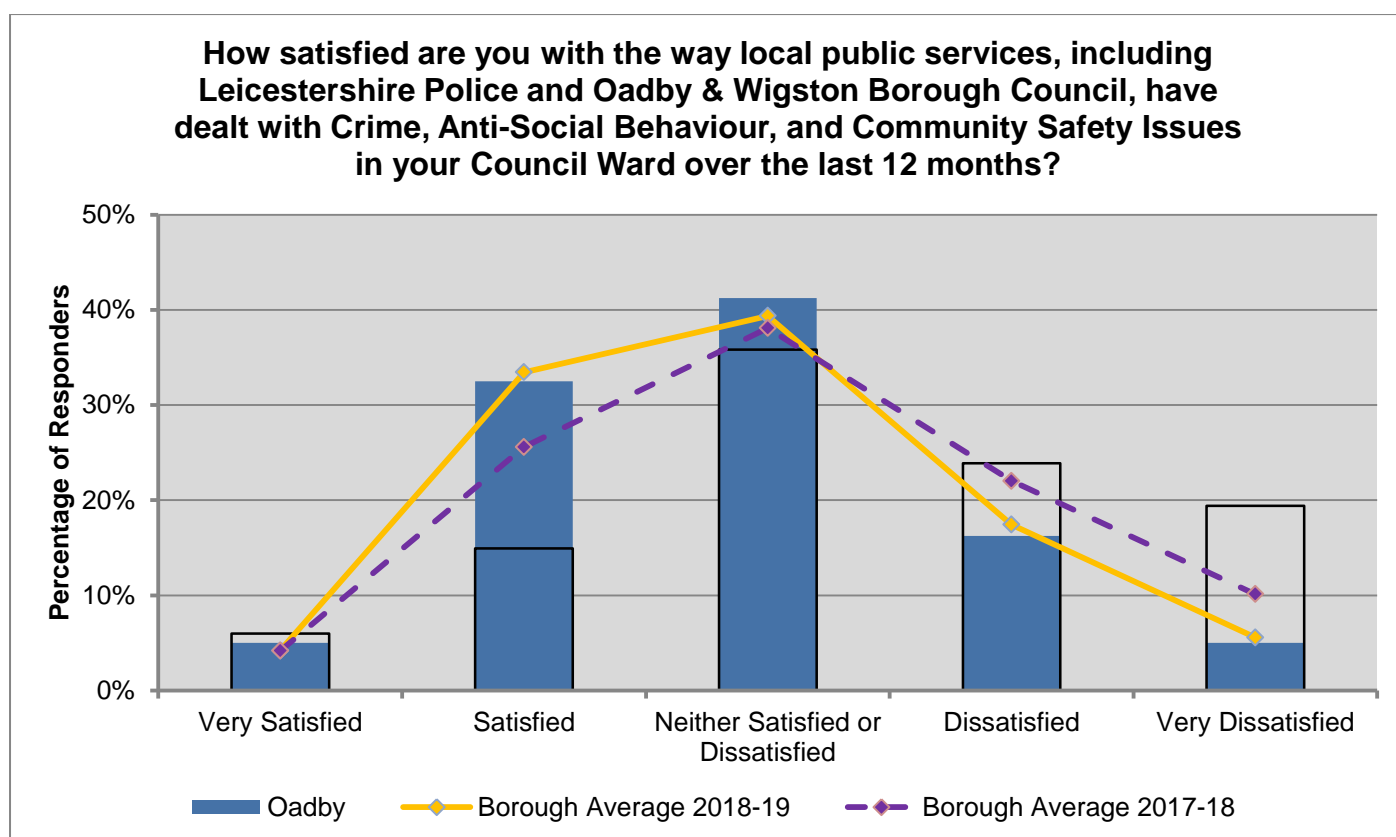
Examples of qualitative data collected in relation to respondent's sense of safety in Oadby are given below (presented verbatim).

As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

- *"Unsafe when it is dark and I am walking alone."*
- *"As female don't feel particularly safe walking in streets, when it's dark particularly."*
- *"Concerned about the almost total absence of a Police presence."*
- *"So much so we are moving out of the area. Expected to have intruder lighting / CCTV / burglar alarms installed now. Neighbourhood Watch no longer exists. Street lamps not bright enough. Not safe to be out late walking for women / elderly - to post a letter!"*
- *"With the proviso that we are now more careful how we do things - e.g. use ATMs, more vigilant after dark etc."*
- *"After being burgled we feel unsafe."*
- *"Insecure working at night / evening."*
- *"Night-time thefts from motor vehicles."*
- *"Earlier this year on the way back from shopping at ASDA I was confronted with 3 youths riding bikes at speed with no lights on the foot path. One whose brakes couldn't have worked ran into me, it's time it was stopped."*
- *"No Police. No Enforcement of Rules or Laws. No Respect for Anyone or Anything."*
- *"Some streets with the drugs are no longer safe."*
- *"Very unsafe due to gangs of youths."*
- *"LARGE GROUPS of students who walk together and are SO loud and do not part to allow people to walk passed them, making it necessary to get on to busy roads to pass AND ageist comments made - all from Beauchamp College students."*

## SATISFACTION WITH LOCAL PUBLIC SERVICES

2018-19 saw a marked increase in the number of Oadby based respondents stating they are either 'Very Satisfied' or 'Satisfied' with local public services, rising from 21% in 2017-18 to 38% following this year's survey. This is despite the majority of respondents (41%) stating that they are 'Neither Satisfied or Dissatisfied' with local public services, increasing from 36% in the previous year.



The most substantial changes seen following the completion of 2018-19 survey are the number of respondents stating that they are 'Satisfied' with local public services, rising from 15% to 33%, and the number of 'Very Dissatisfied' respondents, falling from 19% to 5%. Oadby is the only area of the Borough to see a decrease in the number of 'Very Dissatisfied' respondents in the 2018-19 survey.

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<b>Oadby Brocks Hill</b>	0%	30% (8)	44% (12)	22% (6)	4% (1)
<b>Oadby Grange</b>	0%	31% (4)	38% (5)	15% (2)	15% (2)
<b>Oadby St Peters</b>	13% (3)	43% (10)	30% (7)	13% (3)	0%
<b>Oadby Uplands</b>	8% (1)	25% (3)	50% (6)	8% (1)	8% (1)
<b>Oadby Woodlands</b>	0%	20% (1)	60% (3)	20% (1)	0%
<b>Oadby</b>	<b>5% (4)</b>	<b>33% (26)</b>	<b>41% (33)</b>	<b>16% (13)</b>	<b>5% (4)</b>

## Oadby | Community Safety Survey 2018-19

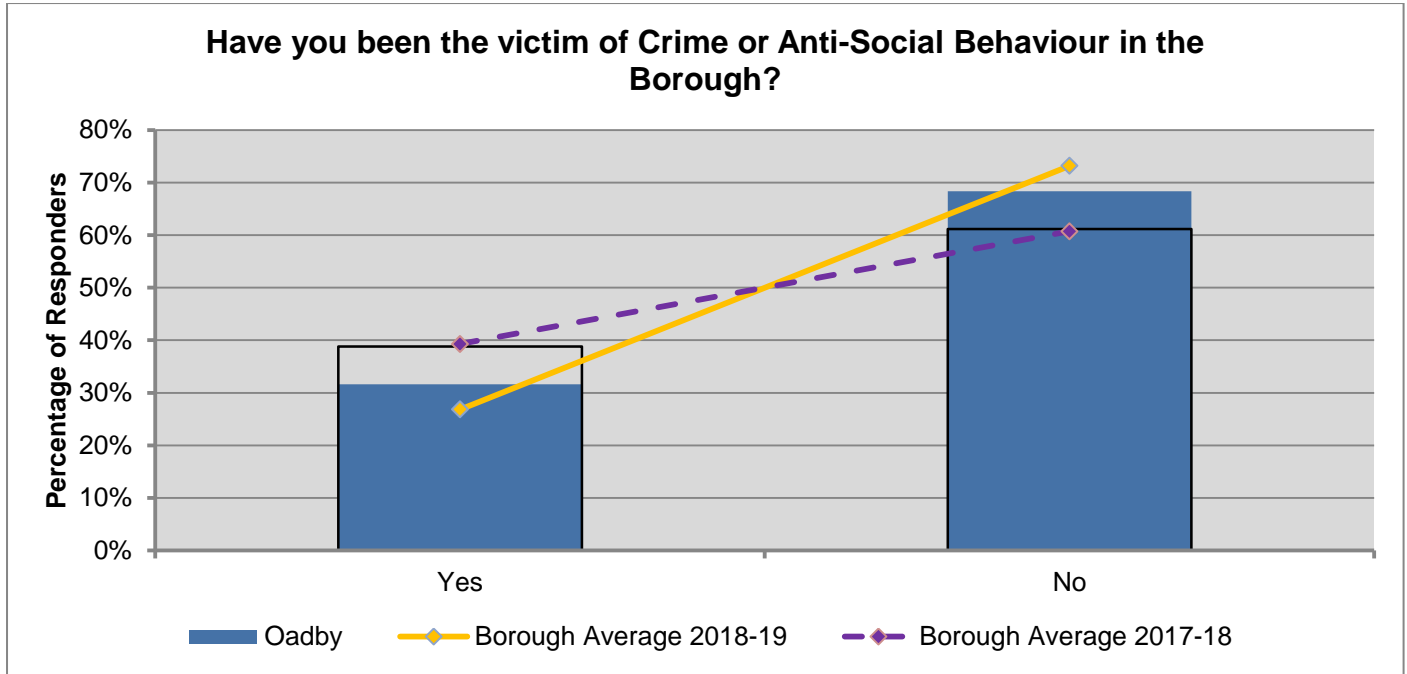
Examples of qualitative data collected in relation to respondent's satisfaction with local public services in Oadby are given below (presented verbatim).

As per the previous section, this qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"Never see the Police around our area and response times to incidents are dreadful or non-existent!!"*
- *"Youth from Beauchamp College hang around the area a lot. Too much."*
- *"Speeding as big an issue as ever. More & more parking on pavements & verges. Noisy (excessively) car exhausts."*
- *"I am grateful that I have not experienced crime or anti-social behaviour recently, so perhaps I should have filled in the box saying very satisfied. As I have no experience at present, I cannot really answer the questions. However, I would like to see many more Police or Community Support Officers around."*
- *"Authorities are aware of the problems but lack of resources make it impossible to address."*
- *"Police no longer attend burglaries and / or minor car accidents, and if they do the incident is quickly closed due to lack of Police - we need more Police who in turn need more government funding & support to do their jobs."*
- *"We are aware of the fact that Government has seriously cut Council funding but reductions in all services is obviously a concern."*
- *"They try hard, but it is an uphill battle."*
- *"Never even seen a Policeman in my street for 25 years."*
- *"Only recently, for first time am aware of residents being asked to attend a local Ward crime / safety meeting due concerns raised. Not impressed with media review of event. Don't believe incidents less than 2017. Suspect recording processes."*
- *"There's not a lot of awareness / promotion of what is being done / has been done."*
- *"Not aware of any measures being taken to reduce speeding on local roads, apart from the A6 in Oadby. However this doesn't mean measures aren't being taken, just that we aren't aware."*
- *"The on footpath parking and cyclist on footpaths is rife in Oadby and ought to be brought under control."*
- *"Fly tipping on the A6 just past the Glen Gorse Golf Club is a common practice. The Council need to stop charging for tipping at the official tips, which will stop this."*
- *"Putting street lights back on has helped reduce crime. Who is accountable for turning them off in the first place?"*
- *"Abused due to appearance in town centre. Advised by friends that Police would not be interested. Asked Police Officer to deal with parking on pavement. Told that they did not have time."*
- *"The Police have so little authority thanks to successive Governments over the past 50 or so years."*
- *"No Police to be seen. Illegal parking - Police nowhere to be seen to minimise this. Police seem to have wrong priorities. Paid scant attention when we were burgled."*

## VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of Oadby based respondent's state that they have not been a victim of crime or anti-social behaviour in the Borough, with only a 7% difference from the responses given in last year's survey.



	Yes	No
<b>Oadby Brocks Hill</b>	18% (5)	82% (23)
<b>Oadby Grange</b>	33% (4)	67% (8)
<b>Oadby St Peters</b>	45% (10)	55% (12)
<b>Oadby Uplands</b>	42% (5)	58% (7)
<b>Oadby Woodlands</b>	20% (1)	80% (4)
<b>Oadby</b>	<b>32% (25)</b>	<b>68% (54)</b>

It is positive to note the increase in the number of Oadby based respondents stating that they have not been a victim of crime or anti-social behaviour in the Borough, a trend seen across all three settlement areas covered by this report.

## FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *"Naming & shaming MIGHT help???"*
- *"The Police and PCSOs are very good and do their best but they are undermanned, and cannot be everywhere at once."*
- *"A visible increase in Police presence especially in the Fludes Lane area might discourage the gathering of groups of young people."*
- *"Bad parking in the Oadby Town centre and on the Borough's roads needs to be addressed by visible policing and a regular traffic warden on duty."*
- *"No. A waste of time."*
- *"There is an increasing amount of dog fouling in space around the carpark off Bluebell Close - an additional dog refuse bin in the car park could address this."*
- *"Regular police visits and community copper advice to youths that this is a residential area. A lot of these gangs are not from around area and moved on from other parks I would imagine."*
- *"I think attention requires to be paid to central Wigston as I have observed significant issues with anti-social behaviour there."*
- *"Again please take note on issues I have with parking on the pavements. I have recently joined the local Neighbour Watch Scheme to help in general but also if I feel to report to local Police the above issues and any other."*
- *"Keep Wigston tidy; clean up litter + graffiti + create a sense of pride. Neglected areas encourage neglectful disrespectful behaviour."*
- *"I am very happy the way things are in Wigston. Well done."*
- *"Frequent speeding in dangerous spots with "slow" signs e.g. and of Horsewell Lane by bus stops + Long Street. Excessive noise from motorcycles and cars."*
- *"Please more Police on the beat i.e. walking."*
- *"Traffic offences: Stop having a quiet word and start handing out fines, first time, every time. Deterrence is better than cure. A deterrent stops someone committing a crime; a cure means they already have."*
- *"Fortunately there is much for young people to be involved in, in the Borough - scouts, guides, youth clubs etc. and 3 churches and a number of chapels who all do sterling work and need supporting and more recognition of what they achieve - perhaps restore the Oadby and Wigston Mail? Brocks Hill is a great asset!!"*
- *"Anti-social behaviour nearby at Waitrose car park - sharing of party drugs. This was dealt with by Police in exceptionally effective way. Very impressed."*
- *"Random presence and law enforcement including issue of FPT for parking & litter, or prosecution for other offences."*
- *"Public meeting to air our views."*
- *"I am not in favour of single authority and the conservative motto is always do nothing and that is value for money."*
- *"We believe that O+W Council are a very efficient operation in most respects but lack of proper/adequate policing is a problem."*



# WIGSTON

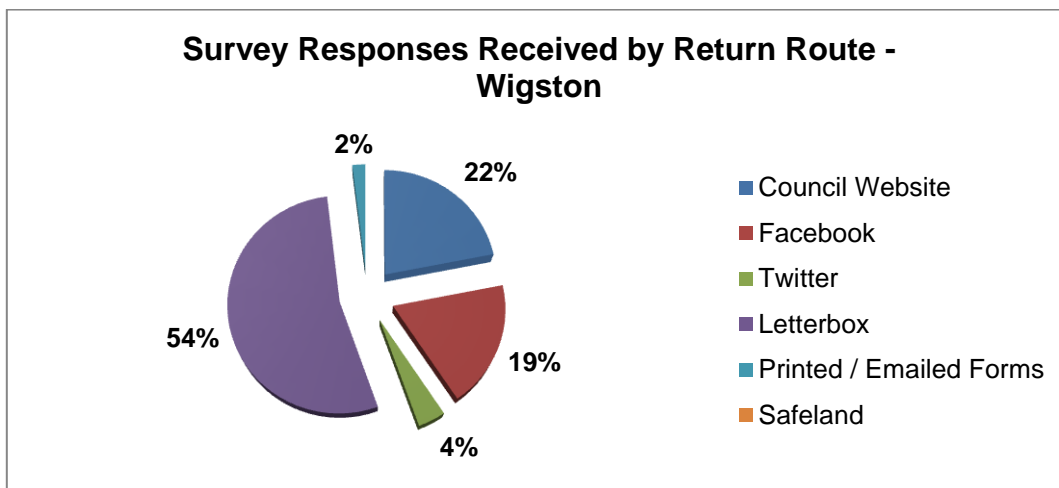




## RESPONSES OVERVIEW

A total of 155 responses to this year’s survey were received from the four Wigston Wards, accounting for 52% of the total responses received for 2018-19, and showing a 66% (+77) increase in responses from Wigston compared to 2017-18’s survey. These were broken down by Ward as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
Wigston All Saints	53	90%	5	10%
Wigston Fields	30	75%	10	25%
Wigston Meadowcourt	25	100%	0	0%
Wigston St Wolstans	29	94%	2	6%
<b>Total</b>	<b>137</b>	<b>88%</b>	<b>18</b>	<b>12%</b>

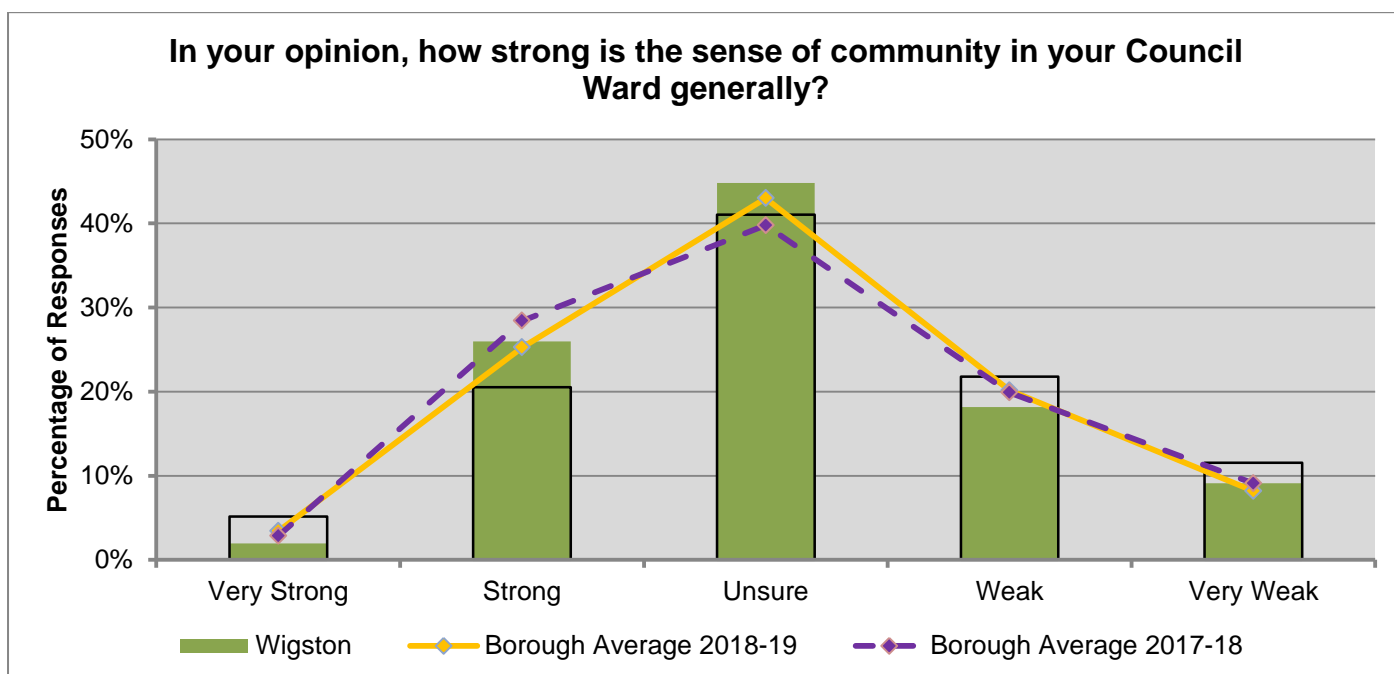


Letterbox, as per the overall trend in the Borough, is the primary source of survey responses for Wigston, accounting for 54% of all responses, with 45% of responses being made by digital routes. The Council’s website was the main digital return route, accounting for 22% of all of the Wigston based responses received, with Facebook in a close second as the most popular digital return route, accounting for 19% of Wigston based responses.

## SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for Wigston are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
<b>Wigston All Saints</b>	2% (1)	25% (15)	41% (24)	20% (12)	12% (7)
<b>Wigston Fields</b>	3% (1)	23% (9)	54% (21)	18% (7)	3% (1)
<b>Wigston Meadowcourt</b>	0%	20% (5)	44% (11)	16% (4)	20% (5)
<b>Wigston St Wolstans</b>	3% (1)	35% (11)	42% (13)	16% (5)	3% (1)
<b>Wigston</b>	<b>2% (3)</b>	<b>26% (40)</b>	<b>45% (69)</b>	<b>18% (28)</b>	<b>9% (14)</b>



Wigston’s sense of community is broadly comparable to the Borough average (based on 300 survey responses) and has only minor changes from the findings of 2017-18’s survey. Last year’s findings are displayed on the above graph as the black bordered column overlays for comparison. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

Wigston is the only settlement in the Borough to see a decrease in the number of respondents stating that their sense of community is ‘Very Strong’. ‘Weak’ and ‘Very Weak’ responses have both declined from those received in 2017-18 however, with an increased majority of respondents stating that they are ‘Unsure’ about the sense of community in their Ward.

Wigston St Wolstans’ responses demonstrate the strongest sense of community in Wigston, with Wigston Meadowcourt’s response highlighting the weakest sense of community in the area. It is accepted that the small dataset acquired through the undertaking of this survey only offers a snapshot of each Ward’s perceptions however.

## Wigston | Community Safety Survey 2018-19

Examples of qualitative data collected in relation to the above are given below (presented verbatim).

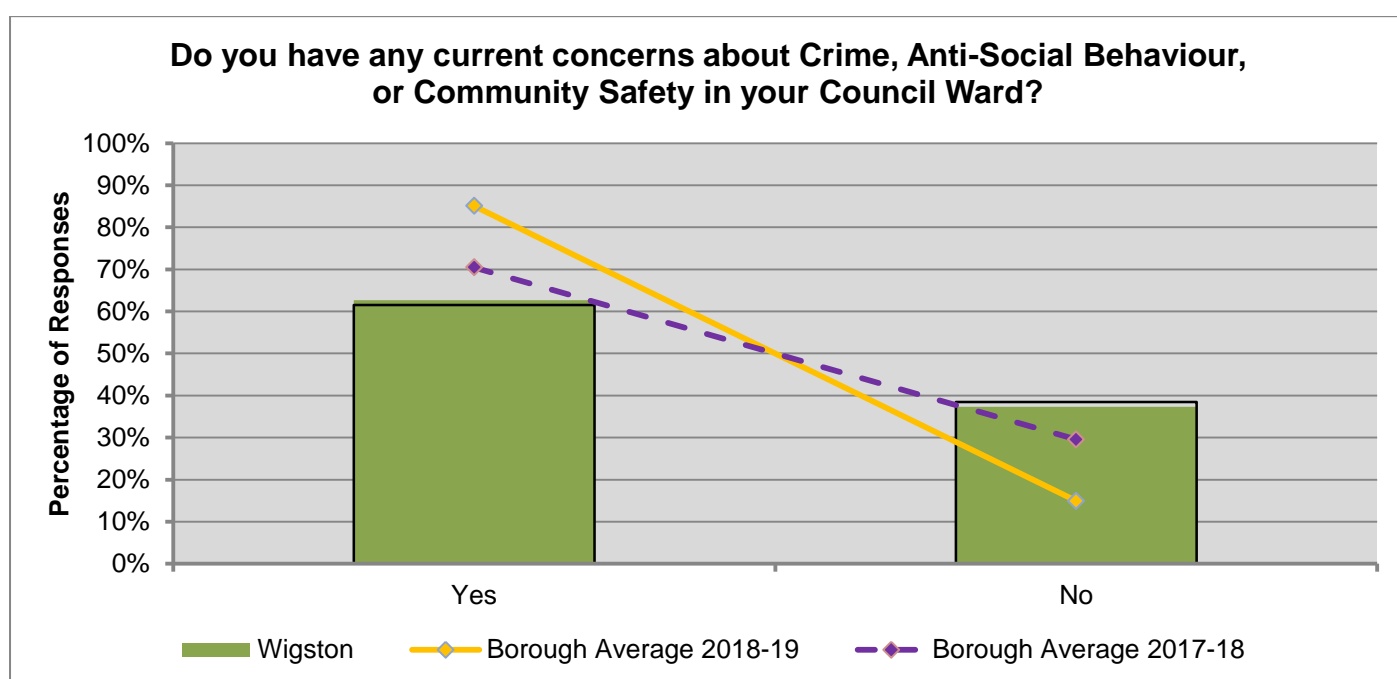
It should be noted that respondents who answered 'Weak' or 'Very Weak' were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *"Never seem to get consulted or told of what's happening."*
- *"They never sweep the streets. They won't leave street lamps on just the odd extra one to make it feel safer."*
- *"I live on the main road, so do not really see sight nor sound of the community."*
- *"There are no community groups within the area. There are no local meeting places. It is not easy to get into Wigston Town Centre from the Shackerdale Road end of Wigston Fields using public transport."*
- *"There is a strong community feel amongst a group of houses on my street, however outside of that I don't feel that there is a strong sense of community in my Ward."*
- *"Apart from people on my street and I'm saying only a few people on the street I don't know many people. There isn't a Neighbourhood Watch scheme either which could help build a sense of community."*
- *"Nobody seems to care. Dog poo gets left on the streets. People park wherever they want with no consideration to others."*
- *"Community facilities within Meadowcourt are almost solely connected with the Meadows County Primary school, and without children attending the school, ordinary residents feel left out. No groups organise within the Ward."*
- *"Everyone seems to be at odds and have no respect for each other. They give no regard to the parking - parking on the pavement and across people's drives and putting their rubbish outside others houses if they have gone over their allowance of bags. These are just some of the examples that are happening."*
- *"I have lived here 10 years - there isn't anything that really brings the community together."*
- *"The community in general doesn't socialise or mix anymore."*
- *"Wigston has no heart or reason to exist. It lacks any character, as does Leicester. They are empty shells as are the people."*
- *"Very few local events to bring people together. Too many "affordable" houses being injected into non "affordable" areas, too many people who do not know how to behave with respect to themselves or others."*
- *"No one can be bothered about anything. You never see a Councillor or a Police Officer on foot or in a car for that matter."*
- *"I suspect that community information is available if you seek it out but generally news is received via the 'Letter Box' newsletter or when things go wrong."*
- *"We have very good Councillor on my Ward who works hard to keep our areas good, but without them it would not be like this as all Wards are not the same."*
- *"The fact I am unsure suggests that there is probably a lack / weakness."*
- *"Compared to when we were young, there is no real sense of community. Partly due to 7 days a week shopping."*
- *"I have very good relationship with people in my road some of them are involved in the Civic Society."*
- *"Difficult to get a full picture now as no local newspaper."*
- *"Very strong in the close I reside."*
- *"Very few local activities that I want to participate in."*
- *"I feel safe so that's a good thing."*

## CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of Wigston based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in the Council Ward as shown in the table below. Across all Wigston Wards only Wigston Meadowcourt saw the majority of respondents to the survey state that they do not have any current concerns.

	Yes	No
<b>Wigston All Saints</b>	70% (40)	30% (17)
<b>Wigston Fields</b>	68% (25)	32% (12)
<b>Wigston Meadowcourt</b>	44% (11)	56% (14)
<b>Wigston St Wolstans</b>	58% (18)	42% (13)
<b>Wigston</b>	<b>63% (94)</b>	<b>37% (56)</b>



The data collected for the Wigston Wards for 2018-19 seldom differs from 2017-18’s dataset, with only a 1% difference in responders stating that they do have concerns in their respective Wards.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

## Wigston | Community Safety Survey 2018-19

The top crime, anti-social behaviour, or community safety concerns held by members of the public in Wigston, as per the findings of this survey, are;

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	57% (54)	—	Motor Vehicle and Traffic Concerns
2	43% (40)	—	Littering or Fly-Tipping
3	41% (39)	▲	Burglaries or Distraction Thefts
4	35% (33)	▲	Drugs or Drug Related Issues
5(=)	31% (29)	▼	Groups causing Nuisance
5(=)	31% (29)	▼	Vandalism or Graffiti
7	21% (20)	▼	Noise Nuisance
8	14% (13)	▲	Drunk or Rowdy Behaviour
9	12% (11)	▼	Other (See Below)
10	7% (7)	▲	Deliberate Fires
11	4% (4)	▲	Domestic Abuse
12	3% (3)	▼	Hate Crime

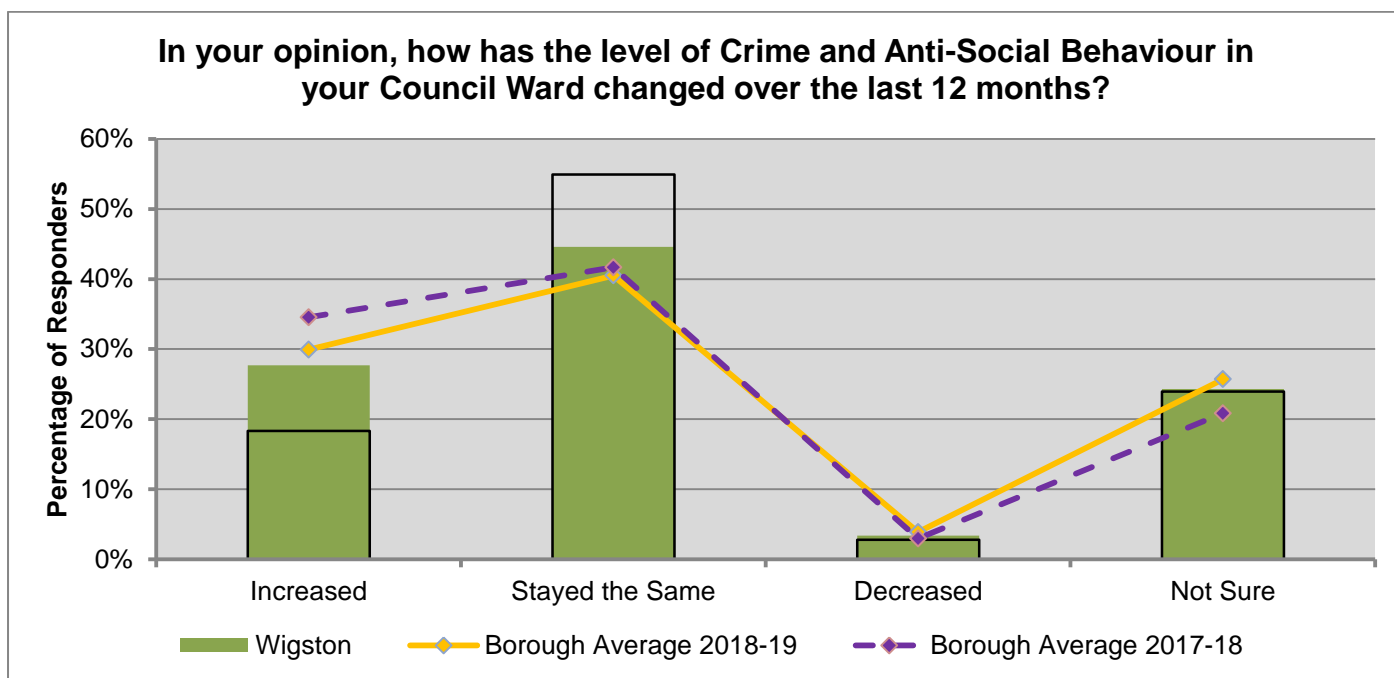
Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in Wigston are given below (presented verbatim);

- *“Cars parking in the street at school times; parking across drive ways making it difficult to get on or off drives.”*
- *“The Oadby and Wigston Road, is becoming increasingly used by speeding drivers. It is becoming unsafe for children due to the constant speeding of drivers cutting through. This needs addressing by the local Police.”*
- *“Local burglary, having milk stolen off door step, seeing people around in the street at night walking back and forth, having seen car door handles tried at night. Some of these were seen on CCTV.”*
- *“Lack of street lighting.”*
- *“With regards to theft from cars and house burglaries I consider all street lighting should be on at night. For obvious reasons.”*
- *“Amount of thefts from cars and houses in our street in the early hours! No lights in the street and brazen burglars.”*
- *“I’ve had my car broken into on my drive in the Little Hill area. I feel that turning the street lights off encourages this behaviour.”*
- *“Since street lights have been turned off at night there are more groups of youths hanging around within 1<sup>st</sup> month of the lights going out my house was targeted by would be thieves, luckily they got disturbed bit caused damage to locks reported to Police. Cars are being broken into a lot. I no longer feel safe in my home TBH.”*
- *“Drugs can be smelt coming from properties on the Little Hill estate. Summer more but gangs of youth members walking the streets lack of youth clubs or the Council forging links with local youth groups and clubs.”*

## CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

73% of Wigston based respondents believe that the level of crime and anti-social behaviour in their Council Wards has either 'Increased' or 'Stayed the Same' during 2018-19. This is the same figure found following the 2017-18 Community Safety Survey, and is higher than the 2018-19 Borough average of 70%.

2018-19 saw a 10% increase however in the number of respondents who felt that crime and anti-social behaviour in Wigston has increased over the last 12 months. This change is mirrored by a 10% decrease in the number of respondents who felt that crime and anti-social behaviour levels had stayed the same over the last 12 months.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. In Wigston the public perception of crime and anti-social behaviour is seen to be more closely following the national trend than other settlement areas in the Borough.

In both 2017-18's and 2018-19's datasets 24% of Wigston based respondents stated they were 'Not Sure' about how the level of crime and anti-social behaviour in their Council Ward has changed over the last 12 months. Only 3% of respondents in both years felt that crime and anti-social behaviour had 'Decreased' in the same period.

	Increased	Stayed the Same	Decreased	Not Sure
<b>Wigston All Saints</b>	38% (21)	39% (22)	0%	23% (13)
<b>Wigston Fields</b>	22% (8)	42% (15)	8% (3)	28% (10)
<b>Wigston Meadowcourt</b>	24% (6)	56% (14)	0%	20% (5)
<b>Wigston St Wolstans</b>	19% (6)	48% (15)	6% (2)	26% (8)
<b>Wigston</b>	<b>28% (41)</b>	<b>45% (66)</b>	<b>3% (5)</b>	<b>24% (36)</b>

The table above shows that across all Wigston Wards the majority of respondents feel that crime and anti-social behaviour levels had 'Stayed the Same' over the last 12 months. In most Wards this is a significantly higher

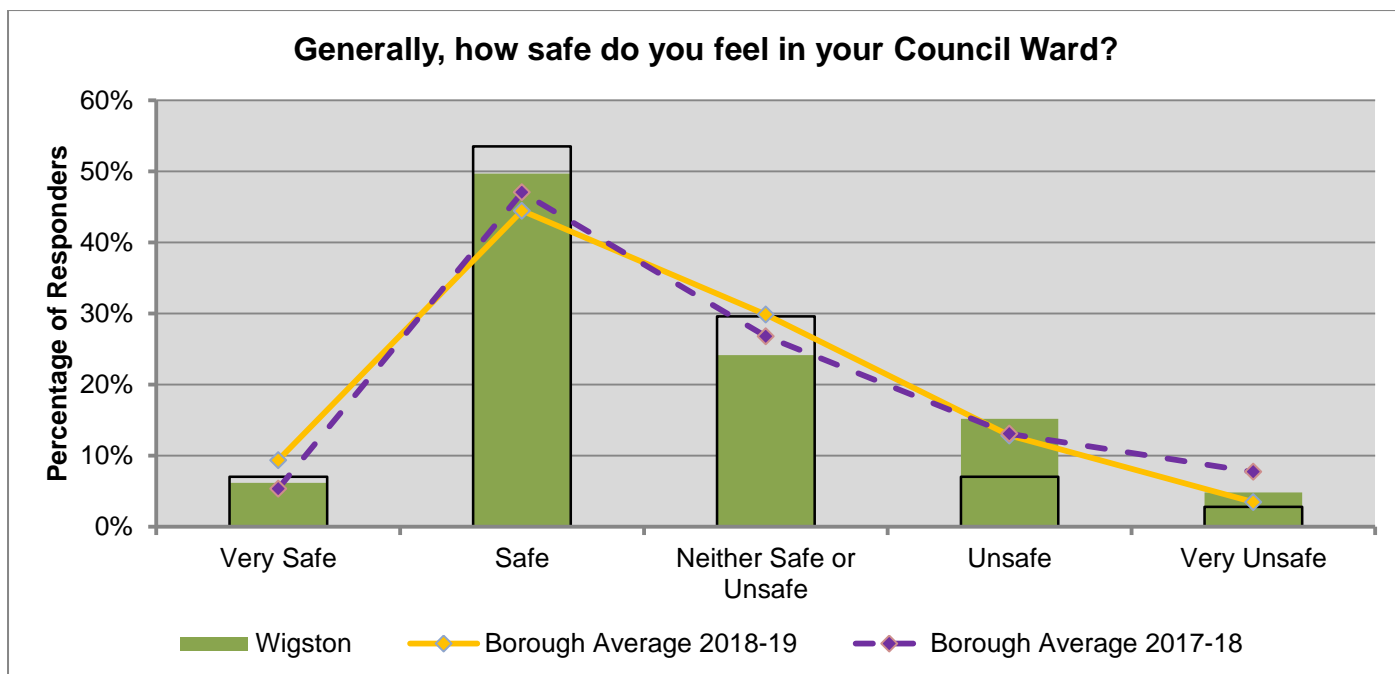
### **Wigston | Community Safety Survey 2018-19**

percentage than those who felt that crime and anti-social behaviour had 'Increased' over the last 12 months, although the figures for Wigston All Saints only differ by 1%. This is a major change to 2017-18's data for this Ward where only 15% of respondents felt levels of crime and anti-social behaviour had 'Increased', and 56% felt that they had 'Stayed the Same'.

Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

## SENSE OF SAFETY

Wigston has seen a net decrease in the number of respondents to stating that they feel 'Very Safe' or 'Safe' in their Council Ward, falling from 61% in 2017-18 to 56% in 2018-19. Overall the majority of respondents (54%) still state that they feel 'Safe' in the Wigston settlement area.



Respondents stating that they feel 'Unsafe' or 'Very Unsafe' doubled from 10% in 2017-18 to 20% in 2018-19. This was coupled with a 6% decrease in the number of respondents who stated that they felt 'Neither Safe or Unsafe' in their Council Ward.

	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
<b>Wigston All Saints</b>	5% (3)	44% (24)	24% (13)	18% (10)	9% (5)
<b>Wigston Fields</b>	6% (2)	54% (19)	20% (7)	17% (6)	3% (1)
<b>Wigston Meadowcourt</b>	4% (1)	48% (12)	40% (10)	4% (1)	4% (1)
<b>Wigston St Wolstans</b>	10% (3)	57% (17)	17% (5)	17% (5)	0%
<b>Wigston</b>	<b>6% (9)</b>	<b>50% (72)</b>	<b>24% (35)</b>	<b>15% (22)</b>	<b>5% (7)</b>

Wigston St Wolstans is seen by its residents as the safest Ward in the Wigston settlement area with a combined total of 67% of respondents stating that they feel either 'Very Safe' (10%) or 'Safe' (57%) within it.

Wigston All Saints has the highest number of respondents stating that they feel 'Unsafe' (18%) or 'Very Unsafe' (9%) at a combined total of 27%. This is a concerning given that in 2017-18 no respondents stated that they felt 'Unsafe' or 'Very Unsafe' within this Ward. This result potentially correlates to the perceived increase in crime and anti-social behaviour respondents highlighted in the Wigston settlement area.



## Wigston | Community Safety Survey 2018-19

Examples of qualitative data collected in relation to respondent's sense of safety in Wigston are given below (presented verbatim).

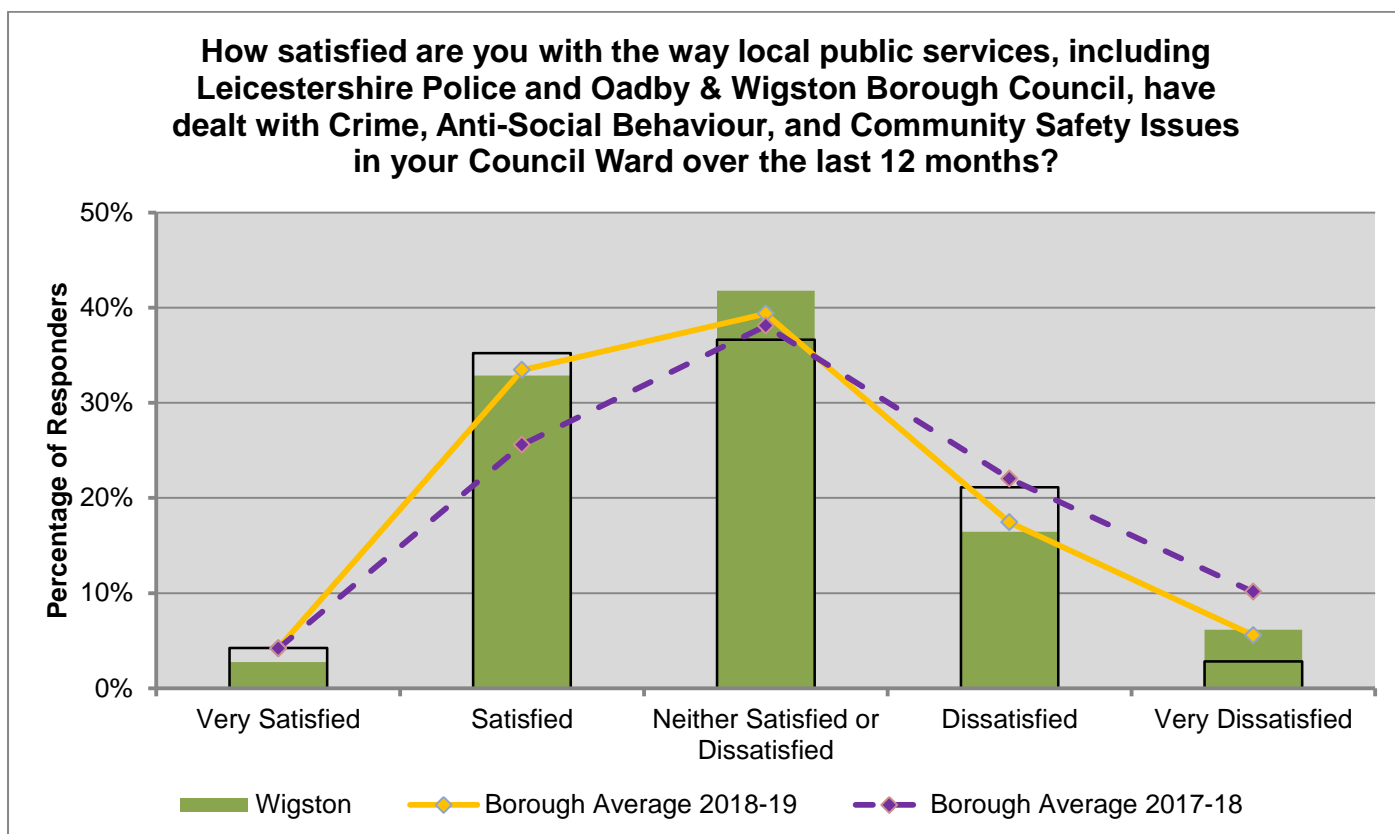
As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

- *"It does not fill you with confidence having groups of youngsters running around with scarves over their faces. Or when children thrown things out of top floor flat windows at passer bus or when they are openly taking drugs in doorways."*
- *"There are a lot of strange non-residents hanging around our streets. Also I feel very unsafe with the low level street lighting and even worse no lights after 11pm. It puts me off being out in the dark."*
- *"I have lived here for over 30 years and have always owned dogs. I no longer use the local park (Willow Park) as I feel vulnerable to the many drug and drink users frequenting it during the day time. Similarly just walking around Wigston town centre there are often groups of young people riding bikes directly at people on their own or hanging around shop doorways making comments as people try to access the shop. In addition since the changes to the street lights and the policy of switching them off at certain times now makes walking the dog after dark quite unpleasant."*
- *"Due to burglary and theft."*
- *"Until there's a clear presence handling these issues I will not be happy around here. Kids and adults alike need dealing with."*
- *"There has been an increase in scrap metal collectors driving round, so much so I've installed CCTV to put them off my property."*
- *"Crime. Under the cover of darkness my street is pitch black."*
- *"Knife crime, groups of kids, vandalising, if incidents happen and you call the Police it can take hours for them to show up if they show up at all (lack of Officers) the youths today are out of control the Police and parents have no control."*
- *"We have had a few 'opportunist' thefts."*
- *"Like anywhere we all feel that we could feel safer if the Police had more to say in the punishment on the people cause the unsafe feeling that people have. Our Council are trying to combat crime."*
- *"Cycles on pavement - cars fully on pavements also driving onto pavements in front of pedestrians - reversing without care."*
- *"Because of outsiders into the area where I live the residence would be very happy to see a Councillor (just try it.) (Show ID) earn their money."*
- *"During the day safe. During the evening hours – very wary."*
- *"We live in a modern house, with up to date window, door locks, and an alarm system, and we look out & check our neighbours each side, as they do for us, especially when we are on holiday."*
- *"I wouldn't feel safe walking the estate during darkness."*
- *"As it is a health hazard due to dog fouling it is extremely unsafe, particularly for the young, the older, the disabled and children / adults who use green spaces to keep fit. The Borough needs to have designated dog walking green spaces - not general areas!"*

## SATISFACTION WITH LOCAL PUBLIC SERVICES

Satisfaction with local public services in the Wigston settlement area fell slightly from a combined 39% in 2017-18 to a combined 36% in 2018-19. The number of respondents stating they were ‘Dissatisfied’ with local public services also decreased from 21% in 2017-18 to 16% in 2018-19.

Wigston respondents stating that they were ‘Very Dissatisfied’ doubled from 3% in 2017-18 to 6% in 2018-19, although the majority (42%) state that they are ‘Neither Satisfied or Dissatisfied’ with local public services in their Council Ward. This is an increase of 5% from 2017-18.



Wigston saw the most significant change in satisfaction data in the Borough, being the only settlement area to not see a net gain in the number of respondents stating that they feel either ‘Very Satisfied’ or ‘Satisfied’ with local public services in their Council Ward.

	Very Satisfied	Satisfied	Neither Safe or Unsafe	Dissatisfied	Very Dissatisfied
<b>Wigston All Saints</b>	4% (2)	30% (17)	36% (20)	20% (11)	11% (6)
<b>Wigston Fields</b>	3% (1)	40% (14)	37% (13)	17% (6)	3% (1)
<b>Wigston Meadowcourt</b>	0%	32% (8)	52% (13)	12% (3)	4% (1)
<b>Wigston St Wolstans</b>	3% (1)	30% (9)	50% (15)	13% (4)	3% (1)
<b>Wigston</b>	<b>3% (4)</b>	<b>33% (48)</b>	<b>42% (61)</b>	<b>16% (24)</b>	<b>6% (9)</b>

## Wigston | Community Safety Survey 2018-19

Satisfaction in local public services is highest in Wigston Fields, at a combined (and sustained) 43%, and lowest in Wigston All Saints at 31%, up from 26% in 2017-18. This information again trends to the public perception of crime and anti-social behaviour in Wigston All Saints increasing over the last 12 months, and is demonstrated by an 11% increase in the number of 'Very Dissatisfied' respondents from this Ward compared to the 2017-18 dataset.

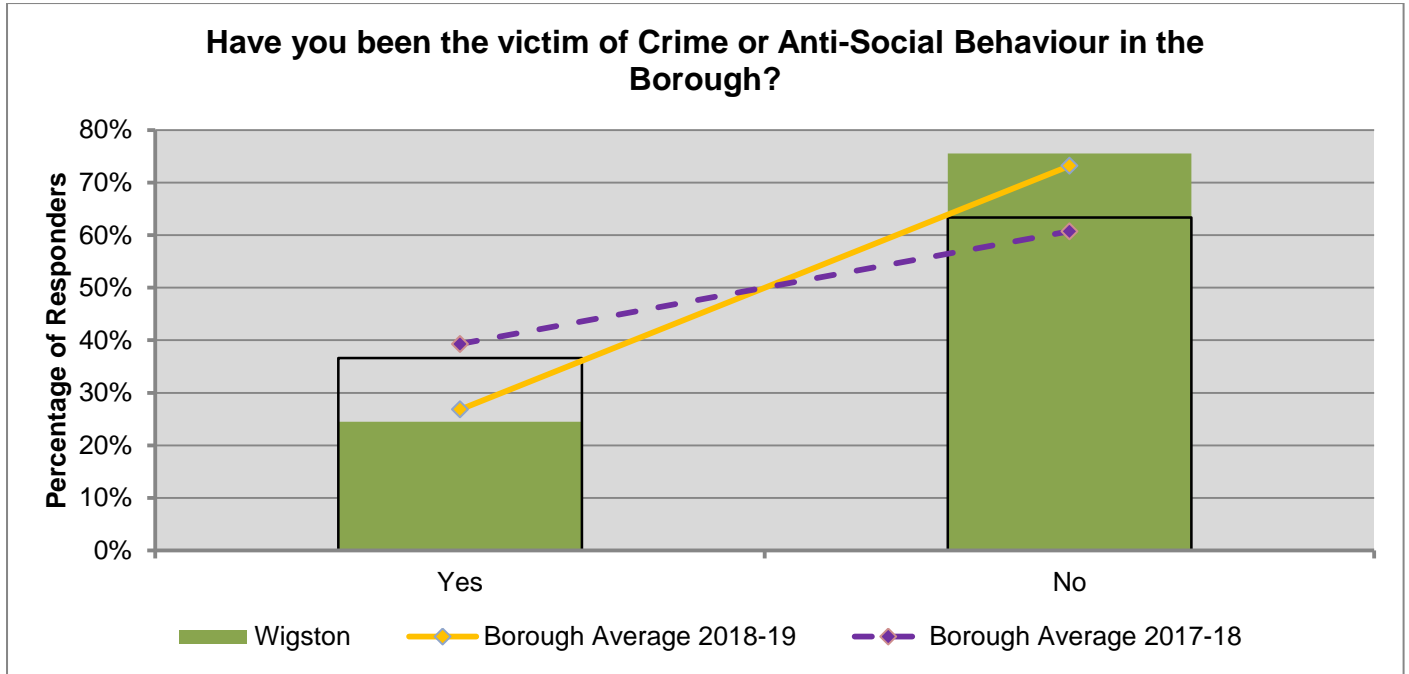
Examples of qualitative data collected in relation to respondent's satisfaction with local public services in Wigston are given below (presented verbatim).

As per the previous section, that qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"I have given this answer because I feel that a lot more could be done but I know that the public services are severely limited by the lack of funding and therefore inadequate resources. They are extremely stretched and trying to do the best they can but can only do so much."*
- *"Issues are worsening and although the Police are doing all they can, they are underfunded and not being supported by relevant services. Such as turning point, youth services / centre etc."*
- *"The Council doesn't do anything to help the community."*
- *"Numerous complaints re traffic parking in around the vicinity of local school appear to have no action fingers crossed we don't lose a child's life - this needs constant monitoring due to inconsiderate Parking - yellow liners - corner parking as long as I'm on front row!"*
- *"Lack of funding has led to the failure in keeping people on the right side of the law."*
- *"Not enough Police on the streets. Need more regular patrols. Police Station shut at around 6 at night. In my opinion ridiculous."*
- *"Treated patronisingly by the Police who said that the people dealing in drugs which has been so obvious might be spending several hours in cars to pass on bags of sugar or salt!"*
- *"We have Police Officers patrolling many years ago now not to be seen..."*
- *"There is not enough Police on the streets, there is never any about when you need them and if you call the reply is we will give you a crime number what good is that."*
- *"Lack of local policing."*
- *"We never see a Policeman in the area at school time - the parking is atrocious."*
- *"You are just looked on as being a nuisance if you complain and as above."*
- *"The Police seem disinterested in dealing with "minor" anti-social behaviour, I assume to lack of resources or the target clear up rates. Too many "anti-social" people being brought into Wigston via "affordable housing", I've lived in Wigston for 53 years but it is going to the dogs - seriously considering leaving the area."*
- *"I don't feel that they are making any inroads."*
- *"It is the Borough Council that is not pulling its weight - it needs to get a grip of dog fouling - but first it needs to accept it is an anti-social behaviour."*
- *"Unsafe parking outside the school opposite where I live. Not enough Police seen in Borough."*
- *"No problems at all with bins & recycling collections. Communal & public open areas, grass cutting & cleaning up could be improved. We believe there is some underage drinking nearby in Cleveland Rd area, due to thrown away beer cans etc. Reopen Wigston Police Station at night."*

### VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of Wigston based respondents state that they have not been a victim of crime or anti-social behaviour in the Borough, with a 13% decrease in the number of respondents stating that they have been, mirrored by a 13% increase in those stating they have not.



	Yes	No
<b>Wigston All Saints</b>	21% (12)	79% (44)
<b>Wigston Fields</b>	34% (12)	66% (23)
<b>Wigston Meadowcourt</b>	16% (4)	84% (21)
<b>Wigston St Wolstans</b>	26% (8)	74% (23)
<b>Wigston</b>	<b>24% (36)</b>	<b>76% (111)</b>

## FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *"I have concerns regarding the volume of traffic entering McDonalds, and the impact that this often has on the highway. This regularly gets clogged up due to the close vicinity of the roundabout, which now being signalised causes congestion when the McDonalds entrance gets blocked. Primarily a Highway Authority concern, but thought it was worth raising."*
- *"1. I would like to see Police street patrols to address anti-social behaviour. 2. Something to address nuisance/inconsiderate parking but unsure how this can be addressed so that residents aren't penalised."*
- *"Fortunately we haven't had any concerns but it would be good to see more of a Police presence in the area. The lighting in the area is not as bright as it used to be and we think this doesn't help matters."*
- *"I would like to see youngsters having positive interaction with the services from a young age so that they learn to respect them. This is something I have taught my children however it appears some parenting qualities in practice these days leave a lot to be desired. Maybe parents should be made to attend parenting classes."*
- *"If more homes had some CCTV it might help a bit."*
- *"Regular Police patrols. I assume something on these lines has been done as the drug dealing has lessened but still exists."*
- *"There are no sanctions / fines / repercussions anymore and people know it. Do whatever they feel as know they won't get reprimanded."*
- *"Would like to see more Police patrolling the area."*
- *"Street lights maintained and on all night."*
- *"It would be nice to see some street patrolling by Police. Even PCSOs are now non-existent from the local street scene."*
- *"I am aware of burglaries in 2 of the 11 homes in my street, but not aware that anyone was caught, prosecuted and punished for these crimes. What is the actual annual statistical data?"*
- *"Switch on all the street lights at night. More Police patrols. Do not release the perpetrators when you catch them. No point in catching them in the first place."*
- *"My car mirror was broken. This is a while ago. About 10 cars in a town had the mirrors broken deliberately. More lighting would help as crimes have been committed after 12am when the street lights are turned off."*
- *"Use people who have been given community service orders to pick up litter, clean off graffiti etc. This could also be used as community resolutions for young ASB perpetrators with the hope that they would take a pride in what they achieve and subsequently take a pride in their surroundings."*
- *"Clear evening presence is needed as are stricter punishments on public intoxication and those who let kids roam and cause trouble late at night."*
- *"Council need to work with youth organisations like scouts and youth clubs and sports club funding support to help reduced the lack of things for youth members to do outside of their school and home life."*
- *"As soon as I have returned home from my school run we stay in we will not go to public events we will not leave the house as I do not drive and our streets are not safe anymore."*

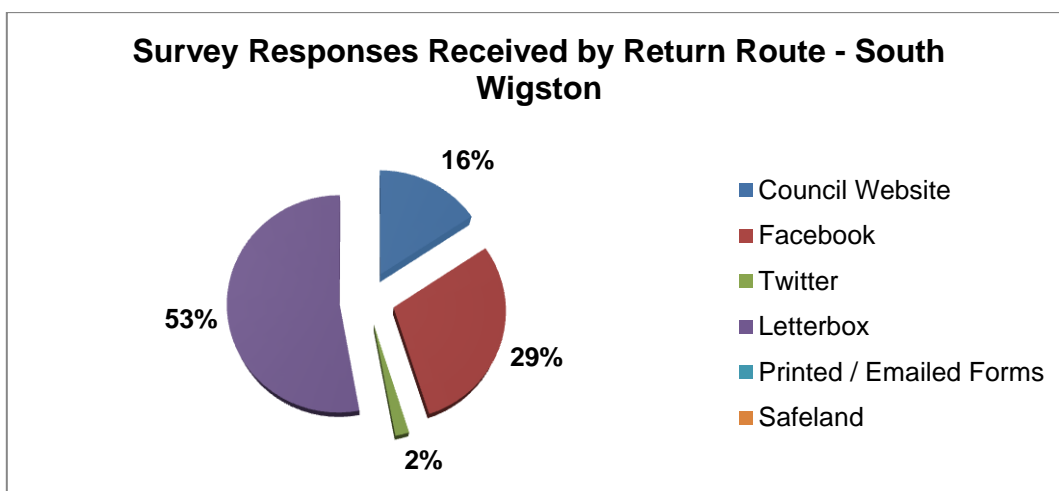
# SOUTH WIGSTON



## RESPONSES OVERVIEW

A total of 51 responses to this year’s survey were received from the South Wigston settlement area, which is its own Ward in the Borough of Oadby and Wigston, accounting for 17% of the total responses received for 2018-19. This response rate was a 55% (+22) increase in responses from South Wigston compared to 2017-18’s survey. The responses were broken down as follows;

Ward	Complete Surveys		Incomplete Surveys	
	#	%	#	%
South Wigston	46	90%	5	10%



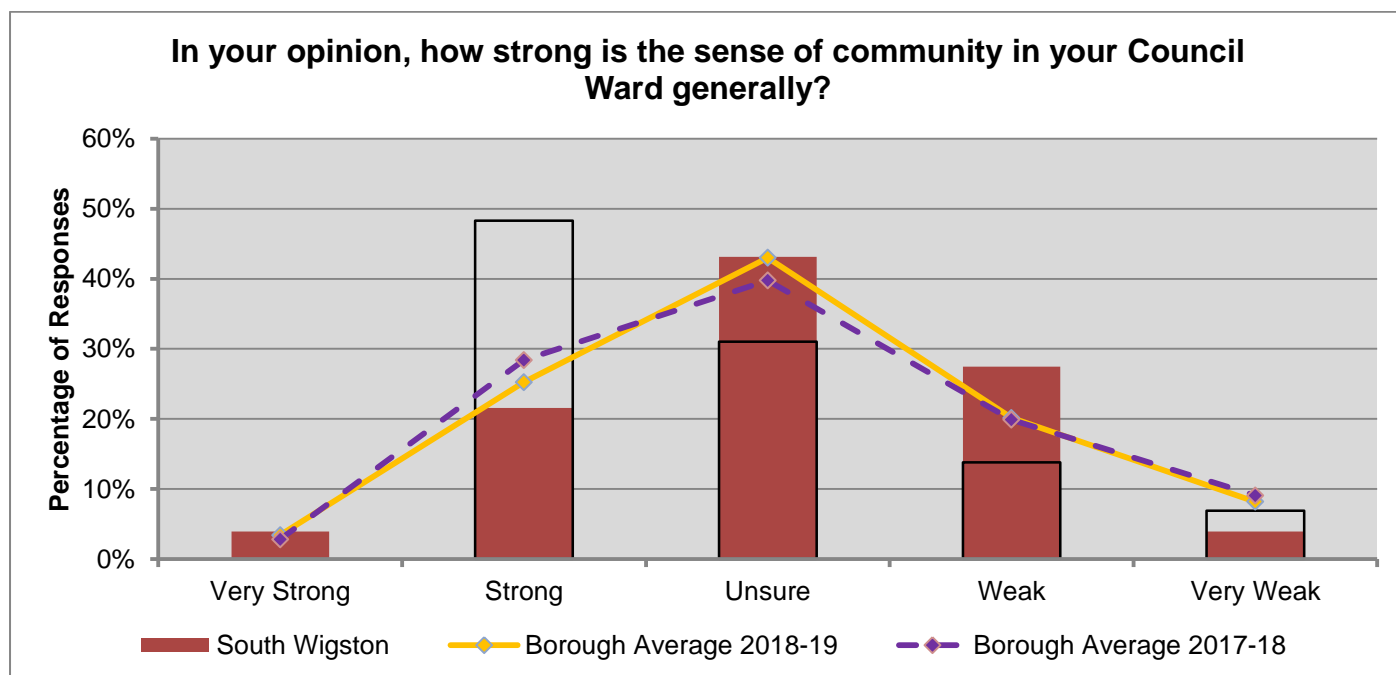
Letterbox was the primary return route for all survey responses received from the South Wigston settlement area, accounting for 53% of all responses, although South Wigston demonstrates Letterbox’s lowest share of responses across the Borough.

Facebook was the main digital return route in South Wigston, generating 29% of all responses from this Ward, with the Council’s website seeing its worst performance as a return route in South Wigston at 16%.

## SENSE OF COMMUNITY

For the second year in a row, respondents were asked “In your opinion, how strong is the sense of community in your Council Ward generally?” The results for South Wigston are laid out below and overleaf.

	Very Strong	Strong	Unsure	Weak	Very Weak
South Wigston	4% (2)	22% (11)	43% (22)	27% (14)	4% (2)



South Wigston’s sense of community has changed significantly since the previous Community Safety Survey was undertaken, with 2017-18’s findings displayed on the above graph as the black bordered column overlays. Overlays will be used on each graph in this section, as above, to compare the findings of 2017-18’s and 2018-19’s surveys.

The most noticeable shift between 2017-18 and 2018-19 is the number of respondents stating that their sense of community is ‘Strong’ has decreased by 24%. This means that only 26% of respondents now feel that the sense of community in their Council Ward is either ‘Very Strong’ or ‘Strong’.

The number of respondents stating that the sense of community in South Wigston is ‘Weak’ has increased by 63% in 2018-19 compared to 2017-18. The majority of respondents are unsure about the sense of community in their Ward.

Whilst the percentage changes appear large, the actual numerical changes are minor and can be attributed to working with a small dataset, as well as potentially seeing a change in the location of respondents within South Wigston. There is a noticeable community divide between the North and South of the Ward, particularly in affluence and the presence of local amenities, which could account for such a change compared to 2017-18’s results being seen.

Examples of qualitative data collected in relation to the above are given overleaf (presented verbatim).

It should be noted that respondents who answered ‘Weak’ or ‘Very Weak’ were specifically requested to give qualitative feedback on their answers; this was in order to capture why they felt this way, and to identify points of



## South Wigston | Community Safety Survey 2018-19

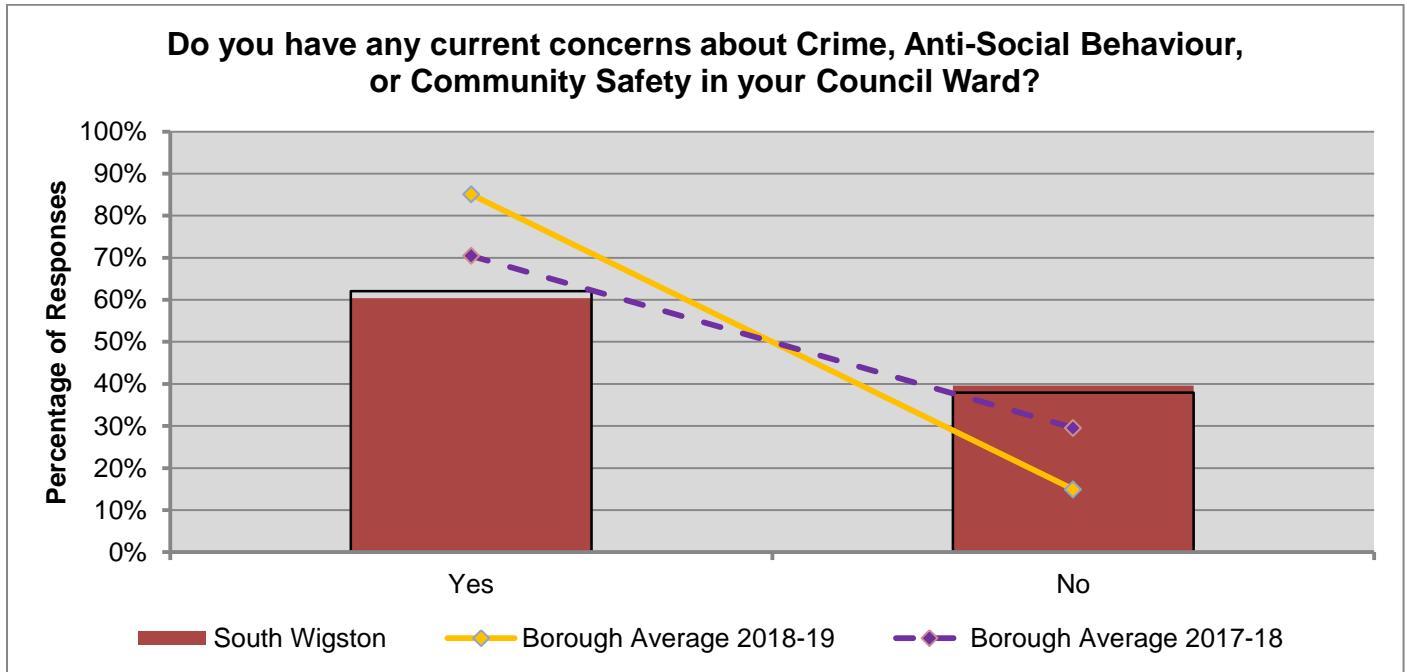
action for the Partnership, and other agencies, to address. This approach has skewed the below qualitative feedback toward a negative focus, and will be modified in future surveys.

- *“The community is great in the old part of South Wigston, not sure about the new estates.”*
- *“A lot of the community events seem to focus on the town centre, and don't include the estates that are slightly further out (Fairfield and Lansdowne Grove for example).”*
- *“People can't even clean up dog crap from our streets... No sense of community or pride.”*
- *“No community centre.”*
- *“Not really aware of any feeling of community really, except at Christmas – the street market & fair is nice.”*
- *“People we know would help in time of need not sure about strangers.”*
- *“Since moving here over a year ago I don't find people friendly. You are lucky if people thank you when in the car. A good morning is rare.”*
- *“Cultural.”*

## CRIME, ANTI-SOCIAL BEHAVIOUR, AND COMMUNITY SAFETY CONCERNS

The majority of South Wigston based respondents stated that they had “current concerns about crime, anti-social behaviour, or community safety” in their Council Ward as shown below.

	Yes	No
South Wigston	60% (29)	40% (19)



The data from the 2018-19 survey shows only a minor difference to South Wigston’s results from the 2017-18 survey findings, with only a 2% difference in each figure, and a negligible number of respondents now stating that they do not have any crime, anti-social behaviour, or community safety concerns in their Council Ward.

Continuing from the above survey question, those that stated they did have current concerns around crime, anti-social behaviour, or community safety in their Council Ward were asked to highlight what they were from a list of 11 common concerns in the Borough, as well as affording them an ‘Other’ option for any concerns not listed. Respondents were able to select multiple answers in response to this question, as well as provide additional details via the question’s accompanying comments section.

Respondents were also afforded the opportunity to provide additional detail as to what their specific concern was, if it was one of the common answers, in order to provide the Partnership with specific information on the history of the concern and where it was geographically occurring.

The top crime, anti-social behaviour, or community safety concerns held by members of the public in South Wigston, as per the findings of this survey, are shown overleaf;

## South Wigston | Community Safety Survey 2018-19

Priority	Percentage of Respondents	Priority Change from 2017-18 Survey	Concern
1	59% (17)	▲	Groups causing Nuisance
2	55% (16)	▼	Motor Vehicle or Traffic Concerns
3	48% (14)	▲	Littering or Fly-Tipping
4(=)	38% (11)	▲	Noise Nuisance
4(=)	38% (11)	▼	Burglaries and Distraction Thefts
6	31% (9)	▼	Vandalism or Graffiti
7(=)	24% (7)	▼	Drugs or Drug Related Issues
7(=)	24% (7)	—	Drunk or Rowdy Behaviour
9(=)	7% (2)	▲	Domestic Abuse
9(=)	7% (2)	▲	Deliberate Fires
9(=)	7% (2)	▲	Other (See Below)
12	3% (1)	▼	Hate Crime

Examples of qualitative data collected in relation to crime, anti-social behaviour, and community safety concerns in South Wigston are given below (presented verbatim);

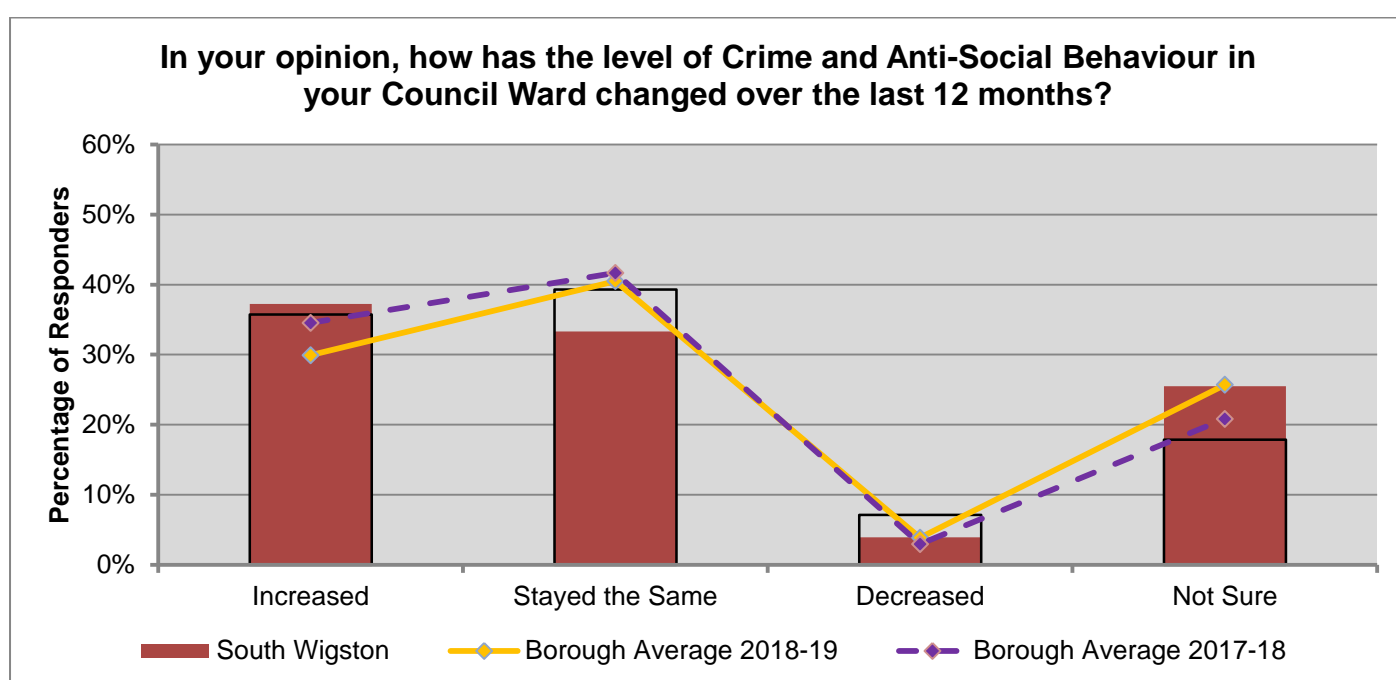
- *“A lot of burglaries reported in area. Feel unsafe as a lot of youth gangs about.”*
- *“Youths walking round the Fairfield estate trying people’s house and car doors at night - being caught on CCTV all round the Borough doing this. Very worrying and needs dealing with ASAP.”*
- *“Gangs of teens hanging around. Motorbikes with no number plates helmet etc. The lighting on the park timings are wrong, I walked home last night at 20.45 and they were off, walked to work this morning at 05.30 and the park is pitch black. It’s pretty scary walking on the park on your own with or without a dog.”*
- *“Dog fouling.”*
- *“There seems to be more groups of young people, especially teenage boys, hanging around in the area. There have been some instances of nuisance to local residents and at the Tesco supermarket. There is little for teenagers to do in the area and it is easy to see why this is happening. However, the level of nuisance can easily get out of hand and will lead the people involved into more serious levels of crime and anti-social behaviour. Older residents find this nuisance upsetting and hard to deal with. I haven’t seen any patrols that cover the streets and roads off Blaby Road where it is generally darker, less busy and easy to cause a nuisance without being seen.”*
- *“Speeding traffic parking on pavements parking on grass verges noisy cars.”*
- *“Noise from domestic vehicles. Parking on grass verges and the pavement. Disregarding parking restrictions in South Wigston and Wigston Magna.”*
- *“Lights off the roadways give burglars a good hiding place out of sight, street lighting is giving help to these groups.”*
- *“Noise - loud music from neighbours or car stereos. Litter - especially on Blaby Road Park - college students.”*
- *“Traffic appears to speed more in Leicester plus there is a high number of suped up bangers that insist on running engines to warm cars up.”*

## CRIME AND ANTI-SOCIAL BEHAVIOUR OVER THE LAST 12 MONTHS

70% of South Wigston based respondents believe that the level of crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' during 2018-19. This is a 5% reduction in the number of respondents who felt this way during 2017-18.

Whilst the overall figure shows less respondents believing that the level of crime and anti-social behaviour in the South Wigston settlement area has either 'Increased' or 'Stayed the Same', separately an additional 9 respondents believed it had 'Increased'. 6% fewer respondents felt that the level had 'Stayed the Same'.

An additional 7% of respondents stated that they were 'Unsure' how crime and anti-social behaviour in their Council Ward had changed over the last 12 months, with a 3% reduction in the number of respondents who stated that crime and anti-social behaviour had 'Decreased'.



Against a backdrop of a national rise in crime in the United Kingdom, against which the Borough is tracking, seeing the majority of respondents across the Borough stating that they feel crime and anti-social behaviour in their Council Ward has either 'Increased' or 'Stayed the Same' was anticipated. It's disappointing however to see that in South Wigston the majority of respondents now feel that crime and anti-social behaviour is increasing.

	Increased	Stayed the Same	Decreased	Not Sure
South Wigston	37% (19)	33% (17)	4% (2)	25% (13)

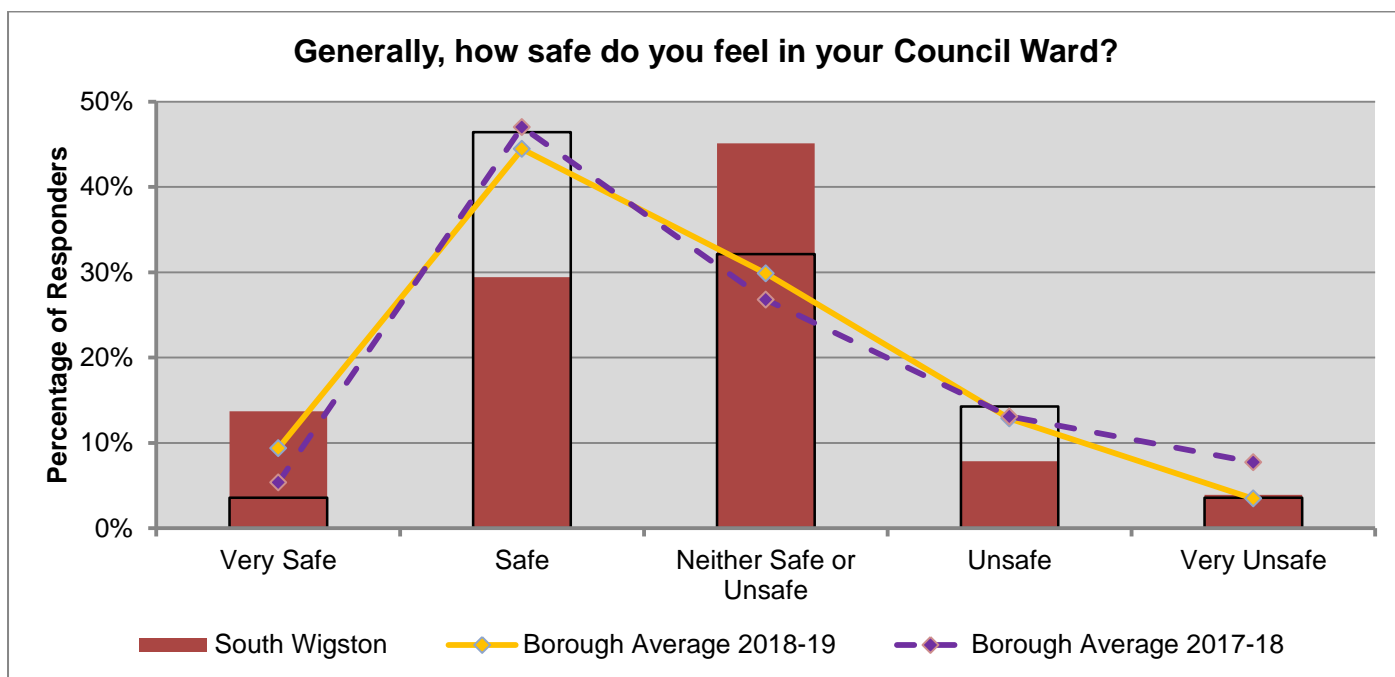
Whilst the Partnership has looked at, and utilised, additional methods for keeping members of the public updated it is clear there is still work to be explored around keeping knowledge of schemes designed to tackle crime, disorder, and anti-social behaviour in the Borough. New approaches, such as the implementation of Safeland as a means for communication, to be implemented in 2019-20 are expected to result in the number of 'Not Sure' respondents significantly decreasing during next year's Community Safety Survey.

## SENSE OF SAFETY

South Wigston has seen an overall decrease in the number of respondents, following 2018-19's survey, who state that they feel 'Very Safe' or 'Safe' in their Council Ward, falling from a combined 50% in 2017-18 to 43% in 2018-19.

Separately, the number of respondents stating that they feel 'Very Safe' in South Wigston has increased by 10%, whilst the number of respondents stating that they feel 'Safe' has fallen by 17%. Respondents stating they feel 'Unsafe' have also decreased by 6%.

The majority of respondents now state that they feel 'Neither Safe or Unsafe' in South Wigston.



	Very Safe	Safe	Neither Safe or Unsafe	Unsafe	Very Unsafe
South Wigston	14% (7)	29% (15)	45% (23)	8% (4)	4% (2)

Examples of qualitative data collected in relation to respondent's sense of safety in South Wigston are given below and overleaf (presented verbatim).

As with the majority of qualitative feedback requested through this survey, only respondents providing a negative response to this question were specifically asked for further comment, skewing the qualitative feedback received toward a negative focus.

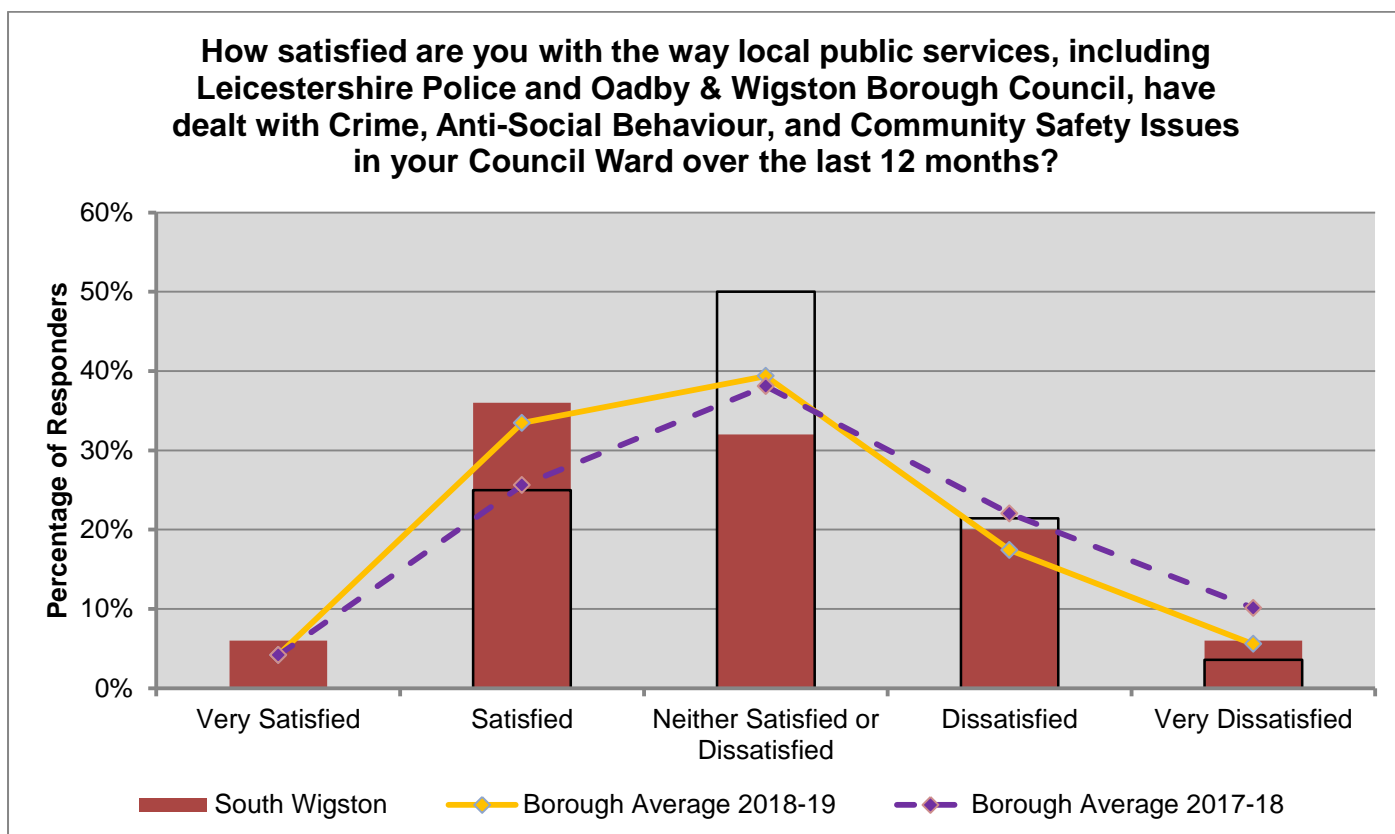
- *"Lots of loud, drunk people, lots of teenagers bring rowdy since the library closed."*
- *"A lot of youth gangs about. A lot of burglaries reported."*
- *"I double check I've locked my car and all house doors every night as aware there has been a lot of incidents on the estate. My neighbour over the road got broke into during broad daylight while at work - I found out about it as the Police came to ask me that evening if I'd seen anything however I had also been at work and couldn't help them."*

- *"I love it round here, but I feel that we've got to put extra cameras up on our home, padlock everything outside, whether it's a gate or shed, and with the street lights being turned off on the side streets mean bad people can get around to easy and not getting spotted."*
- *"Knives. Random people asking for money. Drugs. Drinking. Foul language. Music."*
- *"Because street lighting goes off around midnight and when having to walk somewhere after this time makes me feel very unsafe and also no lighting is a tool for anyone wishing to cause any acts of crime or anti-social behaviour."*
- *"I feel unsafe when drones are used in park behind house & can see into my garden. Fear they may be 'casing the joint'."*
- *"Am always aware of people and surroundings especially when on my own."*

## SATISFACTION WITH LOCAL PUBLIC SERVICES

Responses from South Wigston saw a substantial change in regards to those stating they are 'Very Satisfied' or 'Satisfied' with local public services in their Council Ward, totalling 42% of all responses received in 2018-19, up from 25% in 2017-18, and seeing reductions in the number of 'Neither Satisfied or Dissatisfied' respondents, down to 32% from 50% in 2017-18.

Significantly, no 'Very Satisfied' responses were received in 2017-18, whereas through this year's Community Safety Survey 6% of all respondents provided this answer.



Respondents stating that they were 'Dissatisfied' with local public services fell by 1%, although 'Very Dissatisfied' responses increased by 2%. South Wigston is the only settlement area in the Borough that saw the number of 'on the fence' responses reform into either a positive or negative position.

	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
South Wigston	6% (3)	36% (18)	32% (16)	20% (10)	6% (3)

Examples of qualitative data collected in relation to respondent's satisfaction with local public services in South Wigston are given overleaf (presented verbatim).

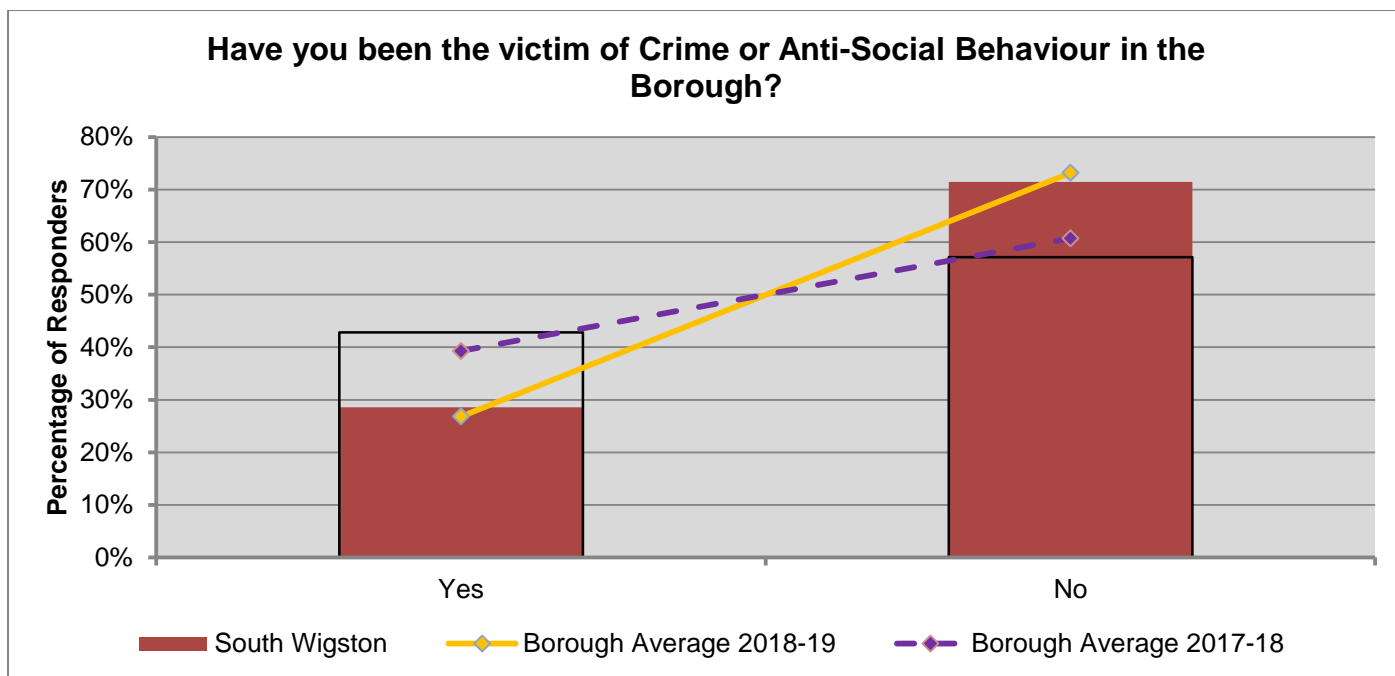
As per the previous section, this qualitative data has also been skewed toward a negative focus by the wording of the question, and will be amended for future surveys.

- *"We've called the Police over a neighbour running through the streets and threatening us each time we open the door and no one even comes to investigate."*
- *"Young people are still meeting up and causing trouble i.e. vandalism, harassment and nothing is done to stop this continuing. They are moved on and meet up somewhere else and do exactly the same. Older people do not feel safe to go out and nothing has been done to address this."*
- *"I think there is not enough Police to cope with anti-social behaviour as we stand."*
- *"We need more funding for more Police Officers. The attitude of the younger generation, have a stinking attitude towards people senior to them, and they don't care about any form of road safety either. And a huge bug bear is the constant traffic jams peak times."*
- *"Don't listen to community views. How to deal with issues better than Police and Council."*
- *"Lack of enforcement of traffic offences. Zero action on speeding traffic."*
- *"A disregard to all types of traffic offences, speeding and parking."*
- *"You never see the Police about and if you were to report a crime they just give you a crime number."*
- *"No idea, seen 2 Police / Community Officer since living here."*
- *"Never see a Police in this area, maybe the odd PSO."*
- *"Bus service on Fairfield (diabolical). Arriva could not care less."*
- *"Not enough of them."*



### VICTIMS OF CRIME OR ANTI-SOCIAL BEHAVIOUR

As shown on the graph below, the majority of South Wigston based respondents state that they have not been a victim of crime or anti-social behaviour in the Borough, with a 14% difference in responses received through 2017-18's Community Safety Survey.



It is positive to note the increase in the number of South Wigston based respondents stating that they have not been a victim of crime or anti-social behaviour in the Borough, a trend that has remained consistent across all three settlement areas covered by this report.

## FURTHER COMMENTS

Respondents to the survey were invited to make any further comments they may have on crime, anti-social behaviour, and community safety issues in their Council Ward, including any suggestions that they may have to address them. A selection of these comments are presented verbatim below;

- *“Tighten up.”*
- *“There are far too many youths wandering the streets getting up no mischief. They damage property and shout abuse at people. Where are the parents? Large groups of children congregate at the shops and it’s very intimidating for people to walk by.”*
- *“Address the young people in question before looking at everyone else. I am sure the Police know who they are.”*
- *“Some of the things I’ve seen on social media suggest that recent behaviour is stemming from the younger youth population. Are these people in education and have Police visited the schools to give a firm message of the type ‘we know what’s going on, only a matter of time before you get caught and when you do here are the consequences to your life later down the line (i.e., criminal record, not able to apply for credit, not able to get a job etc.)???”*
- *“There’s a very lackadaisical approach to drug use around the collage. How about random sniffer dogs being sent in?? Keep the park lights on when it’s dark; being in mind they are LEDs and cost so much less to run.”*
- *“Listen don’t judge. Be like say independent till provide with evidence then the Police to deal with issue. No go round the houses send it to a judge, court.”*
- *“Visual enforcement officers. Traffic calming methods.”*
- *“A visible traffic enforcement policy.”*
- *“More Police patrolling on foot.”*
- *“In the summer, school children leaving crisp packets, pop bottles, in streets off Lansdowne Grove. Need more refuse bins?”*
- *“Would like to see Police Officers around. Never see one out & around in the community.”*
- *“South Wigston College, the pupils have gone to Tesco and then thrown their rubbish in the hedges or road. It’s disgusting, I have told a couple of kids about it and got some abuse, so what’s the point.”*

**APPENDIX A – COMMUNITY SAFETY SURVEY 2018-19**



**Community Safety Survey 2018-19**

The Oadby & Wigston Community Safety Partnership is made up of a range of organisations who work together to make the Borough a safer place to live, work and visit.

These organisations, including Leicestershire Fire and Rescue Service, Leicestershire Police, and Oadby & Wigston Borough Council, recognise that by combining resources, experience, and knowledge the Partnership can offer an enhanced approach to tackling issues and concerns with the Borough, and offer a greater level of value for money within the work it undertakes or commissions.

The Partnership is committed to listening to your views so we can improve our services and tackle the concerns that are most important to our community.

**1. Please tell us which Council Ward you identify with the most.**

- |                   |                          |                     |                          |
|-------------------|--------------------------|---------------------|--------------------------|
| Oadby Brocks Hill | <input type="checkbox"/> | South Wigston       | <input type="checkbox"/> |
| Oadby Grange      | <input type="checkbox"/> | Wigston All Saints  | <input type="checkbox"/> |
| Oadby St Peters   | <input type="checkbox"/> | Wigston Fields      | <input type="checkbox"/> |
| Oadby Uplands     | <input type="checkbox"/> | Wigston Meadowcourt | <input type="checkbox"/> |
| Oadby Woodlands   | <input type="checkbox"/> | Wigston St Wolstans | <input type="checkbox"/> |

**2. In your opinion, how strong is the sense of community in your Council Ward generally?**

- |             |                          |  |                          |
|-------------|--------------------------|--|--------------------------|
| Very Strong | <input type="checkbox"/> | Weak   | <input type="checkbox"/> |
| Strong      | <input type="checkbox"/> | Very Weak  | <input type="checkbox"/> |
| Unsure      | <input type="checkbox"/> | <i>If you answered 'Weak' or 'Very Weak', please tell us why in the space below.</i> |                          |

(Continue on a separate sheet if required)

**3. Do you have any current concerns about Crime, Anti-Social Behaviour, or Community Safety in your Council Ward?**

- |     |                          |    |                          |
|-----|--------------------------|----|--------------------------|
| Yes | <input type="checkbox"/> | No | <input type="checkbox"/> |
|-----|--------------------------|----|--------------------------|

**4. If you ticked 'Yes' for Question 3, please tell us the nature of your concerns. (Please select all that apply.)**

- |                                   |                          |   |                          |
|-----------------------------------|--------------------------|---|--------------------------|
| Groups causing Nuisance           | <input type="checkbox"/> | Hate Crime (i.e. prejudice or discrimination) | <input type="checkbox"/> |
| Drugs or Drug Related Issues      | <input type="checkbox"/> | Drunk or Rowdy Behaviour                      | <input type="checkbox"/> |
| Noise Nuisance                    | <input type="checkbox"/> | Vandalism or Graffiti                         | <input type="checkbox"/> |
| Domestic Abuse                    | <input type="checkbox"/> | Deliberate Fires                              | <input type="checkbox"/> |
| Burglaries and Distraction Thefts | <input type="checkbox"/> | Motor Vehicle and Traffic Concerns            | <input type="checkbox"/> |
| Littering or Fly-Tipping          | <input type="checkbox"/> | Other (Please specify below)                  | <input type="checkbox"/> |

Please use this space to provide any additional details you feel are relevant to your concerns above.  
(Continue on a separate sheet if required)

**5. In your opinion, how has the level of Crime and Anti-Social Behaviour in your Council Ward changed over the last 12 months?**

Increased  Decreased   
 Stayed the Same  Not Sure

**6. Generally, how safe do you feel in your Council Ward?**

Very Safe  Unsafe   
 Safe  Very Unsafe   
 Neither Safe or Unsafe

*If you feel 'Unsafe' or 'Very Unsafe', please tell us why in the space below.*

(Continue on a separate sheet if required)

**7. How satisfied are you with the way local public services, including Leicestershire Police and Oadby & Wigston Borough Council, have dealt with Crime, Anti-Social Behaviour, and Community Safety issues in your Council Ward over the last 12 months?**

Very Satisfied  Dissatisfied   
 Satisfied  Very Dissatisfied   
 Neither Satisfied or Dissatisfied

*If you feel 'Dissatisfied' or 'Very Dissatisfied', please tell us why in the space below.*

(Continue on a separate sheet if required)

**8. Have you been a victim of Crime or Anti-Social Behaviour in the Borough?**

Yes  No

**9. Please make any further comments you may have on Crime, Anti-Social Behaviour, or Community Safety issues below, including any suggestions you may have to address them.**

(Continue on a separate sheet if required)

Completed copies of this survey can be returned through the following routes:

**By Post:**

Mark Smith  
 Community Safety & Youth Officer  
 Oadby & Wigston Borough Council  
 Council Offices  
 Station Road  
 Wigston, Leicestershire  
 LE18 2DR

**Via Email:**

[Mark.Smith@oadby-wigston.gov.uk](mailto:Mark.Smith@oadby-wigston.gov.uk)

**By Hand:**

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

# Appendix 8

## All Comments made through Consultation – Public Meetings, Questionnaires and Emails

Comment	Response
It's a waste of time and money and does not add value, already other places like Nottingham have it, what that has achieved other than raise cash for Local Authority?	The Scheme will be cost neutral and provide the Council with additional powers to deal with poor housing standards and rogue landlords
I am not against identification of private landlords but to charge for it is outrageous	The Scheme needs to be self funding and therefore all landlords will be included and the rogue landlords identified and action taken against them.
If my tenant can't afford the property, it will fall on the council to find suitable accommodation which they don't have. Elizabeth court, and Boulter crescent are a reflection of poor council accommodation my property is a much higher standard than these.	Council accommodation is already covered by the same regulations we are trying to implement through this scheme (The Decent Homes Standard)
If this scheme is implemented it should firstly be directed at the landlords that do not maintain properties and those that let their properties to anyone just to fill it. The council must already be aware of these landlords/tenants from complaints. If the scheme after 12 months prove to be working with satisfactory evidence to support the scheme and evidence of where the licence revenue was spent, then a further roll out generally could be put forward again	We have to target all private rented landlords. Due to our research we have undertaken and the results that have come out of this research there are many properties that need to inspect. Currently we are working reactively to complaints. This scheme gives us the power to inspect properties within the designated area without any pre-warning. Making the Council more proactive.
Why start with South Wigston? Target the greedy dirty landlords.	South Wigston meets the majority of the criteria needed for a Selective Licensing Scheme to be introduced.
The proposed cost of £805 in your consultation document is completely unfair on landlords who already provide a good standard of property to their tenants. The tenants in our properties have a sense of belonging in their homes and treat them as their own. There should be some sort of sliding scale to reflect the good landlords that already exist which is why I have indicated a cost of around £250 being much fairer for such landlords.	The proposed cost of £805 was a guide based on the current fee for the HMO licences we currently operate. We are looking at the possibilities of discounts for a number of different things however we have to make the scheme cost neutral.
None at all but this will end up happening anyway so what a waste of a form and time filling it in	Every response, comment and point raised during the consultation will be included in the final report and will undoubtedly make an impact on the final decisions that are being made.
If it is to be introduced, an indication of the levels of anti social behaviour would be useful, is there a way to indicate this is as a result of rentals, this and other issues. I would expect this to reduce how would we measure and how can we ensure if landlords are asked to pay there is a REAL	On our website, we have provided the figures for crime and ASB for the whole of the borough and how that splits down into South Wigston, Oadby and Wigston. Unfortunately, this data does not narrow it down more to the type of property (Private rented, Social Housing)

<p>benefit. This I am not adverse to but would want clarity on the actual issues as appose to the letter which I found difficult to understand as there are multiple reasons suggested. In the end I will support but ONLY if there is an up turn and improvement for my tenants, my property and the local area. I would still stand by my belief this appears to be a revenue generator as appose to an attempt to really address. How would we know where the money is used also?</p>	<p>The money raised from the licences are to cover the full costs of the set up of the scheme and the running of the scheme for the 5 year duration</p>
<p>I do not request a reference for my tenants as they are relatives</p>	<p>Comments noted.</p>
<p>Only that I am strongly against this scheme.</p>	<p>Comments noted.</p>
<p>Landlords like me are being stung by councils, governments and taxes</p>	<p>We are introducing this scheme to benefit the area; there hopefully will be some long term effects on the area.</p>
<p>In your 11 page document I do not find a paragraph 'advantage of licencing for the Landlord' why is that? I acknowledge that licenced property will be attractive to some tenants, but the tenant can judge standard of the property they live in without the piece of paper. A fee of £805 is totally no go as there is not much benefit for the landlord</p>	<p>The benefits for the landlords are more long term than the benefits for the tenants. We are aiming for fewer turnovers in tenants in the area, a decrease in ASB and to make the area a more desirable area to move to.</p>
<p>I and other landlords that I know will now no longer be looking to buy in South Wigston, if this stupid Selective Licensing is introduced, causing less demand. Short term, I will increase the rents - long term, I will sell the house and buy elsewhere.</p>	<p>If you feel that in order to raise the funds for this licence you need to increase the rents, then that is a business decision by yourself. However, to decrease the chances of this happening, we are looking at the possibility of allowing 3 months after the "go-live" date to apply for a licence.</p>
<p>I didn't buy my house as an investment, I bought it to live in and only because my circumstances changed have I moved. I moved because of medical reasons. I had a back op on 7th August and I am still recovering. The rent I get in from my tenants pays for my rent to live in my new property. I will not make any money in the first year as the set up costs seem extreme.</p>	<p>The rent that is being charged for the property should be enough to maintain that property, it is a commercial concern and profit is on fulfilment of the statutory duties by the landlord or agents</p>
<p>The council must be ineffective when dealing with ASB if you are having to bring in this scheme</p>	<p>During this scheme, we will be working closely with the ASB officer and ensuring that this view changes as this department again will become more pro active.</p>
<p>If you are renting out a decent property and doing all the things you should be doing then I feel I should not be punished like those landlords who ARE renting out bad properties. Therefore, for good landlords they should only pay £50 and bad landlords £800</p>	<p>The fee hasn't been decided based on the number of private rented properties in the Ward including good and bad landlords, the fee has been decided on how much officer time it will take to complete an application and compliance checks following the issuing of the license</p>
<p>Fee should be based on what legal fees landlords pay each year (gas certificate, epc, etc.)</p>	<p>The proposed fee will be costed in relation in to the costs associated with processing an application and maintenance of the licence for the 5 year period.</p>

<p>I am a landlord that has numerous properties around the country and several in the area in question. All my properties are maintained to a high standard. I reference all tenants and deal with any raised problems promptly. I also use a managing agent to ensure that I and my tenants maintain the property. I AM TOTALLY AGAINST THIS SCHEME. I feel you are punishing the good landlords who are fulfilling their responsibilities already. Surely if you need to do anything this should be dealt with on a basis where if the tenant complains about the landlord then they can be put on a license. This should not be a scheme where you are presumed guilty. You are asking me to pay to prove I am already doing what I should be. There is absolutely no benefit for me or my tenants in this scheme as previously stated my properties are maintained to a high standard already with most of my tenants having been in the property for more than 3 years. So what am I getting for the money you are asking from me? There is absolutely no need to inspect properties which are maintained well. I do not need any help or development as a landlord. If a landlord can prove they use a managing agent then this should be adequate to not need a license in the first case.</p>	<p>We can not determine whether a house is in a good condition from the landlords say so. If we did it this way then we wouldn't inspect any properties, from the research about housing complaints we know this isn't the case. The benefits we are aiming to achieve for the landlords are:  Longer tenancies  Less turnover in tenancies  A more prospective area  Less ASB and crime</p>
<p>By charging landlords £800+ (which is an absurdly high amount of money) all you are doing is giving them less money to invest into keeping the property maintained. These charges will result in being passed onto the tenant in the form of rental increases. Also, surely one license for each landlord is better rather than per property.</p>	<p>We are licensing the property because ultimately we are looking to achieve a higher standard of private rented properties. The licence is a joint licence for the landlord and the properties that they own.</p>
<p>I do NOT agree with it at all. I believe you are looking in the wrong place to sort out the area. I cannot comprehend how or why a landlord should pay an extortionate fee one that I cannot afford or justify for issues in the area I don't believe are remotely related to landlords and their properties. If you feel landlords are mistreating their tenants then these landlords should be addressed on a personal level not every single landlord targeted when like myself I take great care and attention to both my property and my king standing tenant. I believe that if there are tenants that are being placed in the area that are creating anti social behaviour I think these people should be addressed personally. There are both genuine landlords and tenants in the area. This registration fee is going to create havoc. It will not resolve any of the issues in the area. I think a curfew should be put in place for the youths in the streets in the area. I STRONGLY advise AGAINST this registration</p>	<p>The area has been determined based on the criteria needed for the introduction of a Selective Licensing Scheme. High levels of crime, High levels of ASB, high number of housing complaints. Like any area South Wigston has its positives and negatives but based on the evidence we are trying to address the negatives and make the area more positive than negative.</p>

fee.	
Not all landlords are fat cats with 10+ properties. Some of us are regular average earners who work hard to maintain their single rental property. My property is maintained to a high standard and my tenants are well looked after. Why should I suffer because other landlords do not provide good homes? If you're going to introduce this, introduce it for landlords with multiple properties- those who can afford it. If I can't afford this and my tenants can't cover it, I will sell.	We understand that not every landlord owns a catalogue of properties. However, the operation of private rented properties is a commercial decision and the costs of running a privately rented property are intrinsic in the commercial decision.
I strongly disagree, I believe there is a high demand for rental properties in this area, with good connections to the city/ train line in a relatively cheap area and I believe this will decrease the number of rented properties in the area possibly leaving houses empty as not everyone can afford to buy	The issue of the house prices being cheap is a factor in determining the Selective licencing area as required in the Guidance as Landlords will buy cheap properties and obtain greater returns on their investment through the rent paid.
Don't introduce it!	Comments have been noted.
Would you like to buy, maintain & manage my property?	Comments have been noted.
I cannot see why the council is clearly discriminating against rental property tenants and landlords by saying in your consultation that south Wigston is "an area of high crime and anti social behaviour" and that a licencing scheme is needed to tackle this. You are therefore implying that rental tenants are the cause of this. I fail to see how you can justify this statement. If there is a problem in this area then all properties both rental and private should be included so one group isn't being discriminated against and unfairly blamed for the problem. Are you saying that people that live in private property do not cause crime or anti social behaviour but only tenants do? I find this shameful.	<p>Areas of high crime and anti social behaviour are only one of the criteria that need to be met in order for the introduction of a selective licensing scheme to go ahead.</p> <p>The reason we are targeting private rented is because Housing Associations and Council Properties are already covered under the legislation we are trying to implement.</p>
I believe this scheme not to be suitable for the area or the purpose it is trying to impose.	Comments have been noted.
I think it is clear exactly why this scheme is being introduced. It certainly is not to benefit the landlord. How does the council believe that the fees from the licence will be spent? The brochure makes it clear that the landlord will have all the responsibility; they will have to manage the property (which we do already). Fire safety is already in place, anti social behaviour is already in place. Which means any revenue will be used for what? I was also interested to note that a letter was sent to me at the end of October, the consultation has been open since 6 September. Why has the council waited so long to notify	<p>The Council, understand that in the first round of consultation from comments received the letters we sent out to landlords gave landlords an insufficient amount of time to respond to this proposal. Because of this we extended the consultation period by a further 10 weeks producing a total of 20 weeks consultation.</p> <p>The fees raised through licencing are purely for the maintenance of the five year scheme, we legally can not make a profit from this scheme.</p>



landlords?	
Our view is that an improvement to the quality to the parade of shops would be more welcome by the community and more effective than the introduction of a licensing scheme. Business rate relief and similar incentives could stimulate retail activity	Long term, we believe that if the area is improved and becomes more desirable and prosperous the attraction to shop owners to set up on roads like Blaby Road etc. will become more regular.
It does seem a bit of a postcode lottery for those landlords who have properties in and around the area...	The area identified fulfils the Governments criteria for Selective licensing.
I think there is no information about what the council intend to do with the scheme?	All the information is on the website and this is updated regularly by the Regulatory Services Manager.
I fear this consultation will be ineffective, especially if the fact that I have only recently been made aware of it (end of October) despite the start date being sometime ago is anything to go by.	Because of this, we extended the consultation and also held two public meetings for landlords to attend.
Landlords cannot be responsible for the behaviour of their tenants. References can be taken for previous rental history, employment references or personal references.	Landlords can make a condition of the tenancy that they do not cause nuisance to neighbours and therefore can take action. References are frequently taken to assess any prospective tenants.
It will increase rent for the tenants. And make landlords sell up as it's not profitable.	This is a commercial decision for the Landlords. The Council has no powers over the rents set to tenants and are trying to minimise the rent increase by allowing up to 6 months to collect the fee from the current rental income which should cover the costs of servicing the property prior to making any profit (3 months prior to the go live date and 3 months after)
The council needs to look to its own housing stock and to those properties also owned and managed by Housing Associations to bring effective management and control to tenant behaviour. This I believe is where the council should be directing their efforts together with the police in order to effect a more community minded spirit with adequate resources to support young people, Neighbourhood Watch etc., Youth and Church organisations etc. Where the council is under resourced in these areas, then the Councillors should make direct representation to MP's and Government; the Police & Crime Commissioner and to funding organisations to make effective bids for extra money to help with projects that reduce any perceived drug or anti-social behaviour in the area of South Wigston where specifically identified by your plan.	Housing Associations have procedures in place to deal with their own tenants. Housing Associations and Council properties already are covered by the Decent Homes Standard.  We will be working closely with the ASB officer with the aim that these ongoing occurrences reduce.
Bad idea to only highlight one area	The area identified fulfilled the requirement of the Government guidance.
It seems on this form that you have to tick	We received a number of comments about the

<p>something in each section - even if nothing is applicable, therefore please note:-About Your Property Section : 2nd section, none of these options apply - we became Landlords for the first time in May this year and several people were interested in renting our property.</p>	<p>questionnaire, so, we acted upon it and have now added options such as "does not apply" or "unsure"</p>
<p>Yes, use the council tax to police the areas. Also I'm paying an estate agent a monthly fee to manage my properties. How is it fair to make me pay further fees if my properties are already managed properly?</p>	<p>The licence will also help the area your property is located. The area will improve due to the reduction in rogue landlords</p>
<p>It's not fair for landlords like myself who only have one property, is there going to be a better service to help landlords? I think it will all continue to be on the side of the tenant which isn't always fair.</p>	<p>Although it may seem this scheme benefits the tenants, we are trying to better the relationship with the Council and private rented landlords. We have spoken about the opportunity of holding forums where you can express any concerns, we are prepared to hold training for any landlords that are new or maybe want more knowledge. We are working on ways to make the landlord feel that this is benefitting them also.</p>
<p>The above questions in the About This Area and About Your Property are not appropriate. I rarely visit the area, the fact that I have not identified any problems does not mean they do not exist just it's that I don't know about them because I don't live there. Each of the questions should have a 'Don't know' box; otherwise your conclusions from the answers will not be valid.</p>	<p>We have identified the questions that were without an option to say it doesn't apply and have addressed this issue.</p>
<p>I rent out one small house, through an Estate Agent, and pay the required income tax on that income through my PAYE code. I like to think the rent charged is in line with that recommended by the Estate Agent and is a fair figure. Requiring a payment for the licence that is too high is likely to push landlords to increase their rental fees to cover the cost of the license and perhaps not achieving a situation that is fair for either reputable tenant or landlord.</p>	<p>If the scheme is bought in by members on 4<sup>th</sup> February 2020, then there will be 3 months (legally) before the scheme actually comes into place (5<sup>th</sup> May). Once the scheme is live, it is proposed another 3 months grace period will apply meaning you will have until 5<sup>th</sup> August to apply before action will be taken against unlicensed premises. Therefore, we are giving landlords and agents up to 6 months to gather the fees from the current rental income which should cover the costs of servicing the property prior to making any profit.</p>
<p>I think every landlord should be taken on their own merit, and not a blanket scheme rolled out. To a point, this would be ok, but if landlords do not comply, and tenants also (let's not put this all on the landlords) then fines would need to be enforced, depending on the failure of compliance and the impact it would have on the area.</p>	<p>We are currently working on potential fees for fines and prosecutions. This scheme gives us the advantage of prosecuting for the failure to licence as well as any offences to do with the property.</p>
<p>In our case, if the licences are higher than the equivalent of £100 per year i.e.£500+ we would have no choice but to put up our rents to recoup the additional costs ( We currently have to pay mortgages and we also offer low rents in return for stable and reliable tenants but would not be able to sustain this if licences exceeded the</p>	<p>We are looking at a 3 month grace period to allow the landlords to gather the funds from the current rental income which should cover the costs of servicing the property prior to making any profit to reduce any rent increases. Also, the questionnaire has now been amended with more options on the questions</p>

equivalent of £100 per year).: In section -About your property (Question 2) - Survey would not let me move on without ticking a box. None of these applied in our case but I had to tick a box to allow me to proceed	
It should be the responsibility of the police to deal with ant social behaviour	The Council also has an ASB officer that deals with it.
I think this is targeted money making exercise from the council that will badly impact poorer and more vulnerable tenants and will have very little helpful application in improving rogue landlords.	This scheme has to be cost neutral so it can not be introduced with the intention of making money from it.
All the information in your leaflet about anti social behaviour is irrelevant to the introduction of an unfair licensing fee.	We have provided more information on our website.
Make more, specifically detailed, information available about the impact this would have on landlords and tenants. Provide evidential studies of the benefits this would bring to the community - anecdotes or presumed outcomes do not qualify as sufficient reason to pursue legislative change. Also, the following question (from above) does not give us any "does not apply" option - I have not encountered any of these problems, but had to tick something in order to progress. Your questionnaire is therefore flawed, and its results inaccurate. "In the last 12 months have you encountered any of the following issues regarding your property? (Please tick all that apply) *Difficulty finding new tenant Difficulty obtaining references for new tenants Poor property conditions Problems evicting tenants Problems in neighbouring property affecting your property; Tenants causing antisocial behaviour"	<p>We have updated our website with all the relevant information for the scheme. We have uploaded the evidence for the scheme to be introduced, information on the scheme itself and also any new legislation that has been announced that is of interest to landlords e.g. the EPC certificates.</p> <p>In respect of the point being made about the questionnaire being inaccurate, we have amended this with new options to answer.</p>
I can see the benefits of the scheme, but broadly I am not in favour of more bureaucracy or associated costs. So I am overall neither for nor against the scheme. I had to edit the form because the following two questions did not allow me to say 'none':	We have now edited the form. All other comments have been noted.
I spent between £30k and £40k on my house less than two years ago. It is immaculate and has a good tenant in it. I am happy with her and she seems happy with the house. Why do you want to tax me? Just leave me be. I appreciate that not all landlords are as scrupulous as me but why should I have to pay for a licence? Why don't you focus on those who are renting out dumps? Why don't you just ask my tenant if she is happy and leave it at that? And what on earth is the connection between landlords and tenant behaviour? Also: "In the last 12 months have you encountered any of the following issues regarding your property? (Please tick all that apply) I have had none of these; I ticked one	We are not taxing landlords we are just adding an extra step into renting a property out to ensure that the property is of good condition and the landlord is of a fit and proper standard.

<p>because the form insisted on it. Without a "none of the above" option, any data you gather from these questions are essentially worthless.</p>	
<p>I hope it works, if it is implemented! The facility to have direct contact with someone at the Council when needed would be a great asset.</p>	<p>If the scheme is implemented, the Selective Licensing Team will be a point of contact for all landlords and tenants. We are also looking at the possibility of Landlord forums.</p>
<p>I think the council need to review. They have to understand the social landscape of South Wigston many tenants are in low income jobs because of their social background with limited support and do not have the funds to look after the properties and the contents of their property they will not be able to afford rent an increase. The council would be better of supporting these families and Landlords to keep them within the area as many local companies employ the local residence as many tenants have limited transport or you could end up with not only losing the rental market, low income families, but also the companies that employ them.</p>	<p>These comments have been noted.</p>
<p>I will put the property up for sale.</p>	<p>This comment has been noted.</p>
<p>Why is it called selective licensing when you are planning to make it compulsory? Will this also apply in time to Magna and Oadby? I doubt it. South Wigston is always targeted adversely.</p>	<p>It is called Selective Licensing as it only applies to a select area, The Private Rented Sector</p>
<p>I see little other than more bureaucracy and the cynic or possibly reality is. Is this a way to raise more money for councils? I do acknowledge though this might help improve standards and drive out rogue landlords, but I would have no idea if rogue landlords is really an issue or not. Therefore I can only comment on my own experience where I provide high quality home well maintained.</p>	<p>The scheme has to be cost neutral, the council legally can not benefit from the funds raised.</p>
<p>I think the council should already be fulfilling its responsibilities to tackle street litter and antisocial behaviour. Why should landlords be paying for this? On Glen gate where we have our house - the problem neighbours own their properties so the issue isn't always caused by rental properties.</p>	<p>As you state, it isn't always caused by private tenants however there is a strong correlation between the two.</p>
<p>It's a money making scheme and you already have powers to deal with rogue landlord through Housing Act.</p>	<p>The Council does have some powers in regards to rogue landlords. Selective Licensing is a way to identify them and be proactive not reactive.</p>
<p>The only problem I see within the proposed area is that neighbouring property has been rented out by social housing departments for tenants - some of these are not high calibre so the problem is their letting procedure. A few doors down from my property I understand there was a</p>	<p>Social housing departments are in control of their own tenants however these comments have been noted.</p>

<p>social housing property and a fire was caused by the tenants growing cannabis in the property. I do not understand why I should subsidise poor landlords by paying a fee</p>	
<p>It's ridiculous and putting more financial burden on people who already live on the poverty line. Also I feel there hasn't been enough promotion and notification of this proposal. I only heard about it because I went into the local library and was told. This needed to be a much wider advertised consultation. Also it is the council's job to ensure that housing is adequate- that is why we pay council tax, surely? What is this obscure figure of £805 and what does it do? How would someone decide what is acceptable living conditions?</p>	<p>We have held 20 weeks of consultation, we have hand delivered leaflets, held two public meetings and advertised the Scheme on the Council website and through Social media. All of this has been promotion of the scheme to try and get peoples views on the proposal.</p>
<p>The cost of renting in South Wigston is already ridiculously high, considering the problems in the area. When you think that the prices are already not far off more affluent areas like Wigston and Countesthorpe - it seems ludicrous that you plan on taking an action that will force rents higher.</p>	<p>Our aim is not to raise the rent prices The rental from the current rental income which should cover the costs of servicing the property prior to making any profit should be utilised. Our aim is to improve the living conditions and the surrounding area</p>
<p>This is a tenant tax for those families who cannot really afford it.</p>	<p>The rental from the current rental income which should cover the costs of servicing the property prior to making any profit</p>
<p>I really think that the council needs to reconsider implementing this scheme, as it will negatively impact upon landlords and tenants in this area.</p>	<p>These comments have been noted.</p>
<p>The fee shouldn't be passed onto the tenant though this is the landlords' responsibility. It's their property not the tenants and they are choosing to be a landlord. I have only added an amount because I have to - but I don't agree with anything</p>	<p>The current rental income should cover the costs of servicing the property prior to making any profit</p>
<p>I think the cost is immaterial if society doesn't have or see any benefit. I would be happy to see a rent increase if I saw changes from my landlord taking more care of me as a tenant who causes no issues.</p>	<p>The aim is to make landlords more accountable for any defects in the property.</p>
<p>I am not supporting this idea. Why should I have people coming to inspect my property and invading MY privacy just so you can charge a ridiculous fee!!! You should only be aiming this to the relevant tenants and Landlords before even looking at honest and respectful Landlords/Tenants.</p>	<p>The landlord would have to let us inspect the property or the licence will not be granted. If the licence is not granted then it will be illegal to rent out that property.</p>
<p>Question 5 needs a not relevant option. Really disappointed with your biased questioning.</p>	<p>Questions have now been amended.</p>
<p>I understand there are bad landlords but South Wigston poverty area, people can't afford to pay unless on benefits or don't care. Eviction will</p>	<p>These comments have been noted.</p>

<p>increase homelessness more people at council doors for housing. As a disabled pensioner living on own I can't afford pay more, after 45 years of work I may have to leave (daughters live nearby and carers) and look to .....who knows.....what is available to me - (a graveyard?)</p>	
<p>I can see rents rising as landlords will need to recoup the cost of licenses, leading to more possibility of evictions, due to unmet rent. This seems to me one more way for the council to put financial pressures onto landlords, in an already difficult housing market. I would also like to know if the council are planning to adopt the same standards or practice within their own properties.</p>	<p>The council and housing associations have already adopted the standards we are trying to implement.</p>
<p>I have rented properties either side and gardens are not maintained. I have had to pay for new fencing; landlords don't want to spend money. Tenants do not take any pride in looking after their property.</p>	<p>The scheme will place measures on landlords to deal with their properties.</p>
<p>Please go ahead with this plan, for all the home owners, who may have antisocial neighbours , in these rented Properties</p>	<p>These comments have been noted.</p>
<p>The area needs ambition and drive. OWBC need to be central in driving this forward and not accept long standing learned behaviours. OWBC need to raise the expectations of the residents.</p>	<p>These comments have been noted.</p>
<p>This is essential to reduce the levels of crime and anti social behaviour in the area. Crime and anti social behaviour have increased significantly and are having a negative effect on residents.</p>	<p>Hopefully, with the close work of the ASB officer we can start to reduce this.</p>
<p>I can't comment on the cost of the licensing scheme as I don't live in a rented property. However, I believe that landlords should limit the costs they pass on to the tenant as some will all ready be in receipt of welfare payments and will not have the means to pay much more. Ideally I would expect landlords to pay the cost of the license themselves, given that this could be used to attract future tenants, who will know from the landlord being a member of the scheme, that he/she is meeting certain standards of repair and maintenance and the standard of behaviour they are expected to maintain.</p>	<p>The current rental income should cover the costs of servicing the property prior to the landlord making any profit.</p>
<p>If this becomes reality, you will have so much more bigger problems on your hands like children with no where to live so I hope you have available properties available for them!!</p>	<p>These comments have been noted</p>
<p>I feel my landlord is up to date with all the relevant certificates and paperwork and I'm happy with the condition of the house and feel this is putting added pressure on landlords and tenants, which could then also end up making</p>	<p>These comments have been noted.</p>

<p>some families homeless due to landlords selling up or putting rents up which are already high which would result in more demand for council houses, which is clearly at a all time high. Surely the council can find money from other sources rather than hitting young families who are just surviving already</p>	
<p>South Wigston used to be a nice place to live. Now, it is noisy, dirty and intimidating. Selective licensing isn't the answer though. It will do nothing except drive up already high rents and affect the most vulnerable people. It seems designed to be some sort of social cleansing rather than actually deal with any antisocial problems head on. The police need to be more proactive in clamping down on antisocial behaviour, as do the council. This licensing idea just seems like a money grab, which will result in tenants suffering higher costs and ultimately, lower disposable income.</p>	<p>Selective Licensing will give the Council more powers on top of the existing powers which will help us become more proactive. It allows us to enter any property within the designated area without a notice.</p>
<p>Any scheme which improves the area is long over due. There are still a lot of older people and young families who live in this area and the standard of rented properties and the high turnover of tenants is blight on the area. I am an owner occupier so an increase in rent does not affect me but something constructive to improve the quality of the area and the living standard is vital. (I had to answer the questions about rent in order to get to the next page of the questionnaire</p>	<p>These comments have been noted.</p>
<p>Lansdowne grove for parking needs sorting big time sick of not getting out side the house the two roads that go up to park the houses up top of the streets which about 16 in total have no parking so have to park on Lansdowne that wrong work vans right plain people in side roads living car trailers on the road taking up car space then the heavy traffic that comes up and down and thought South Wigston is not good at all adding to air pollution getting out off Lansdowne grove is a night mere when Tesco was built should of been better placement of the round about</p>	<p>These comments have been noted.</p>
<p>A positive move to enforce compliance in the private rented sector.</p>	<p>These comments have been noted.</p>
<p>Will the Council offer the option of a public landlord meeting in order for us to get our points across?</p>	<p>The council have held two successful landlord meetings one on Tuesday 7th January 2020 at 12pm-2pm and the other on Thursday 9th January 2020 5pm-7pm.</p>
<p>Was it in the Councils intention to contact landlords for their views on this proposal?</p>	<p>It was always the councils plan to consult with as many statutory consultees as possible. We originally sent out a letter to local business, landlords, estate agents and we hand delivered</p>

	leaflets to every property in the ward. Since then, we have held two sessions weekly at both Customer Services on Bell Street and Tesco South Wigston. In January, we held two public meetings for landlords and residents to attend.
How will the assessment of housing standards be carried out?	Housing standards will be assessed through an inspection by an individual officer. The council must inspect the property within the five year period and how soon we visit depends on any risk we see with the property. For example, if an EPC hasn't been provided we see that as a risk and will visit sooner than a property that has got all the certificates required. The council will inspect the property looking at the 29 hazards of HHSRS and using the Decent Homes Standard.
Will being a member of the National Landlords association be taken into account when charging for a licence?	Accreditation is something we take seriously so we are looking at ways to reduce the fee for those landlords that are apart of an accreditation scheme.
Will there be a discounted price if the property passes the inspection with nothing to comment?	The costs of the licence are based on the true costs of processing an application and the monitoring of the license.
What will the licence fee provide for me, as a landlord?	The licence fee will provide more support from the council, a more desirable place to own a house and hopefully less turnover in the tenancies.
Is the licence fee expected to be paid in one instalment or am I able to set a payment plan up to cover this cost?	The licence fee is split into two payments: The initial application fee and then the enforcement fee. The enforcement fee is paid once the licence has been granted.
Are the area boundaries likely to change?	The area of the Selective Licensing Scheme is up for consultation meaning the area boundaries haven't been confirmed for definite yet.
Will I need a licence for all of my properties or is the licence just once that covers all of my properties?	The licence is per property.
Why are housing association and council properties exempt from the scheme?	Housing associations and Council properties are already using the standards that we are trying to enforce in the Private Rented sector.
The cost of running the scheme is likely to lead to higher rents. How does this help tenants?	The current rental income should cover the costs of servicing the property prior to the landlord making any profit. In addition the Council are working on ways to reduce the impact on rent increases, like allowing a three month grace period for applications to be submitted.
Is the licence per person or per property?	The licence would be per property
Does an agent need to have a licence to manage properties?	An agent may be directed as a licence holder if they have full management responsibility and the power to under take works and management of the property
If the licence is per person and an agent holds a	The licence will be per property. If an agent has



licence, does this relieve the burden on the landlords whose properties the agent manages?	several properties each one will need to be licenced as it is the property that is being licenced.
How was the fee of £805 arrived at?	The fee that has been stated was guidance based on the current HMO licence application fee a full cost analysis of the Scheme will be undertaken to derive a true fee for the License.
How do the 'high levels of crime and ASB' compare to the other areas?	From Police data, we have compared the three areas of OWBC together. South Wigston very clearly indicates that you have more chance of being a victim of ASB than you have in Oadby and Wigston. As well as this, in 6 of the other 12 categories there is more chance of occurrence of crime in South Wigston than Oadby and Wigston.
What happens if I sell my property during the licensable period? Do I get a refund?	If you sell your property during the 5 years, there will be no refund available.
I can't get online to fill in the questionnaire, are there any other ways of getting my view across?	The Council recognise that not everybody has the access to the internet version of the questionnaire. So, on 18th November 2019, we sent out hard copies of the questionnaire to be completed and returned to the offices. We also held the two public meetings for anybody to get peoples viewpoints and are also accepting any comments through email during the consultation.
Will any new owners during the period be made to pay a new fee or the remaining years?	If somebody buys the house within the licence period we would expect them to pay for a new licence.
What has caused the Council to introduce the scheme now at this particular time?	The Council have identified the criteria for developing a Selective Licensing scheme.
Will the option to pay monthly/yearly be made available to cover the costs?	We will investigate this idea.
Why are landlords being charged for things that are out of their control like crime rates and ASB levels?	They're not. There is a correlation between Anti Social Behaviour and the private rented sector
Why South Wigston?	In order for a selective licensing scheme to be introduced the area has to meet certain criteria within the legislation. For example, high level of Anti social behaviour, high levels of crime, housing complaints and deprivation. South Wigston meets the majority of the criteria.
What data has been compared to come up with the South Wigston area being an issue?	The crime data from the Police has been compared between the 3 areas of the Borough. We have used the Governments public health report to identify deprivation. We as a council have also done surveys of the properties in South Wigston (EPC Certificates, Roof Condition). We have looked at the number of housing complaints by postcode, the house price comparison between Oadby, Wigston and South Wigston and also the migration statistics.

Why is the suggested fee so high?	The fee will be calculated to cover the costs of running the licence, this includes: Cover the 5 years of the scheme Cost of the service provided by staff Time spent on the property (Inspection) Enforcement of the scheme Administration Start up costs
How will this improve the housing as opposed to now as there are existing powers already in place?	At present, we are only being reactive to complaints that come in. By introducing a licensing scheme we gain more powers of entry meaning we can change from being reactive to being proactive with the private rented accommodation in South Wigston.
What has a landlord got to do with the Crime and ASB rates?	Crime and ASB are only one of the criteria that are needed for a Selective Licensing scheme.
What happens when a rented property is sold within the 5 year licence to another landlord?	If a property is sold to another landlord, the new landlord will be expected to pay a licence fee again.
What categorises a fit and proper person?	A fit and proper person will have had no involvement in fraudulent offences, sexual offences or will have had no housing contraventions across the country.
If we are scoring the houses based on the risk, would we be able to provide the landlords with their score and any advice on how to raise that score?	Certainly. Similar to the food inspections we will provide a score and a period of inspection.

**Important – All answers are as of January 2020**

**Below are three responses attached from the Consultation – One is from Andrew Oldershaw - Landlord another from RLA and the other from SafeAgent. We have attached these as there are a number of points raised in each of them. The Contents have been noted and addressed in the full decision of the Council**

Dear Selective Licensing Team,

**The final day of the consultation period for the proposed Selective Licensing Scheme.**

**I would like to make the following points:**

The public liaising meeting I attended on the 9<sup>th</sup> January I felt could have been more informative, better chaired and conducted. It was disappointing that there were no Councillors present when their opinion impacts upon the ultimate decision made about this scheme.

The liaison meeting raised questions that your team had not considered.

The end of the consultation period, 30<sup>th</sup> Jan, and the full Council meeting on the 4<sup>th</sup> February, when it was stated that a decision would be made, hardly gives enough time for you to evaluate

all the information gained from the consultation period, write the report and distribute to all Council members for them to read in order for them to be well informed in time for the meeting.

**Clarification is required on:**

The licensing fee split between 'Registration' and 'Enforcement'.

The actual amount of discount for a Landlord being a member of NLA or any other approved body.

Whether a sliding scale of fees would be made according to the condition of the property. i.e. if no enforcement is required.

Whether a discount would be given to Landlords who have multiple properties.

What happens if a rental property is sold within the 5 year timescale to another investment buyer; does the new owner have to also pay into the Licensing Scheme and if so does this run for a 5 year period or would there be a reduced fee according to number of years left from the start of the scheme?

The 5 year time period is not long. Does the Council really think that it gives enough time to inspect all of the private rental properties and enable the significant changes, purported to be required in living conditions, social and health standards to take place?

It was stated that the scheme had to be cost neutral to the Council. It is difficult to understand how this could be the case when clearly so many factors have not been considered.

It would be appreciated if this email could be acknowledged and information given as to when the full report will have been completed and when it will be available to view on the Council Website.

Kind regards,  
Andrew Oldershaw

Oadby & Wigston  
Council  
40 Bell Street  
Wigston  
LE18 1AD

9<sup>th</sup> January 2020

### **Selective Licensing Proposal**

Thank you for the opportunity to respond to the above consultation. Although we appreciate the issues raised by the council, the RLA believes that selective licensing does not raise standards in the PRS and has an overall negative impact on landlords, tenants and the housing market.

### **Fee Structure**

The proposed fee of £805 for a new application is excessively high for a landlord to pay. The processing costs of an HMO licence vary differently to the processing costs of a Selective Licence, so the Council should not use this as a basis to calculate the fee. Landlords will apply for licences and, likely, pass the cost on to tenants in the form of increased rents to cover the cost of applying for a Licence, doing nothing to address affordability. In contrast, the worst landlords – the criminal operators – will ignore the scheme, as they do many other regulations.

The proposed fee of £50 to apply for a Temporary Exemption Notice is unlawful in nature.

The power to charge a fee is set out in s63(3) and s87(3) of the Housing Act 2004, with the fee-charging ability being limited by s63(7) or s87(7). These state that a fee must reflect the cost of running a scheme, with the local authority not being permitted to make a profit. The fee can be used for the operation of the scheme itself, necessary inspections, promoting education and all enforcement activity to ensure the scheme is effective. Fees are only chargeable in respect of the application itself, and not in respect of ancillary matters.

No other charges can be implemented under the licensing regime, a point confirmed by the RPT (as was) in *Crompton v Oxford City Council* [2013]. Because of this, Oxford amended its fee structure to reflect this ruling. While we appreciate the need of local authorities to use their resources efficiently, this does not extend to the charging of fees that are not lawfully permitted.

Therefore, the Council should remove this proposed charge if the scheme is approved.

### **RESIDENTIAL LANDLORDS ASSOC.**

212 Washway Road, Sale, Manchester M33 6RN T +44 (0) 3330 142 998 E [info@rla.org.uk](mailto:info@rla.org.uk)  
Residential Landlords Assoc. is a trading name of Residential Landlords Association Ltd. Company No. 2869179.  
[www.rla.org.uk](http://www.rla.org.uk)

### **Pressure on non-licensed areas**

Landlords, especially those with properties outside the licence area will become risk-averse in terms of the tenants they let to. Tenant problems such as anti-social behaviour are impossible for the landlord to address alone and landlords will not wish to risk a breach of licensing conditions that may affect their ability to let properties elsewhere. Some may seek to evict already challenging tenants. This means additional costs to other council services, as they pick up the pieces created by the disruption to the lives of already vulnerable tenants.

### **Existing Enforcement Powers**

There are over 150 Acts of Parliament and more than 400 regulations affecting landlords in the private rented sector.

Councils should fully use the enforcement powers already granted to them by the Housing and Planning Act 2016, ranging from civil penalties, rent repayment orders, banning orders and the introduction of a database for rogue landlords and letting agents. This is instead of relying on licensing schemes to regulate landlords. The Council has also not taken into consideration the amount of informal enforcement activity undertaken between local authorities and private landlords.

Additionally, Oadby and Wigston Council has access to the Controlling Migration Fund, which allows local authorities to tackle local service pressures associated with any recently increased migration, which includes tackling rogue landlords and driving up standards. The Tenant Fees Bill has also introduced a lead enforcement authority to provide guidance and support to local authorities regarding the enforcement of letting agent requirements.

### **Conclusion**

There are alternatives to licensing that the council can consider.

The RLA advocates using council tax records to identify private rented properties and landlords. Unlike licensing, this does not require self-identification by landlords, making it harder for the small minority of criminals to operate under the radar. It would be a more effective method of targeting these criminals and rooting them out of the sector than an unnecessary licensing scheme.

Thank you for giving these views your attention, and please get in contact for further details of our response if desired. I would only like to add that the RLA's goal is to make renting better for everybody, creating a more harmonious PRS in the process.

Kind regards,

Samantha Watkin  
Policy Officer  
Residential Landlords Association  
[Samantha.Watkin@rla.org.uk](mailto:Samantha.Watkin@rla.org.uk)

#### **RESIDENTIAL LANDLORDS ASSOC.**

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## OADBY AND WIGSTON COUNCIL'S SELECTIVE LICENSING PROPOSALS

### A RESPONSE TO THE CONSULTATION FROM SAFEAGENT

#### INTRODUCTION

**safeagent** [www.safeagentcheme.co.uk](http://www.safeagentcheme.co.uk) is a licensing scheme for lettings and management agents operating in the Private Rented Sector. **safeagent** agents are required to:

- deliver defined standards of customer service
- operate within strict client accounting standards
- maintain a separate client bank account
- be included under a Client Money Protection Scheme

Agents must provide evidence that they continue to meet **safeagent** criteria on an annual basis, in order to retain their licence. The scheme operates UK wide and has 1500 firms with over 2000 offices.

We are an accredited training provider under the Rent Smart Wales scheme. We are also a co-regulation partner with Liverpool Council. Recently, we have been approved by Government as a provider of the new mandatory Client Money Protection arrangements.

#### SAFEAGENT AND LICENSING

**safeagent** is supportive of initiatives such as Selective Licensing, providing they are implemented in a way that takes account of the Private Rented Sector (PRS)'s own efforts to promote high standards.

**safeagent** believes that positive engagement with voluntary schemes and the representative bodies of landlords and agents (such as **safeagent**) is essential to the success of initiatives such as Selective Licensing. We are mindful that the operational problems associated with lack of such engagement have been highlighted in House of Commons Standard Note SN/SP 4634.

The same note sets out how important it is for licensing schemes to avoid being burdensome. We believe that promoting voluntary schemes, and offering discounted licence fees to accredited landlords and agents, can help to achieve this. Voluntary schemes often require members to observe standards that are at least compatible with (and are often over and above) those of licensing schemes. We believe, therefore, that if Oadby and Wigston Council were to allow discounts based on membership of **safeagent** (as well as other similar bodies) implementing and policing the licensing scheme would ultimately be less costly and more effective, allowing resources to be concentrated in the areas where they are most needed.

This is a commonly accepted approach by many English Local Authorities. We would further point out that, in Wales, the Welsh Government has recently recognised the importance of membership of specified bodies such as **safeagent** and is offering discounted fees to members as a consequence <https://www.rentsmart.gov.wales/en/>

## **PROMOTING PROFESSIONALISM IN THE PRS - THE ROLE OF AGENTS**

**safeagent's** engagement around the country, with various local authorities, suggests that lettings and management agents have a key role to play in making licensing, accreditation and other, voluntary regulatory schemes work effectively. Agents tend to handle relatively large portfolios of properties, certainly when compared to small landlords. They tend, therefore, to be in a position to gain an understanding of licensing based on wider experience. They become expert in trouble shooting and ensuring that the balance of responsibilities between the agent and the landlord is clearly understood. This, amongst other things, can help to prevent non-compliance due to misunderstandings about local licensing arrangements.

Furthermore, **safeagent** ensures its members maintain certain operational standards, have Client Money Protection arrangements in place, keep separate client accounts and comply with their legal obligation to be a member of a redress scheme. We also provide training. All this can be of assistance to councils who are trying to drive up standards in the PRS.

Although agents are now required to belong to a government approved redress scheme, display their fees and publish their client money protection status, our experience to date suggests local authorities face challenges in enforcing these standards. Membership of bodies such as **safeagent** can reduce the need for the local authority to use its formal, legal powers in these areas.

## **OADBY AND WIGSTON COUNCIL'S PROPOSALS - SPECIFIC ISSUES**

### **Proposed Licensing Area**

We welcome the targeted nature of the licensing proposals.

### **License Period, Changes in License Holder and Pro-Rata Fees**

We note that the license period will be "up to" 5 years. Our experience around the country suggests that the lack of flexibility in most license fee structures can militate against efforts to establish an alternative competent person to be licence holder/ manager, in cases where problems have been identified during the license period, often by the council. This is because (even accredited) agents still have to pay the full fee when they take on management part way through the license period.

Furthermore, it seems unreasonable to charge the full fee for licenses granted part way through the period – especially if there is only (say) one or two years remaining.

Whilst we understand that licenses cannot be "transferable" from one person to another, we would suggest that more flexibility is required than a fixed "up to 5 year" term allows. Landlords and agents taking on properties part way through a 5 year term should only have to pay the 5 year fee "pro rata".

### **License Fee**

We believe that a fee in the region of £500 would be reasonable.

### **Fee Structure – Discounts and Accreditation**

We note the proposal that there be discounts for accredited landlords through the Association of Residential Letting Agents (ARLA), National Landlords Association (NLA) or

Decent and Safe Homes (DASH) We would urge Oadby and Wigston Council to also offer fee discounts to:

- Agents who are members of **safeagent** (where the agent is the actual or *de-facto* licence holder)
- Landlords who engage agents that are members of **safeagent** (where the landlord is the licence holder)

We would suggest that this discount be £100, not the £50 proposed.

We would suggest that this is justified because **safeagent** members and the landlords who engage them are less likely to be non-compliant and that, as a result, there would be reduced costs to the council. We would also suggest that **safeagent** membership mitigates the need for compliance visits to be carried out by the council. For example, the timing and content of visits could be risk based, recognising that the risk of non-compliance is much lower in the case of properties managed by **safeagent** agents.

In our detailed comments below, we point out some of the areas where compliance with key standards is an inherent part of the **safeagent** scheme. These are the areas where we think promotion of **safeagent** membership through license fee discounts could ultimately save the Council money, as well as increase the take up of voluntary accreditation.

#### **Fee Waiver – Tackling Homelessness**

We would suggest that, in cases where a private landlord is assisting the Council by offering permanent accommodation to meet homelessness duties, License applications should be accepted without a fee being payable.

Furthermore, this approach could become more structured if the council were to enter into partnership arrangements whereby lettings agents source properties for council referrals of homeless people or those at risk of homelessness. **safeagent** is currently working on a model whereby a “Social Lettings Agency” is created through links to one or more established local agents. This is an alternative to the traditional approach whereby entirely new voluntary sector entities need to be set up. We would be happy to discuss this model with the council at any time.

#### **LICENCE CONDITIONS**

##### **Tenant Referencing**

We would be strongly supportive of any requirement to obtain references for prospective tenants, as **safeagent** is actively involved in promoting good practice in tenant referencing.

##### **Tenancy Management**

**safeagent** agents are expected provide and fill in a tenancy agreement on behalf of the landlord. they will always make sure the terms of the tenancy are fair and help the tenant to understand the agreement.



They will always provide clear information to the tenant about any pre-tenancy payments and what these cover. They will explain any requirement for a guarantor and what the guarantor role entails.

At the end of a tenancy, they will always serve the tenant with the correct period of notice as set out in the tenancy agreement.

Under **safeagent's** service standards, agents are required to take a deposit to protect against possible damage. They are required to explain the basis on which the deposit is being held and the purpose for which it is required, as well as to confirm the deposit protection arrangements. When joining **safeagent**, agents are asked to provide details of the number and value of the deposits they have registered with the scheme.

Agents are asked to authorise **safeagent** to contact the scheme to verify this information.

During the course of a tenancy, **safeagent** agents will check the condition of the property and draw up a schedule to outline any deductions to be made from the tenant's deposit. They will return the deposit in line with timescales and processes required by the statutory tenancy deposit schemes.

**safeagent** agents are also required to:

- Have a designated client account with the bank
- Operate to strictly defined Accounting Standards
- Be part of a mandatory Client Money Protection Scheme.

These requirements provide additional security for client monies held, over and above the requirements of the Oadby and Wigston licensing scheme. Again, this is an area where increased **safeagent** membership would be of benefit to the Council and local tenants.

#### **Licence Conditions Relating to the Property**

We welcome Oadby and Wigston Council's drive to improve property standards. We believe that **safeagent's** standards go a long way to ensuring compliance with license conditions.

Under **safeagent's** service standards, **safeagent** agents are expected to visit any property to be let with the landlord and advise on any action needed before letting the property. This includes any repairs and refurbishments needed to put it into a fit state for letting. They will also go with possible new tenants to view unoccupied property. Tenants can, therefore, be confident that **safeagent** agents have provided advice to the landlord concerning any repairs or refurbishments which are necessary.

**safeagent** agents are expected to explain both the landlord's and the tenant's the rights and responsibilities. To guard against misunderstandings, they will arrange for the preparation of a schedule of the condition of the property.

**safeagent** agents are required to ensure that tenants are provided with copies of safety certificates on gas and electrical appliances before they commit to the tenancy. They will provide details of the condition of the property, plus a list of its contents. The property will have undergone all required safety checks on furnishings, and gas and electrical services.

Thereafter, **safeagent's** standards require agents to carry out property inspections periodically, as agreed with the landlord, in line with normal good practice. **safeagent** and our firms would anticipate inspections to be carried out every 6 months as a minimum, to

identify any problems relating to the condition and management of the property. In line with common practice, records of such inspections would contain a log of who carried out the inspection, the date and time of inspection and issues found and action(s) taken. Under a licensing scheme, this information could be shared with the council in an appropriate format.

Tenants will be fully aware of access arrangements. **safeagent** agents are expected to arrange in advance a time for access, in order to inspect the condition of the property in accordance with the tenancy agreement. **safeagent** agents will arrange to have routine maintenance work carried out, up to a limit agreed with the landlord. The agent will refer expenditure above that limit to the landlord.

### **Training**

We would welcome any proposal that agents who are license holders should undergo training.

Membership of **safeagent** means that agents already have access to an extensive training package, engagement with which should reduce the need for the local authority to intervene. Although not a *condition* of **safeagent** membership, **safeagent** offers accreditation through an online foundation course as well as qualifications such as BTEC Level 3 in Lettings and Management practice.

**safeagent** offers training to those who have been involved in lettings and management for some time as well as those who are just starting out. Training is available for principals of firms as well as employees. Thus, **safeagent's** Virtual Learning Environment (VLE) is designed to cater for a wide range of professional development needs. Training is easily accessible and can be undertaken when it suits the trainee. Any candidate completing the **safeagent** Foundation Lettings Course successfully also has the opportunity to use the designation '**safeagent qualified**'. **safeagent** Foundation Lettings Course (Wales) is also approved training recognised by Rent Smart Wales, the Welsh Government's regulatory body as meeting the requirements for agents to have complying with their licensing requirement.

One advantage of this approach is that it makes it easy to ascertain (through on-line monitoring) that participants have in fact undertaken the required training, prior to or immediately after accreditation.

Modules available cover:

- Pre-tenancy issues
- Responsibilities and liabilities
- Setting up a tenancy
- During a tenancy
- Ending a tenancy
- General law concepts, statute vs contract
- Relationships
- Obligations
- Process
- Considerations for corporate tenants
- Continuing Professional Development (CPD)

In addition, **safeagent** provides mini online courses designed to cover a number of elements in more detail, as appropriate to the learner's role, include topics such as:

Assured Shorthold Tenancies (ASTs)
Client Money
Consumer Protection Regulations (CPRs)
Deposits
Disrepair
Electrical Appliances & Safety
Gas Appliances & Safety
Houses in Multiple Occupation (HMOs)
Housing, Health & Safety Rating System (HHSRS)
Inventories and schedules of condition
Joint Tenancies
Notice Requiring Possession

We would further suggest that discounted fees for **safeagent** agents would provide an incentive to positive engagement with training that is fully compatible with the requirements of the licensing scheme.

#### **Anti-Social Behaviour**

We note that there are distinctive issues around crime and Anti-Social Behaviour (ASB) in the licensing area. However, we do have concerns about the assumed link between the amount of PRS accommodation in the neighbourhood and the incidence of ASB.

There may be some *correlation* between incidences of ASB and the prevalence of PRS accommodation on the area. However, correlation does not imply *causation*. The *causes* of ASB are many and varied. It is not, in our view, reasonable to expect agents and landlords to play a disproportionately large part in tackling them.

Furthermore, we would strongly advise against any proposals which imply a parity of approach between the PRS and the social rented sector. Social landlords are publicly funded (and regulated) to develop and manage housing on a large scale. Their social purpose brings with it wider responsibilities for the communities in which they work. As private businesses, PRS landlords and their agents, whilst having clear responsibilities to manage their properties professionally cannot reasonably be expected to tackle wider social problems.

#### **Suitability of Licence Holder**

We note the requirement that the council would only issue a licence if it is satisfied that the proposed licence holder is a 'fit and proper' person and that there are suitable management arrangements in place. We believe that this requirement highlights the importance of lettings and management agents belonging to recognised accrediting bodies like **safeagent**, who themselves apply a fit and proper person test.

All principals, partners and directors of a **safeagent** firm are asked to make the following declaration on application:

*– “I confirm that: for a period of 10 years prior to this application I have had no conviction for any criminal offence (excluding any motor offence not resulting in a custodial sentence) nor have I been guilty of conduct which would bring the Scheme or myself into disrepute; I am not an undischarged bankrupt nor is there any current arrangement or composition with my creditors; I am not nor have I been a director of a company which has within the period of 10 years prior to this application entered into liquidation whether compulsory or voluntary (save for the purpose of amalgamation or reconstruction of a solvent company) nor had a receiver appointed of its undertaking nor had an administration order made against it nor entered into an arrangement or composition with its creditors; nor have I at any time been disqualified from acting as a Director of a company nor subject to a warning or banning order from the Consumer Markets Authority or the Department for Business, Enterprise and Regulatory Reform.*

*If I am subject to any current claim or am aware of any impending claim for professional negligence or loss of money or if I have been the subject of any investigation by the Consumer Markets Authority and/or local Trading Standards Office, full details of the circumstances are set out in a report enclosed with the application; all information provided by me in connection with this application is, to the best of my knowledge, correct”*

We believe this certification is broadly in line with Oadby and Wigston council's licensing conditions and is another example of where promotion of **safeagent** membership through discounts could help to ensure compliance.

### **Complaints**

All **safeagent** firms are required to have a written customer complaints procedure, available on request. Our guidance sets out how the first step for complainants is to ask the firm they are dealing with for a copy, which will outline the method by which they can seek to resolve any issues.

In line with statutory requirements, all **safeagent** members must also be members of a recognised redress scheme. Firms are required, at the request of the complainant, to refer the complaint to a redress scheme once their in-house procedure has been exhausted. They are also required to comply with any award determined by the redress scheme, within the timescale prescribed.

Under co-regulation schemes elsewhere in the UK, **safeagent** has undertaken to review any complaints that have been adjudicated upon by any of the redress schemes. Under such an arrangement, **safeagent** can report to the Council on the number of complaints reaching this stage and on the adjudications made. Non-compliance with a redress scheme's adjudication would eventually lead to disqualification of the agent from **safeagent**. We would be happy to come to a similar arrangement with Oadby and Wigston .

### **MEASURING THE SUCCESS OF THE SCHEME**

We believe that regular information on implementation of the scheme should be made available in a clear and consistent format. Reports to local landlord and agent forums, representative bodies and other stakeholders should include at minimum:

- The estimated number of private rented properties that require licensing under the selective licensing scheme

- The number of applications received in respect of these properties
- Progress in processing (granting, querying or refusing) the licence applications received
- Analysis of the reasons for any queries or refusals and the extent to which remedial action is identified and taken as a result
- Analysis of the outcomes of ongoing inspections and the extent to which remedial action is identified and taken as a result
- Progress reports across the whole 5 year period covered by the scheme.

This should help to enable the Council to work in partnership with landlords, agents, representative bodies and other stakeholders to ensure the success of the scheme.

### **CONCLUSION**

It seems to us that many of the licencing requirements in the Oadby and Wigston scheme highlight how important it is for landlords to work with reputable agents such as **safeagent** members. Offering a discount to licence holders who work with a **safeagent** accredited agent would help to promote this.

**safeagent** would welcome a collaborative approach with Oadby and Wigston Council, based on shared objectives. We believe that agents who are members of a recognised body are more likely to embrace Selective Licensing and less likely to generate complaints or breaches of their licence. Discounted fees for **safeagent** members would be a significant incentive to positive engagement by agents. In return, the Council would experience reduced administration and compliance costs.

### **CONTACT DETAILS**

**safeagent**  
 Cheltenham Office Park  
 Hatherley Lane  
 Cheltenham  
 GL51 6SH  
 Tel: 01242 581712 Email: [info@safeagentcheme.co.uk](mailto:info@safeagentcheme.co.uk)

**APPENDIX 1 – COMPATIBILITY OF SAFEAGENT SERVICE STANDARDS WITH TYPICAL SCHEME CONDITIONS**

Example Scheme Conditions	SAFEAGENT Service Standard Requirements
Fees	SAFEAGENT promotes complete transparency in agency fees. Members provide landlords with a statement of account as often as agreed.
Rent Liabilities and Payments	SAFEAGENT agents collect the rent and pass it on every month or as otherwise agreed. The agent will keep a separate clients' account to hold all monies.
Contact Details	SAFEAGENT agents are expected to respond to tenant and other legitimate enquiries in a timely manner. Up to date contact details will enable them to respond to tenants' requests for maintenance or repairs which might in some cases have to be referred to the landlord for approval.
State of Repair	SAFEAGENT agents visit the property with landlords and advise on any action needed before letting the property. This includes any repairs and refurbishments needed to put it into a fit state for letting. They will also go with possible new tenants to view unoccupied property. Tenants can be confident that SAFEAGENT agents have provided advice to the landlord concerning any repairs or refurbishments which are necessary.
Access and Possession arrangements	SAFEAGENT agents will visit the property periodically during the course of the tenancy as often as agreed with the landlord. Tenants will be fully aware of access arrangements. At the end of a tenancy, they will always serve the tenant with the correct period of notice as set out in the tenancy agreement.
Repairs and Maintenance	SAFEAGENT agents will arrange to have routine maintenance work carried out, up to a limit agreed with the landlord. The agent will refer expenditure above that limit to the landlord.
Access, Cleaning and	SAFEAGENT agents will arrange in advance a time for

<b>Example Scheme Conditions</b>	<b>SAFEAGENT Service Standard Requirements</b>
Maintenance of Common Parts	access to the property in order to inspect the condition of the property in accordance with the tenancy agreement.
Level of Facilities	SAFEAGENT agents ensure that tenants are provided with copies of safety certificates on gas and electrical appliances before you commit to the tenancy. They provide details of the condition of the property, plus a list of its contents. The property will have undergone all required safety checks on furnishings, and gas and electrical services.
Deposits	SAFEAGENT agents provide and fill in a tenancy agreement and take a deposit to protect against possible damage. They will explain the basis on which it is being held and the purpose for which it is required
References	SAFEAGENT agents choose a tenant in a way agreed with the landlord, taking up references or checking the tenant's rent payment record.
Complaints & Dispute Handling	<p>SAFEAGENT agents explain both the landlord's and the tenant's the rights and responsibilities. To guard against misunderstandings, they will arrange for the preparation of a schedule of the condition of the property.</p> <p>During the tenancy, they will arrange to check the condition of the property and draw up a schedule to outline any deductions to be made from the tenant's initial deposit. They will return the deposit as soon as possible, less any appropriate deductions.</p>

# Appendix 9

## Designated Map and List of Roads within the Selective Licensing Scheme Area



South Wigston Ward Selective licensing Area  
Boundaries:- Dorset Avenue to the North,  
Saffron Road to the West, the Railway Line to  
the East and the Canal to the South



## **Street Names**

Aisne Road  
Albion Street  
Anglesey Road  
Arnold Avenue  
Baldwin Avenue  
Barge Close  
Bassett Street  
Belper Close  
Bennett Way  
Best Close  
Blaby Road  
Blenheim Close  
Brecon Close  
Bushlock Close  
Canal Street  
Cardigan Drive  
Chatsworth Avenue  
Cheshire Drive  
Clifford Street  
Clifton Drive  
Cornwall Road  
Countesthorpe Road  
Crete Avenue  
Cromford Avenue  
Cumberland Road  
Curzon Avenue  
Cutting Close  
Darley Avenue  
Denacre Avenue  
Devonshire Avenue  
Dorset Avenue  
Double Rail Close  
Dunton Street  
Durham Drive  
Ellison Close  
Ervin's Lock Road  
Essex Road  
Fairfield Street  
Florence Avenue  
Foxton Lock Close  
Garden Street  
Glamorgan Avenue  
Glen Gate  
Gloucester Crescent  
Hazelwood Road

## **Street Names**

Healey Street  
Hindoostan Avenue  
Irlam Street  
Ivanhoe Road  
Jordan Avenue  
Keel Close  
Kenilworth Road  
Kent Crescent  
Kirkdale Road  
Lansdowne Grove  
Leopold Street  
Lincoln Drive  
Lock Gate Close  
Lock Keeper Close  
Marstown Avenue  
Matlock Avenue  
Mill Close  
Moores Close  
Namur Road  
Narrow Boat Close  
Norfolk Road  
Northumberland Road  
Orange Street  
Oxford Drive  
Park Road  
Pembroke Avenue  
Pochins Bridge Road  
Railway Street  
Saffron Road  
St. Thomas' Road  
Stafford Drive  
Station Street  
Suffolk Close  
Sussex Road  
Tansley Avenue  
Taylors Bridge Road  
Tigers Road  
Timber Street  
Towpath Link  
Waverley Road  
Weir Close  
Westmorland Avenue  
Windlass Drive  
Worcester Drive  
Wright Place

# Appendix 10

## South Wigston Selective Licensing

### Index of Fees and Discounts Calculations

Time Sheets - How times for individual jobs have been calculated		
Wage Costs		
Disbursements – The on costs for completion of the licensing process		
The Fee Calculation		
Late Payment Fee		
Discounts		
	<b>Action</b>	<b>Time In Hours and Minutes</b>
1	Receive enquiry and advise or send out hard copy application form	0.15
2	Checking initial application form and ensuring all details needed have been provided	0:30
3	Send application back if there is any missing information or if the licence is not needed	0:30
4	Check Ownership of the property is correct through land registry	0:30
5	Check all individual documents that should accompany the application (EPC Certificate, Gas Safety Certificate, Plans of property etc.)	1:00
6	Make up individual designated file from Scanned documents in IDOX	0.15
7	Input data on to Uniform	0.30
8	Chase documents that have not been provided or that are incorrect	0:30
9	Complete the fit and proper person check	0:30
10	Chase up fit and proper person checks through the applicant by requesting to see the certificate or document	0:30
11	Prepare an acknowledgment letter/email for the applicant to say we have received your application and provide a proposed date for the inspection	0:15
12	Travel to and complete the inspection of the property that is being proposed for a licence. Ensure all documents that need to be, have been signed	2:30
13	Write a report on the inspection that has been undertaken outlining any hazards within the property	2:00
14	Correspond with the applicant to say whether there were any hazards noted or whether the inspection has passed	0:30

15	If the property has any Category 1 hazards then issue a probationary 1 year licence. In this licence, outline any work that needs to be completed	1:00
16	Add any relevant information about the property to the system	0:30
17	Prepare draft licence with all conditions attached and send out	1:30
18	Receive confirmation from applicant and issue final licence	1.00
	<b>Total for application</b>	<b>14:30</b>
	<b>ENFORCEMENT</b>	
19	Re-inspect the property in accordance with the conditions on the licence	1:30
20	Write a second report on the second inspection including any improvements that have been made	1:30
21	File the licence and all relevant documents together	0:15
22	Maintain the licence, ensuring no problems arise and also be available on the phone for landlords that have any queries	1:00
23	Be available to deal with any refusals or revocations	3:00
	<b>Total enforcement</b>	<b>7:15</b>
	<b>Total</b>	<b>20:45</b>
Disbursements and Preparation costs per application		
Land Registry search	Undertaken on each Application (£4 x 885=£3540)	£4.00
Transport costs	Average taken to be 4 miles (2 visits per property @£0.45 p/mile - 2miles per visit)	£1.80
Postage costs	Average 5x first class large letters postage @ £0.95 a letter	£4.75
Leicester Mercury Advert	(£9,000 total cost for ½ page spread in local paper)	£10.17
Leaflets to confirm scheme	(6,248 leaflets for all consultees and 1000 additional supply)	£0.84
Discounts	£8,130 multiple properties + £6,200 accreditation	£16.19
Computer Module (DMS Integration and maintenance)	(£13,500 for integration plus 5 year maintenance)	£15.25
Stationery	£2,000 over 5 years	£2.25
Insurance Costs	£150 a year x 5 (£750)	£0.85
Technology (Cameras, Mobiles, Email and Internet)	£3,100 over 5 years	£3.50
Start Up Costs	£49,000 start up	£55.37
<b>Total disbursements/ application costs</b>		<b>£114.97</b>

<b>Selective Licence Fee Breakdown Calculations Per Property</b>	
Total time charged to complete a standard application	14:30
Environmental Health Officer Rate	£36.00
Technical Officer Rate	£30.00
<b>EHO</b> -General charge to complete and administer a standard application (4hr 30mins @£36/hour)	£162
Manager review and sign off (30 minutes @£40/hour)	£20.00
<b>TO</b> -General charge to complete and administer a standard application (10hrs @£30/hour)	£300.00
Late payment charge – Any applications that come in after the grace period	£10.00
Renewal of Licence following initial 1 Year Licence	-£14.00
Disbursement – fees	£114.97
Total cost of completed application	£592.97
<b>Selective Licence Application fee (Down to the nearest 10)</b>	<b>£590</b>

<b>Selective Licence Enforcement Fee Breakdown Calculations Per Property</b>	
Total time charged to complete a standard application	7:15
Environmental Health Officer Rate	£36
Technical Officer Rate	£30
<b>EHO</b> -General charge to complete and administer a standard application (7hours @£36/hour)	£252
Renewal of licence enforcement fee	-£29.00
<b>TO</b> - General charge to complete and administer the enforcement (15mins@£30/hour)	£7.50
Manager review and sign off (30 minutes @£40/hour)	£20.00
Disbursement – fees	£0.00
Total cost of completed application	£250.50
<b>Selective Licence Enforcement fee (Down to the nearest 10)</b>	<b>£250</b>

<b>Combined Cost of Selective Licence</b>	
<b>Selective Licence Cost</b>	<b>£840</b>
<b>Renewal of 1 Year Temporary Licence for full end of Term Licence</b> <b>Estimated 15% issued with faults needing to be addressed in 1<sup>st</sup> Year = 91 applications x 4.5hrs x £30) = £12,285</b>	-£13 per property
<b>Estimated 15% not applied before end of grace period = 91 applications x £100 = £9,100</b>	-£10 per property

<b>Late Payment Fee</b>	
<b>Late Payment fee (After grace period)</b>	<b>£100 added on to application fee and no further discounts awarded for either multiple properties or accreditation</b>
<b>Estimated 15% not applied before end of grace period = 93 applications x £100 = £9,300 / 885 properties</b>	<b>-£10 per property</b>
<b>Renewal fee following 1 Year Licence (4.5 x £30) + 2<sup>nd</sup> enforcement fee £250</b>	<b>£135.00 + £250</b>

<b>Selective Licence Discounts</b>	
Landlord Accreditation (ARLA, RLA, DASH) 614 Landlords Total – Estimated 10% are accredited = 62 x £100 = £6,200	£100
Multiple Applications (Approximately 271 properties qualify for this discount £30 x 271= £8,130)	First application full price Subsequent properties £30 discount

# PRIVATE RENTED SECTOR CODE OF PRACTICE

Updated July 2015



# Private rented sector code of practice

Updated July 2015

This code of practice, originally published in September 2014, has been revised to reflect more recent changes in legislation.

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Property Redress Scheme

The Property Ombudsman

Deposit Protection Service

My Deposits

Tenancy Deposit Scheme

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## Foreword

We are committed to building a bigger and better private rented sector. The private rented sector provides valuable flexibility within the housing market, with increasing numbers of tenants choosing to rent as a matter of choice. We want to support it and see it grow.

A key part of this is our commitment to minimising excessive regulation of the sector, which would force up rents and reduce choice for tenants. We have put in place measures to create greater choice, professional services and higher quality properties for tenants. That is why we are financing the construction of up to 10,000 new homes specifically for private rent through our £1 billion Build to Rent Fund, while our Private Rented Sector Housing Debt Guarantee Scheme will support up to £3.5 billion of investment in private rented projects, plus a potential share of £3 billion held in reserve.

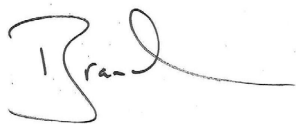
We know that the majority of tenants are satisfied with the performance of their landlords and that the majority of landlords and letting agents provide a good service. However, the small minority of rogues or criminals who exploit tenants drag the reputation of the sector down. We are cracking down on these landlords using a range of tools from legislation, funding and other support to local government.

It is important that tenants and landlords are able to choose letting agents who do operate to best practice. That's why, in October 2013, we asked the Royal Institution of Chartered Surveyors to work with other leading sector organisations to develop a Code of Practice.

I am delighted that the leading organisations representing landlords, letting agents and property managers have come together to create this comprehensive Code that may be used by anyone involved in the letting and management of private rented property.

Where this Code is particularly valuable is that it not only explains what is legally required, but provides a model for best practice. Members of any organisations which have signed up to this Code agree to abide by its contents, giving tenants assurance of a good service, driving up standards in the sector.

I am delighted, therefore, to introduce this Code of Practice. I truly believe it will lead to an even better and more professional private rented sector in England.



Brandon Lewis, Minister of State for Housing and Planning



# 1 Introduction

## 1.1 Scope

This Code is intended to promote best practice in the letting and management of *private rented sector* housing in England. The aim of the Code is to ensure:

- Good-quality homes for rent.
- Consistent and high standards of management.
- Choice for the *consumer*.

The Code is intended for use by landlords and lettings and management agents in the private rented sector (PRS).

Whether you are a landlord or an *agent*, if you are responsible for the letting and management of homes you have a minimum duty to achieve basic compliance required by law. However, landlords and agents should aspire to a standard above minimum legal requirements and in line with industry best practice as set out in this Code. If you are unsure of what you should do or what is required of you, seek professional advice. Ignorance or inexperience is not an acceptable defence for poor practice.

A useful checklist has been provided for inexperienced landlords at the back of this Code of Practice – see [Appendix B](#).

## 1.2 How to use this Code

Terms shown in italics are defined in a [glossary](#) at the end of the Code.

**Landlords are responsible for ensuring that they comply with the law when letting and managing residential property. When a landlord engages an agent, the tasks and responsibilities of letting and managing property will be allocated between them. It is for the landlord and the agent to decide and to understand who is responsible for which tasks and responsibilities.**

**This Code uses the words ‘you’ and ‘responsible person’ to refer to whoever is responsible for a particular task or responsibility. Where items in the Code are aimed *only* at agents or landlords, this is indicated where required.**

In the Code:

- The word ‘*must*’ indicates a legal requirement.
- The word ‘*should*’ indicates best practice. Where you should do something and have not, you ought to be able to justify reasons for not doing it.

Where procedures are recommended for specific tasks, these are intended to represent ‘best practice’; that is, procedures that, in the opinion of the property management industry, meet a high standard of competence.

When an allegation of professional negligence or a breach of obligation is made against a responsible person, a court or tribunal is likely to take account of the contents of the Code in deciding whether or not you have acted with reasonable competence.

The principles on which this Code is based are:

- 1 To comply with all laws relating to the letting and management of residential private rented sector property.
- 2 To meet all other legal requirements and relevant codes of practice.
- 3 To let and manage properties in an honest, fair, transparent and professional manner.
- 4 To manage properties with due skill, care and diligence, and ensure that, where staff are employed, they have the skills and training needed to carry out their tasks.
- 5 To do their best to avoid conflicts of interest and, where they do arise, to deal with them openly, fairly and promptly.

- 6 You must not discriminate on the basis of age, gender, race, language, sexuality or any other factor that might place an individual at a disadvantage.
- 7 To ensure that all communications and dealings with *clients* and tenants are fair, clear, timely and transparent.
- 8 To ensure that all relevant information is provided to clients and tenants, including publicising fees, prior to them committing to a *transactional decision*.
- 9 To ensure that all advertising and marketing material is accurate and not misleading.
- 10 To take steps to look after *client money* and to hold this separately from other funds.
- 11 To behave ethically and responsibly at all times.

The Code contains some principles aimed specifically at letting and management agents, as follows:

- To ensure that landlords and tenants are given details of complaints-handling procedures and the redress scheme to which the agent belongs.
- To ensure client money is covered by client money protection.

## 2 Lettings and management

### 2.1 For landlords only: selecting an agent

Landlords should only engage agents who:

- are members of an accredited body
- are members of an independent redress scheme
- protect client money by way of a *clients' money protection scheme*; and
- have appropriate insurance such as public liability and professional indemnity insurance.

### 2.2 For agents only: accepting instructions from a landlord

#### 2.2.1 Conflict of interest

Before confirming instructions, agents and contractors must check that they will not have any *conflict of interest*. If they do, they must declare it and get written permission from the landlord that they can continue to act.

If the landlord gives permission then, at the earliest practical opportunity, and definitely before negotiations begin, the agent or contractor must give details of the conflict of interest, *in writing*, to the prospective tenant.

#### 2.2.2 Giving correct advice

An agent must provide truthful, accurate and unbiased advice to a landlord.

Where an agent advises a landlord about a letting a realistic rental assessment must be made, reflecting current market conditions. It should be supported by comparable market evidence, if available.

#### 2.2.3 Consumer Protection from Unfair Trading Regulations 2008

When offering services to a landlord:

- An agent must comply with the:
  - *Consumer Protection from Unfair Trading Regulations 2008* (CPRs)
  - *Business Protection from Misleading Marketing Regulations 2008* (BPRs)
  - *Unfair Terms in Consumer Contracts Regulations 1999* (UTCCRs)
  - *Supply of Goods and Services Act 1982* (SGSA); and
  - *Unfair Contract Terms Act 1977* (UCTA).
- An agent must not engage in any unfair commercial practice by saying, doing or omitting to do something which causes, or is likely to cause, the *average consumer* to take a different transactional decision.
- An agent should refer to the Competition and Markets Authority's [Guidance for lettings professionals on consumer protection law](#) for further information and guidance on the regulations.

#### 2.2.4 Confirming identity

Agents should make every reasonable effort to confirm a landlord's identity before accepting instructions.

If the landlord operates as a business, the agent should identify and confirm who within the business has the authority to act on its behalf.

#### 2.2.5 Agreeing the scope of work

The agent should agree the scope of work and then issue terms of engagement, which should detail the duties the landlord expects the agent to perform.

### 2.2.6 Terms of engagement

Agents must give landlords written confirmation of their instructions to manage a property on their behalf. This must include details of:

- fees and expenses
- business terms
- the duration of their instructions; and
- the extent of the agent's financial authority to authorise expenditure such as essential repairs/maintenance.

The agent must give these details to the landlord before the landlord is committed or has any liability towards them. The landlord should be given sufficient time to read and understand the agreement before signing.

Terms of engagement must clearly state the scope of the work the agent will carry out and any additional responsibilities. The terms must be fair and must be written in plain and intelligible language.

The terms of engagement should state that a copy of the agent's complaints-handling procedure is available on request, together with details of the redress scheme to which the agent belongs.

If a landlord signs a contract:

- with the agent present at their home; or
- at another location away from the agent's premises; or
- by post or online; or
- without having met the agent

the landlord must be given a right to cancel that contract within 14 calendar days from the date of signing.

If the landlord requires the contract to start before the end of this cancellation period the agent must obtain confirmation of this in writing.

Both parties should sign and date the terms of engagement. Any subsequent changes to terms of engagement must be confirmed in writing and signed by both parties.

### 2.2.7 Fees, charges and taxes

Agents must provide clearly defined details of their fees and expenses which may become payable. All fees, charges and penalties applicable to both landlords and tenants need to be displayed inclusive of VAT. This is in accordance with the [Advertising Standards Authority](#), the *Consumer Rights Act 2015* and *Consumer Protection from Unfair Trading Regulations 2008* requirements. Agents must prominently display these on their website and at each office where they deal face-to-face with those using or proposing to use their services. They must also state whether or not they are a member of a client money protection scheme and which redress scheme they belong to.

If the agent does not know the exact amount at the time, they should give details of how it will be calculated. This should include any renewal commission and the method of calculation, making clear that this will only arise where the agent is instructed to renew the tenancy or the landlord has specifically agreed to the agent's entitlement. The intention of the legislation is that both tenants and landlords are able to understand what a service or cost is for and why it is being imposed.

Agents should state all fees inclusive of tax, a legal requirement where the landlord is not a business.

Agents must include any contractual right to interest on late payment in the terms of engagement. The terms of engagement should set out which party retains any interest accruing from client money held.

### 2.2.8 Using subagents

Agents who want to appoint a subagent must first obtain the landlord's authorisation. Appointing a subagent without authorisation may be considered a breach of duty unless it is contained within the agent's terms of engagement.

### 2.2.9 Commissioning other documentation

You must follow legislative requirements about documentation to be provided at the point of marketing, during the marketing process or on completion. This must include an Energy Performance Certificate (EPC) and, where gas is provided at the property, a current Gas Safety certificate.

## 3 Lettings

As described in [section 2.2.5](#), landlords who use an agent will have agreed the scope of work that the agent will provide. If the landlord has not instructed an agent to carry out the following tasks then the landlord is responsible.

### 3.1 Marketing and advertising

You must always act in good faith, with the standard of care and skill that is in accordance with honest market practice.

Before letting, you must obtain any consent needed – for example, joint owner, lender, insurance company, *superior landlord*, freeholder and local authority. You must also comply with the obligations and requirements of the various safety legislation, standards and regulations that apply to rented property.

If the owner of a leasehold property wishes to let, they must consider the terms of that property's lease to the immediate landlord and any covenants or other obligations that will need to be included in the tenancy agreement. You must draw these to the attention of potential tenants at the earliest appropriate opportunity.

You must not exert undue pressure on any potential tenant.

You must comply with the *Consumer Protection from Unfair Trading Regulations 2008* and the *Consumer Rights Act 2015*.

You should treat all tenants, prospective tenants, landlords and prospective landlords as consumers for the purposes of the regulations, unless they are clearly not, such as in the case of a limited company landlord or tenant.

You should refer to the Competition and Markets Authority's [Guidance for lettings professionals on consumer protection law](#) for further information and guidance.

You must take reasonable steps to ensure that all statements made about a property, whether oral, pictorial or written, are correct and are not misleading. The information must be provided in a clear and timely manner and must not omit or hide *material information*.

You must not engage in any unfair commercial practice by saying, doing or omitting to do something which causes, or is likely to cause, the *average consumer* to take a different transactional decision.

You must not engage in any of the 31 specific practices that the *Consumer Protection from Unfair Trading Regulations 2008* ban outright (see [Regulation 3 and Schedule 1 of the Regulations](#)).

Advertisements must comply with the Committees of Advertising Practice (CAP)'s [UK Code of non-broadcast advertising, sales promotion and direct marketing](#).

You must ensure that the property particulars and any advertisements include the alphabetical [Standard Assessment Procedure \(SAP\)](#) rating from the EPC.

You should explain all the possible tenancy options to the prospective landlord and tenant, including any potential for longer term lets. You should also explain that longer agreements may include rent review clauses to allow for changes in rent during longer fixed-term tenancies. If the agreement is for a fixed term of three years or more, the agreement must be executed as a deed. If you know that the property is only available in the short term, you should advise prospective tenants of this at the earliest opportunity, preferably before viewing.

'To let' boards must comply with [planning requirements](#).

#### For agents only

If asked to let a leasehold property, the agent must ask the *leaseholder* for full details of all covenants or obligations that may apply to the tenant and which must be incorporated in any tenancy agreement.



## 3.2 The Green Deal

You must disclose the existence of a *Green Deal* charge to a potential tenant at the earliest appropriate opportunity using the prescribed wording in the [Statutory Instrument](#). You must obtain confirmation in writing from the tenant that they understand they will be:

- liable to pay the Green Deal plan and instalments; and
- bound by the terms of the Green Deal Plan.

## 3.3 Viewings

You must advise tenants of all material information and ensure that there are no misleading omissions from the information provided. This includes responses to questions from potential tenants.

When arranging for a potential tenant to view an already tenanted property, you must ensure that the existing tenant is given appropriate and reasonable notice (24 hours recommended) of the appointment and in accordance with any provisions within the tenancy agreement, unless other arrangements have been made with the agreement of the tenant.

When accompanying a potential tenant on a viewing, you should take appropriate steps to ensure the [personal safety](#) of all involved.

## 3.4 Agreeing the letting

You should ensure you understand the requirements of potential tenants and the flexibility on tenancy length offered by the *assured shorthold tenancy* to meet these requirements. Consideration should be given to the granting of longer tenancy agreements where this is appropriate for both parties.

You should provide tenants with a copy of [How to rent – the checklist for renting in England](#).

When negotiations are concluded, you should send written confirmation to the potential tenant setting out:

- the tenancy terms
- the costs that the tenant will be responsible for
- the deposit
- any holding deposit, clearly stating the basis of such a deposit and all associated terms and conditions
- the total sum required on signing
- any guarantor requirements, if applicable
- the methods of payment that could apply; and
- the procedure to follow when the tenant comes to sign the tenancy agreement.

## 3.5 References and checks

You must obtain the prospective tenant's consent before seeking a reference or carrying out a credit check.

You should take references that are in accordance with the individual circumstances of the tenant and should take care in validating their authenticity. You should keep a record of the steps you take to do this. You should ensure that you understand any additional requirements around obtaining a reference for a tenant in a selective licensing area.

You must make reasonable endeavours to check the lawful immigration status of any potential tenant or other persons living at the property where required to do so by law (*Immigration Act 2014*).

## 3.6 Inventory

Prior to the commencement of the tenancy, an appropriate inventory should be prepared. The principle items to be included in the inventory must be made clear to the potential tenant at the earliest convenient opportunity.

You can find further guidance about inventories in [A guide to best practice for inventory providers](#) published jointly by RICS, APIP, ARLA, Asset Skills and NAEA.

### 3.7 Formal agreement

The tenancy agreement should be written in plain, intelligible language. You must give a prospective tenant enough time to read and understand the agreement before signing. You must give the tenant the opportunity to raise queries to clarify the rights and obligations of the tenancy agreement.

An appropriate payment method for the rent should be agreed with the tenant.

The tenancy agreement must be signed by the landlord or their representative. The counterpart tenancy agreement must be signed and dated by all of the tenants in order to come into effect. The tenant should be given the signed tenancy agreement. The landlord should retain the counterpart agreement.

Where letting to joint tenants, you should ensure that all tenants sign the tenancy agreement wherever possible. If this is not practical, someone else can sign on their behalf so long as they are duly authorised to do so and you have clear evidence of this authority.

Any guarantors must sign a written deed of guarantee that clearly states their obligations.

You should ensure the inventory is signed by or on behalf of the parties and dated.

You should provide the tenant with at least one complete set of keys that is recorded in the inventory.

You should consider identifying a lead tenant to whom key correspondence and enquiries are directed and who arranges rent payments. However, some legal documents need to be served on all tenants.

### 3.8 Tenancy deposits for assured shorthold tenancies

Tenancy deposits for assured shorthold tenancies must be protected in a Government-authorised scheme within the statutory timescale and otherwise in accordance with the [relevant scheme rules](#).

You should consider the amount of a deposit based on what is fair in relation to the potential liability the tenant has in relation to the property.

The tenancy agreement must make provision for the holding of any deposit, specifying:

- how the deposit is to be held; and
- who keeps any interest earned on it.

The tenancy agreement must also state why the deposit is being held and the circumstances in which it is to be released, in whole or in part.

The tenancy agreement should also state which tenancy deposit protection scheme the deposit is held under.

You must make *prescribed information* regarding the tenancy deposit protection scheme available to the tenant(s) within the statutory timescale of receiving the deposit. See [www.gov.uk](http://www.gov.uk) for further information. The tenant(s) must be given an opportunity to check and sign the prescribed information.

Where a deposit is held by an agent, this should be held as a 'stakeholder' on behalf of both parties. These matters should be made clear to the prospective tenant before the deposit is paid and the tenancy agreement is signed.

Where a deposit is held by an agent, deposit money must be dealt with in the same way as other client money (see [section 4.21](#)). The letting commission or other charges owed by the landlord to an agent must not be taken from the deposit.

The deposit must be released only in compliance with the terms under which it was originally held.

### 3.9 Company lets

Where residential properties are let to a company rather than an individual, the company is responsible for all of the tenant's obligations under the terms of the tenancy agreement in the same way an individual tenant would be. Company tenants are not treated as consumers under the relevant legislation. Agreements will not be an assured shorthold tenancy.

You should request sufficient details to legally identify the company, such as the company registration number and who may legally contract on behalf of the company.

You should be informed of the identity of the licensee of the tenant company. The tenancy agreement should allow the property to be occupied by the permitted occupier together with their family.

The tenancy agreement should include a clause making clear that money paid by the licensee towards the rent will be paid as an agent on behalf of the company and will not give the licensee rights as a company tenant.

## 4 Property management

### 4.1 General arrangements

You should always manage properties in a professional manner. If you are unsure what this entails then consider either undertaking accreditation or similar qualification yourself or using an accredited agent.

You should always manage properties in an open and transparent way, subject to maintaining confidentiality in respect of personal information.

You should advise tenants of your contact details for day-to-day tenancy management matters and should be available:

- to be contacted during normal working hours
- to meet tenants; and
- to inspect the property at reasonable times and intervals.

If requested, you should assist tenants in understanding their tenancy agreement or other terms of occupation by explanation or by referring them to [www.gov.uk](http://www.gov.uk) and to the [Citizen's Advice Bureau](#) for independent advice. You should not give advice about the tenant's legal rights, and should avoid a conflict of interest when giving any advice.

You should maintain appropriate records relating to the building and decide how long to keep them, taking account of periods of statutory limitation of action.

You should take steps to keep informed of developments in legislation affecting residential management to keep wholly within the law.

So far as it is reasonably practicable and consistent with statutory and contractual obligations, personal information must be kept confidential and must not be disclosed to other people without consent. It may be permissible to disclose information without consent in accordance with the advice of the Information Commissioner's Office (ICO). However, a privacy notice to the tenant may be required. You are required to register with ICO if you hold any personal data electronically (this would include holding a tenant's phone number in your own phone) or pass personal information to someone else, such as carrying out an immigration check with the Home Office. Almost all agents and landlords who do not use agents need to register with the ICO. Landlords who use agents for some or all of the letting and management process may need to register depending on personal information held and/or passed on. See [www.ico.org.uk](http://www.ico.org.uk).

You should be aware of the local private rented sector licensing requirements in the area of the premises. This includes additional licensing, selective licensing and mandatory *Houses in Multiple Occupation* (HMOs) licensing and planning consent requirements (see [Licensing of houses in multiple occupation in England: a guide for landlords and managers](#) and [Selective licensing in the private rented sector: a guide for local authorities](#)).

You must ensure that the property and all equipment meet the requirements of the relevant regulations and licensing.

You must not cause or permit a dwelling to be overcrowded.

### 4.2 Financial management

#### 4.2.1 Client's money

Money held, deposits or rent collected for and on behalf of an applicant, tenant or ex-tenant, client or ex-client landlord is considered as client money.

You should keep adequate accounts and records to show all dealings with client money.

Client money should be held separately from landlord or agent money and you must be able to account immediately for all money held on behalf of a client or a tenant.

Clients' money should only be withdrawn from an account:

- where it is properly required for payment to, or on behalf of, the person entitled to it
- when meeting agreed costs
- for payment of any remuneration or reimbursement of expenses in carrying out services to which the landlord or agent is entitled, with the written agreement of the client
- in the exercise of any *lien* to which the landlord or agent is entitled
- for transfer to another client account; and
- when non-client money was used to open or maintain the account.

Otherwise, no deductions should be made from clients' money without that client's prior written permission. You should give sufficient notice prior to the deduction so they are able to object to it.

You should advise clients or tenants in writing that you are not liable to repay lost money through bank failure.

#### **4.2.1.1 For agents only: client's money**

You should keep adequate and up-to-date accounts and records to show that money has been paid into a dedicated client account and to explain all dealings with that money.

You should advise your client or tenant that the monies will be held in a designated client account and provide them with details of this account.

A client account should be in credit at all times. There must not be any borrowing from one client's fund to pay another client or those entitled to receive money from the latter's account.

The clients' money should be deposited into a [Financial Conduct Authority \(FCA\)](#)-authorised bank or building society.

Unless the client or tenant has agreed otherwise in writing you should credit interest earned on any client bank accounts to the appropriate client or tenant.

The letting commission or other charges due to the agent from the client must not be taken from a tenant's deposit. You must ensure at all times that the deposit is released only in compliance with the terms under which the deposit was originally held.

You should be a member of a clients' money protection scheme and you must clearly display, in your offices and on your website, whether or not you are a member of such a scheme.

#### **4.2.2 Proceeds of crime**

You must report any suspicion that another person is engaged in money laundering or other related financial crime to the National Crime Agency (NCA) before proceeding with any transaction with that person.

#### **4.2.3 Taxes**

Landlords should ensure that HMRC is aware of rental income and deductions and that they pay the appropriate tax.

### **4.3 Tenancy management**

You must levy rents and other charges and manage the property in accordance with the law and the clauses of the relevant tenancy agreement.

You must include the landlord's name and address on any written rent demand. Until such information is provided, rent is deemed not to be lawfully due from the tenant. If that address is not in England or Wales then you must notify the tenant of an address in England and Wales to which notices may be served.

You must give the tenant the landlord's name and address within 21 days of any written request. If the landlord is a company and the tenant requests more information after receiving the name and address of the landlord, the name and address of the directors and the secretary of the company must also be given to the tenant within 21 days of that request.

You should communicate promptly with the tenant, and any client as appropriate, on any important issues or obligations relating to the use and occupation of the property, including material breaches of the tenancy agreement that you become aware of.

You should respond promptly to reasonable written requests from tenants for and, where appropriate, consents required under the tenancy agreement should be granted promptly. Where applicable under the terms of the tenancy when an application is refused, reasons should be given. Unless authorised by the tenancy or lease or, in the case of certain transactions accepted by the courts (e.g. subletting), you should not charge the tenant for considering an application or granting permission.

#### **4.3.1 Actions following a new letting**

You should assist the tenant with the necessary information to ensure that the tenant registers as the customer for services from the commencement of the letting in accordance with their obligations under the tenancy agreement.

Where utilities are metered, meter readings should be taken and recorded. The local authority should be informed of the date the letting commences for council tax and utility companies should be similarly advised for water, sewerage, gas and electricity, as appropriate.

#### **4.3.2 Rent**

##### **4.3.2.1 Rent payments and review of rent**

Rent demands (if used) should be clear and easily understandable by tenants. Avoid using codes and abbreviations if possible; if you do use them, they should be clearly explained.

You must provide a rent book if the rent is paid weekly and ensure that any rent book is kept up to date. Where payment of rent is handed over in cash, a receipt should be given. In other cases, a receipt should be given if requested. An annual statement of rent payments received should be made available to tenants on request.

Where rent review clauses are included in the tenancy agreement you must follow those procedures for any review of rent.

##### **4.3.2.2 Local housing allowance and rent**

Where appropriate, you should co-operate with a tenant's claim for local housing allowance/housing benefit/ Universal Credit and supply any necessary information promptly to ensure that the claim can be processed as quickly as possible.

You should ensure the tenant is made aware before signing any agreement that they are committed to pay the rent, whether or not they are entitled to receive local housing allowance/housing benefit and that they will be required to make up any shortfall of local housing allowance/housing benefit.

##### **4.3.2.3 Arrears**

Where rents are not received when due, you should communicate promptly with the tenant. Where housing support is being paid directly to the tenant, for example local housing allowance (LHA) or as part of Universal Credit, and payments cease or are varied, you should inform the local housing authority or the Department for Work and Pensions as soon as possible. Where housing support is paid directly to you and payments cease or are varied, you should notify the tenant as soon as possible.

You should keep channels of communication open with your tenants and encourage tenants to let you know if they are under financial difficulties. You should maintain contact with tenants in cases where arrears continue to accumulate and recommend that they seek independent advice (e.g. from the Citizens Advice Bureau, the [Money Advice Service](#), or a legal adviser).

A tenant must not be evicted without a possession order and following due process. If tenants are facing eviction and are threatened with homelessness (especially if they are vulnerable or there are children living with them) you should suggest they contact their local authority housing team for support in accessing alternative accommodation.

### For agents only

If you are retained to collect rent, you should have a system in place to notify a client landlord promptly if rent becomes overdue. In the event of arrears, you must notify any rent warranty insurers promptly and ensure that the timescale for any rent warranty notification is met.

#### 4.3.3 Service charge

If administering a service charge, refer to the RICS *Service charge (residential) management code* for guidance, as this is outside the scope of this Code.

#### 4.3.4 Repairs and maintenance

You must take all reasonable measures to provide housing that is safe and without risks to health.

The duties of the parties should be stated in the tenancy agreement, as set out in relevant legislation.

You should be aware of repairing obligations imposed by statute and common law.

You must ensure a safe and healthy environment for the tenants and act upon demands for improvements by the local housing authority under the [Housing Health and Safety Rating System \(HHSRS\)](#).

You must be prudent in the selection of persons who are competent to perform repairs and maintenance on the property. You should take reasonable steps to ensure such contractors have:

- public liability insurance
- professional indemnity insurance, if appropriate
- relevant trade qualifications where required; and
- appropriate health and safety risk assessments and adopt safe systems of work.

You must also pass over any relevant health and safety information you hold to any contractor/designer, including regarding asbestos.

Matters of disrepair should be dealt with promptly and in a timely manner appropriate to their urgency, placing a priority on reducing any risk to people.

You should ensure tenants know how to report repair and maintenance issues and have an established procedure for dealing with urgent requests for repair work, particularly for out-of-office hours.

Tenants must never be evicted for simply requesting repairs to the property.

Landlords must keep the structure and exterior of the property in repair. If an agent is charged with this duty then, in the event that the agent is unable to carry out this duty for any reason, the duty must return to the landlord or otherwise provisions must be put in place for keeping the structure and exterior of the property in repair.

You must repair and keep in proper working order the installations for space heating and water heating, together with the installations for the supply of gas, water, electricity and drainage.

You must take reasonable care to maintain and repair paths, driveways and car parking areas so that they are safe to use. You must maintain and repair gutters, downpipes, drains and gullies.

You should ensure that tenants are [aware of their responsibility](#) to act in a *tenant-like manner* and to carry out minor repairs, such as replacing bulbs or clearing pipes or drains they have blocked.

When arranging repair and maintenance work on a let property, you must be aware that tenants are entitled to the quiet enjoyment of their homes and you must seek to minimise disruption.

You should consult tenants on the details and programme for carrying out such works, unless urgency or the tenancy agreement dictates otherwise. Works must be carried out to a reasonable minimum standard so that they do not need to be repeated within a short period of time relative to their nature and reasonable expectations.

You should maintain accurate and complete records of all maintenance and insurance of the property and hold records safely for the required period of time.

#### **For agents only**

You should ensure that sufficient funds from the landlord are available prior to instructing a contractor. The method of payment should be agreed between all parties prior to works commencing.

You should disclose any commission you might receive from the contractor at the time that estimates are provided to the landlord.

#### **For landlords only**

If you use a managing agent, you should ensure that the agent is provided with sufficient funds to be able to commission agreed repairs/maintenance once an estimate has been accepted.

### **4.3.5 Health and safety and contractor management**

You should inspect the property at appropriate intervals to identify whether or not there are any hazards or repairs that require attention. You should maintain a record of the inspections and any action required and taken.

You should seek to reduce any unacceptable health and safety risks that are identified.

### **4.3.6 Services**

#### **4.3.6.1 Fire safety and testing**

You should have regard to the Local Government Association (LGA) LACORS [Housing – Fire safety](#) guidance. For larger buildings such as HMOs and buildings with common parts, you should have regard to the Department for Communities and Local Government (DCLG) document [Fire safety risk assessment: sleeping accommodation](#).

Where recommended in accordance with the above guidance, fire extinguishers and fire blankets should be provided and must comply with current British Standards. Where they are required they must be provided, including complying with HMO licence conditions.

Where required (any building where there are *common parts*) you must ensure that a fire risk assessment is carried out to identify and evaluate all fire risks to which anyone legally allowed on the premises could be exposed.

You must ensure that any furniture provided by the landlord complies with current regulations for fire safety.

All properties should be fitted with smoke detectors. Properties built after 1992 must be fitted with smoke detectors. With effect from 1 October 2015 all properties must be fitted with a smoke alarm on every floor ([The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#)).

Detectors must:

- comply with current British Standards
- be installed in accordance with the manufacturer's recommendations; and
- be kept in working order and tested at the beginning of each tenancy.

Tenants may be made responsible for replacing batteries by prior written agreement made at the start of the tenancy.

#### **4.3.6.2 Carbon monoxide alarms**

Carbon monoxide detectors should be provided in all properties where a gas or solid fuel appliance is present. Detectors must comply with current British Standards and be installed in accordance with the manufacturer's recommendations. The fitting of carbon monoxide detectors is mandatory when a new solid fuel burning appliance is installed and it will become mandatory for all rooms with an existing solid fuel appliance from 1 October 2015 ([The Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#)). Alarms must be tested at the start of all new tenancies.



#### 4.3.6.3 Electrical

You should ensure that a competent electrician undertakes a full-fixed wiring test within 10 years of installation for new properties/full installations and it is recommended every five years thereafter. For HMOs the test must be undertaken every five years or as recommended by an electrician.

On any change of tenancy, you should check the fixed wiring installation for defects that are visually obvious to a non-qualified layman, including checking leads and plugs (unless the plug is of the moulded type).

You should provide an appropriate electrical certificate to the tenant.

You must ensure that all alterations/repairs/improvements to the fixed electrical system comply with the latest edition of Part P of the Building Regulations and the latest Institution of Engineering and Technology (IET) Wiring Regulations.

A competent person should undertake a portable appliance test (PAT) of all moveable electrical items or equipment provided by the landlord; for example, kettles, fridges, etc. as recommended in the HSE publication [Maintaining portable electrical equipment in low-risk environments](#), or at more frequent periods recommended by a competent person or as a result of a risk assessment.

If you are informed of a fault that could compromise safety, this should be dealt with immediately.

#### 4.3.6.4 Gas

All gas appliances, flues, installation pipework etc. must be maintained in a safe condition in accordance with the *Gas Safety (Installation and Use) Regulations 1998*.

A gas safety check must be carried out every 12 months by a Gas Safe-registered engineer, and a record kept for two years. You must issue a copy of this safety check to each existing tenant within 28 days of the check being completed and to any new tenants before they move in.

You should ensure that new tenants understand how to turn off the gas supply in case of an emergency. If a fault is reported, this must be dealt with immediately.

#### 4.3.6.5 Solid fuel

You must ensure the safety of solid fuel heating installations and carry out appropriate routine maintenance. You should maintain a record of servicing and work carried out.

#### 4.3.7 Access

The tenancy agreement may stipulate the procedure for the routine inspection of the property by the landlord or agent. If this is not stated in the tenancy agreement, the property must be visited at normal times of the day, provided that reasonable written notice (at least 24 hours) has been given to the tenant.

If the tenant refuses access, you have no right to enter the property without a court order. To enter the property against the wishes of the tenant may be considered harassment.

The tenancy agreement should contain provision for entry in emergencies. In the event that you hold a spare key, entry should only be with the express consent of the tenant or in the case of a genuine emergency.

Forced entry should only be considered:

- if it is an emergency event such as a fire
- in the event of problems with gas, electrics or escape of water that pose real risk of injury or significant damage to the property or adjoining properties; or
- in the event that the tenant is unavailable or does not respond and you have genuine reason to believe the property has been abandoned.

#### **4.3.8 Harassment and unlawful eviction**

Tenants are entitled to quiet and peaceable enjoyment of the property. You must not interfere with this right except with the tenants' agreement or in the event of an emergency. Locking the tenant out of the property, cutting off services or otherwise interfering with the tenants' right to quiet and peaceable enjoyment is an offence.

#### **4.3.9 Insurance**

The insurance obligations of the parties should be set out in the tenancy agreement. The tenant should be made aware of their responsibilities and the scope and limitations in respect of any insurance held by the landlord in respect of the property.

Insurers should be notified of claims or potential claims at the earliest opportunity. Claim settlements should be treated as belonging to the persons suffering damage. Unless otherwise agreed, you should not deduct arrears or other payments due when passing them on to the claimant.

Any arrangements regarding payment of any excess should be clearly set out in the tenancy agreement.

Agents dealing with insurance issues should be mindful of the insurance regulations on regulated activities. See the Financial Conduct Authority (FCA) website ([www.fca.org.uk](http://www.fca.org.uk)) for further guidance. When a claim arises it should be processed promptly and appropriately. Agents may charge for this service, depending on the terms of engagement.

## 5 Terminating a tenancy

### 5.1 Bringing a tenancy to an end

On giving or receiving notice to bring a tenancy to an end, you should provide a tenant with general written guidance as to what steps need to be taken to prepare the property for the final checkout, handover of keys and other matters. You should draw the tenant's attention to any specific clauses or obligations within the tenancy agreement relating in particular to proposed deductions from the tenancy deposit but also, for example, to specified standards of cleaning etc.

If you serve a notice on a tenant to terminate a tenancy you must ensure that the deposit has been protected and that the tenant has, at the appropriate time, been given the correct prescribed information relating to the protection of their deposit. The property must also have a valid EPC and CP12 Gas Safety Certificate. There should be a system in place to monitor the response from a tenant regarding the vacation of a property when notice has been served.

#### **For agents only**

You should inform a client landlord, promptly and in writing, of the receipt of a lawful notice from a tenant.

Where a tenant does not vacate a property on the due date, you should make reasonable efforts to ascertain the tenant's intentions as soon as practicable and before instigating possession proceedings through the courts.

#### **For agents only**

Where a tenant does not vacate a property on the due date, you should advise the client landlord promptly and co-operate fully and promptly with legal advisers acting for, or appointed on behalf of, client landlords.

Where appropriate, you must take steps to notify any legal protection or expenses insurer.

All keys and fobs relating to the tenanted property should be received or collected on the day the tenancy terminates.

### 5.2 Once the property has been vacated

The vacated property should be inspected within 24 hours of vacation, or on the next working day, to establish whether it has been returned to the landlord in the condition specified in the tenancy agreement. The tenant should be given a reasonable opportunity to attend the inventory checkout.

The local authority and utility companies should be notified of the change in, or discontinuance of, occupation.

In obtaining estimates for restoring the property and contents, all actions should be duly recorded. You must make proper allowance for fair wear and tear and no claim can be made for any deterioration which is fairly attributable to fair wear and tear. You should seek guidance from the relevant tenancy deposit scheme.

The tenant's deposit should not be refunded until the final inspection has taken place and you are satisfied that the deposit should be refunded. Deposit sums not in dispute should be refunded to the tenant within a reasonable time (in accordance with the scheme rules) from the end of the tenancy. Any balance remaining should be refunded within a reasonable time (in accordance with the scheme rules) after reaching agreement between the parties of what is to be refunded or after the decision of the tenancy deposit scheme adjudicator.

The grounds for any retention from the deposit must be provided to the former tenant in writing, if requested, and in compliance with tenancy deposit legislation and the requirements of the relevant tenancy deposit protection scheme.

You should refer disputes about the return of tenancy deposits to the relevant tenancy deposit protection scheme.

## 6 Tenancy renewals and changes

If necessary, you should seek legal advice in connection with company tenancies, as the legal requirements will differ from lettings to individuals.

You must be clear and transparent about all fees payable and potentially payable to you by a tenant in all and any circumstances prior to that tenant making a transactional decision to enter into a contractual relationship with you in the first place, i.e. before the tenancy is entered into.

### **For agents only**

Where a tenancy is to be renewed you should satisfy yourself that all the necessary consents including from lenders and superior landlords have been obtained.

You must be clear and transparent to the client about all fees payable and potentially payable on any tenancy renewal or change to a tenancy prior to that client making a transactional decision to enter into a contractual relationship with you in the first place.

Where the tenancy is to be renewed by contract, a procedure should be in place for consulting the landlord well in advance of serving statutory notices.

### **For landlords only**

Where a tenancy is to be renewed you should obtain all the necessary consents including from lenders, superior landlords.

## 7 Additional responsibilities for the management of multi-let buildings and common parts

### 7.1 Health and safety

**Note:** In sections 7.1.1–7.1.6 the terms ‘responsible person’ and ‘you’ do **not** refer to the person responsible for the maintenance and management of the building but are defined by the *Health and Safety at Work etc. Act 1974* as being the person responsible for all health and safety matters in regard to the building.

#### 7.1.1 Health and safety risk assessment and policy

Health and safety risk assessments and policies vary significantly in scope and proportionality depending on the building and individual circumstances. While legal responsibilities and liabilities are absolute, the required actions to ensure compliance should be proportionate to the individual circumstance.

A competent ‘responsible person’ as defined by the *Health and Safety at Work etc. Act 1974* must be appointed and that person must be clear as to their responsibilities and liabilities.

A health and safety risk assessment of any common parts must be carried out by a suitably competent person.

The risk assessment and the subsequent health and safety policy must be proportionate in scope to the property and circumstances. You must continually ensure the scope of the risk assessment has not changed; for example, if the building is let to individuals who are unusually vulnerable or have special needs. The health and safety policy must address lone worker safety.

All recommendations of the risk assessment and policy must be carried out, with appropriate records kept safely to demonstrate compliance.

You should put a monitoring process in place to ensure the requirements of the risk assessment and policy are being met at all times and that suitable training is provided to individuals to ensure and demonstrate that they are competent to carry out their duties to satisfy the requirements of the assessment.

The risk assessment and policy must be reviewed at the appropriate intervals as recommended by the risk assessment author.

You must put in place a system of contractor control to ensure that all hazards and requirements identified in the risk assessment and policy are drawn to the attention of any party that needs to know that information; for example, staff or contractors working at the building. You must instigate an appropriate system of ensuring contractor compliance with the building’s health and safety risk assessment and policy.

Where appropriate you must ensure that contractors carry out their own risk assessments and maintain their own health and safety policies.

#### 7.1.2 Risks specific to common area management

Risk assessments must be considered for:

- the operation of mixed use areas, including waste disposal and car parking
- car park and personnel gates, both in terms of operational safety and means of escape in the event of fire
- gym, pool, leisure and common rooms
- cycle parking or bike stands; and
- lifts including maintenance and operation in the event of fire.

#### 7.1.3 Asbestos

An asbestos risk assessment must be carried out to common parts. You should take reasonable measures to identify the presence and assess the risk of asbestos to let areas. If appropriate, depending on

circumstances such as the age and history of the building, an asbestos survey should be carried out with all recommendations adhered to. You must draw the attention of occupiers, contractors and others at potential risk to the presence of any asbestos and take all necessary measures to ensure the risk is managed safely.

#### **7.1.4 Fire safety**

You must carry out a fire risk assessment and implement all recommendations.

You must formulate and maintain a method of monitoring that all recommendations are continually adhered to, for example maintaining clear escape routes and signage. You must be vigilant to any change in on-site conditions that may require a re-assessment of risk, for example the loss of an assembly area.

#### **7.1.5 Water safety**

You should clearly understand the ownership and maintenance responsibilities of the water supply(ies) to the building. Where you are responsible for the maintenance of the supply, you must instigate a programme of maintenance in accordance with your health and safety risk assessment to ensure the supply is clean and fit for its intended purpose. A risk assessment for the control of legionella bacteria must be carried out and all recommendations should be adhered to.

#### **7.1.6 Crisis management**

You should develop an appropriate policy and procedure for dealing with emergencies and crisis management. In addition to procedures to follow in the event of an emergency, this should include:

- record keeping
- reporting lines
- insurers' details
- press and communication procedures; and
- counselling.

### **7.2 Disposal of waste and recycling**

You should provide adequate means of storage of waste so as to prevent a risk to health and hygiene.

You should, as required by the local authority or waste removal contractor, provide adequate means of separation of waste by type, including for recycling, and provide clear signage and guidance for tenants on the requirements for waste separation as appropriate.

### **7.3 Staff management**

You should notify tenants of any change in staff who are the tenants' main point of contact.

### **7.4 Noise**

You should seek to reduce disturbance to residents from noise; for example, noisy mechanical and electrical installations or hard surface floors in inappropriate locations.

You should ensure that the right to quiet and peaceable enjoyment of the accommodation is incorporated into the tenancy agreement and that the agreement imposes that obligation on tenants for the benefit of other residents.

### **7.5 Mixed tenure schemes**

Where properties include affordable or social housing alongside private housing, arrangements should be established with the registered provider (of the social housing) for exchange of information and your attendance at joint management meetings.

## 7.6 Disputes

You should put in place policies and procedures for handling disputes and complaints of nuisance between occupiers. These procedures should be made available, their existence made known and the response times for their various stages included. All parties should be dealt with fairly.

Disputes should be resolved by informal means where possible before turning to any formal provision in the tenancy agreement. Where not provided for in the tenancy agreement, *alternative dispute resolution methods* may be suggested, rather than litigation, as a means of settling particular disputes.

## 7.7 Security

You should provide adequate security measures, procedures and systems to common parts and living spaces for the protection of residents, visitors and possessions.

You should make reasonable efforts by way of referencing and vetting procedures to ensure that staff and workers employed in a building are fit and proper persons appropriate to their role and level of responsibility and supervision.

You should provide appropriate means of holding mail and deliveries until collected by the tenant.

## Appendix A: Glossary of terms

This glossary gives definitions of key terms used in the Code.

<b>Agent</b>	A company or individual employed to let or manage residential property on behalf of a landlord.
<b>Alternative dispute resolution methods</b>	This can include mediation, conciliation and arbitration.
<b>Assured shorthold tenancy</b>	As defined by Chapter II of the <i>Housing Act 1988</i> (as amended).
<b>Average consumer</b>	<p>A consumer who is reasonably well informed and reasonably observant and circumspect, taking into account social, cultural and linguistic factors. It is someone who takes reasonable care of their own interests.</p> <p>This definition can change depending on the target of a particular business or of a marketing campaign. The average consumer will then relate to a member of that target group. A full definition can be found in regulation 2 of the <i>Consumer Protection from Unfair Trading Regulations 2008</i>.</p>
<b>Client</b>	A person or organisation who has instructed you or your organisation to act on its behalf.
<b>Client's money</b>	Money held on behalf of client landlords and deposits or money held for and on behalf of tenants or potential tenants.
<b>Clients' money protection scheme</b>	A compensation scheme to protect client's money.
<b>Common parts</b>	Any part of a building containing the property and any land or premises which the tenant is entitled under the terms of the tenancy to use in common with the owners or occupiers of other dwellings.
<b>Company let</b>	When a company rather than an individual takes on a tenancy or a tenancy agreement as the 'tenant'. An employee of the company then occupies the premises as a licensee of the tenant.
<b>Conflict of interest</b>	Where an agent acts for clients who have competing interests or where an agent's personal interests conflict, or could potentially conflict, with those of the client or tenant.
<b>Consumer</b>	Anyone who is acting outside their trade, business or profession. This can include clients, potential clients, landlords, potential landlords, tenants, potential tenants and others identified within regulation 2 of the <i>Consumer Protection from Unfair Trading Regulations 2008</i> .
<b>Green Deal</b>	A Government initiative to encourage the take-up of energy efficiency measures in existing properties by a loan repaid through the energy bill for a property.



<b>House in Multiple Occupation (HMOs)</b>	A property such as a shared house, bedsits or a hostel, where three or more unrelated individuals share any of the basic amenities (kitchen, bathroom or WC). It includes a block of converted flats not complying with the 1992 or later Building Regulations if more than one-third of flats are rented out. Larger HMOs are subject to mandatory licensing and others may be designated for additional HMO licensing.
<b>In writing or written</b>	Typed or handwritten text, email, fax or in Braille.
<b>Leaseholder</b>	A tenant of a long leasehold property.
<b>Letting agent</b>	A company or individual employed to let or manage residential property.
<b>Lien</b>	A right to keep possession of property belonging to another person until a debt owed by that person is discharged.
<b>Material information</b>	The information that the average consumer needs according to the context to take an informed transactional decision (as defined in section 6(3) of the <i>Consumer Protection from Unfair Trading Regulations 2008</i> ).
<b>Misleading omissions</b>	Omissions which cause the average consumer to make a different transactional decision.
<b>Must</b>	Required by law.
<b>Prescribed information</b>	This includes: <ul style="list-style-type: none"> <li>• the name of the deposit protection scheme</li> <li>• the address of the property</li> <li>• the amount of the deposit</li> <li>• a leaflet explaining the scheme</li> <li>• the scheme's procedures for payment and repayment</li> <li>• dispute procedures; and</li> <li>• dispute resolution facilities available.</li> </ul>
<b>Private rented sector</b> Definition from the <a href="#">English housing survey 2011–12</a> administered by DCLG	'Households are typically grouped into three broad categories known as tenures: owner occupiers, social renters and private renters. The tenure defines the conditions under which the home is occupied, whether it is owned or rented, and if rented, who the landlord is and on what financial and legal terms the let is agreed. <ul style="list-style-type: none"> <li>• <b>owner occupiers:</b> households in accommodation which they either own outright, are buying with a mortgage or are buying as part of a shared ownership scheme.</li> <li>• <b>social renters:</b> this category includes households renting from Local Authorities (including Arms Length Management Organisations (ALMOs) and Housing Action Trusts) and Housing Associations, Local Housing Companies, co-operatives and charitable trusts.</li> </ul>

	<p>A significant number of Housing Association tenants wrongly report that they are Local Authority tenants. The most common reason for this is that their home used to be owned by the Local Authority, and although ownership was transferred to a Housing Association, the tenant still reports that their landlord is the Local Authority. There are also some Local Authority tenants who wrongly report that they are Housing Association tenants. Data from the EHS for 2008-09 onwards incorporate a correction for the great majority of such cases in order to provide a reasonably accurate split of the social rented category.</p> <ul style="list-style-type: none"> <li>• <b>private renters:</b> this sector covers all other tenants including all whose accommodation is tied to their job. It also includes people living rent-free (for example, people living in a flat belonging to a relative).</li> </ul> <p>In places, the report differentiates between market and non-market renters:</p> <ul style="list-style-type: none"> <li>• <b>market renters:</b> households with assured or assured shorthold private tenancies. Under the 1988 Housing Act, all tenancies starting after the 14th January 1989 are Assured (including Assured Shorthold) unless they fall into one of the excluded categories, for example business lettings or lettings by resident landlords. Before March 1997, tenants had to be given a notice in writing to say that a tenancy was an Assured Shorthold. From March 1997, the rules changed and all new tenancies were Assured Shortholds unless the agreement specifically stated that they were not. Assured Shorthold lettings are for a fixed period of six months or more. The landlord can regain possession of the property six months after the beginning of the tenancy provided that two months notice is given. In the case of an assured letting the tenant has the right to remain in the property unless the landlord can prove grounds for repossession. The landlord does not have an automatic right to repossess the property when the tenancy comes to an end.</li> <li>• <b>non-market renters:</b> households with all other types of private rental tenancies including those with rent-free tenancies and tied accommodation (that is tied to employment).’</li> </ul> <p>Crown copyright material is reproduced under the Open Government Licence v2.0 for public sector information: <a href="http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/">www.nationalarchives.gov.uk/doc/open-government-licence/version/2/</a></p>
<b>Residential property</b>	Property used as living accommodation.
<b>Responsible person</b>	Person with the responsibility for the letting or management of a residential property. This could be the landlord, managing agent or letting agent.
<b>Should</b>	Recommended best practice.
<b>Stakeholder</b> <i>(Definition from Tenancy deposit scheme for lettings agents and corporate landlords membership rules, TDS, 2012)</i>	‘Any person or body who holds the Deposit at any time from the moment it has been paid by the Tenant until its allocation has been agreed by the parties to the AST, determined by the ADR process, or ordered by the court.’

<b>Superior landlord</b>	An entity that owns the interest in the premises, which gives that entity the right to possession of the premises at the end of the landlord's lease. Sometimes called a head lessor or freeholder.
<b>Subagency</b>	Instruction of a separate or related firm to provide agency services to the landlord on behalf of the principle agent.
<b>Tenant</b>	A leaseholder on a short lease (usually assured shorthold or assured tenancy).
<b>Tenant-like manner</b>	<p>In <i>Warren v Keen</i> 1953, Lord Justice Denning said the tenant is under an obligation:</p> <p>'to use premises in a tenant-like manner [...] the tenant must take proper care of the place. He must, if he is going away for the winter, turn off the water and empty the boiler. He must clean the chimneys, when necessary, and also the windows. He must mend the electric light when it fuses. He must unstop the sink when it is blocked by his waste. In short, he must do the little jobs about the place which a reasonable tenant would do. In addition, he must, of course, not damage the house, wilfully or negligently; and he must see that his family and guests do not damage it; and if they do, he must repair it. But apart from such things, if the house falls into disrepair through fair wear and tear or lapse of time, or for any reason not caused by him, then the tenant is not liable to repair it.'</p> <p>Crown copyright material is reproduced under the Open Government Licence v2.0 for public sector information: <a href="http://www.nationalarchives.gov.uk/doc/open-government-licence/version/2/">www.nationalarchives.gov.uk/doc/open-government-licence/version/2/</a></p>
<b>Transactional decision</b>	A decision by a consumer relating to a potential or actual transaction and the decision points relating to this. Examples include decisions to accept an offer, view a property or commission a survey (defined in regulation 2 of the <i>Consumer Protection from Unfair Trading Regulations</i> 2008).
<b>You</b>	The responsible person.

## Appendix B: Landlord's checklist

The following checklist is provided for inexperienced landlords to give a summary of some of the key aspects of this Code that they should follow. However, it is important that you read the whole Code to be familiar with all its suggested best practice and legal requirements.

- 1 Only use an agent that is accredited. This will provide valuable protections to you and your tenants (see [section 2.1](#)).
- 2 Be clear about all fees that tenants will have to pay you and your agents, and be proactive in making tenants aware of these in advance of them making a decision to take or renew a tenancy (see [section 2.2.6](#) and [section 2.2.7](#)).
- 3 You, or your agent, will have to provide tenants with various documents at different stages of letting the property. This must include an Energy Performance Certificate (EPC) and, where gas is provided at the property, a current Gas Safety Certificate (see [section 2.2.9](#)).
- 4 Make sure you advertise your property honestly and in accordance with the law. Do not mislead prospective tenants (see [section 3.1](#)).
- 5 Provide tenants with a clear written tenancy agreement, agree an inventory, and if you are taking a deposit make sure it is taken in accordance with the law and that relevant documents are served on time. (see [sections 3.6 to 3.8](#)).
- 6 Provide tenants with contact details, including a telephone number they can use in case of an emergency (see [section 4.1](#)).
- 7 Keep informed of developments in legislation affecting residential management so you keep wholly within the law (see [section 4.1](#)).
- 8 Be clear who is responsible for various bills and co-operate with your tenant to ensure they are only getting charged for their usage of the property (see [section 4.3.1](#)).
- 9 It is your responsibility to keep the property you rent out safe and in good repair. Be proactive in maintaining your property. You or your agent should let your tenant know how they can report repairs and should respond promptly and prioritise according to urgency (see [section 4.3.4](#)).
- 10 Houses in Multiple Occupation may require additional services/standards (see [section 4.3.6](#)).
- 11 You must provide working smoke and carbon monoxide alarms, a mandatory requirement from 1 October 2015. You should test electrical wiring at least every 10 years. You must test the electrical wiring every five years for certain Houses in Multiple Occupation, You must arrange an annual gas safety check (CP12) where gas is present (see [section 4.3.6](#)).
- 12 You cannot enter your tenant's home unless invited or with prior permission. You should give at least 24 hours' notice. Be specific in the tenancy agreement about what will happen in an emergency if you need access (see [section 4.3.7](#)).
- 13 Provide your tenant with clear instructions on what they should do at the end of a tenancy. Inspect the property within a day if possible. Make sure any deposit is released in accordance with the rules of the tenancy deposit scheme it is held under (see [sections 5.1 to 5.2](#)).
- 14 Monitor health and safety according to occupation. If one of your tenants is a vulnerable member of society, for example they are elderly or very young, it may mean you have to consider additional health and safety requirements (see [section 7.1](#)).
- 15 Provide tenants with a clear means of making complaints, including any dispute resolution schemes or mechanisms you are a member of. Ensure tenants are aware of the standards of behaviour they should follow and how they will be dealt with if they fail to meet such standards (see [section 7.6](#)).

## **Appendix C: Legislation referred to in this Code**

*Business Protection from Misleading Marketing Regulations 2008*

*Consumer Protection from Unfair Trading Regulations 2008*

*Consumer Rights Act 2015*

*Deregulation Act 2015*

*Gas Safety (Installation and Use) Regulations 1998*

*Health and Safety at Work etc. Act 1974*

*Housing Act 1988*

*Housing Act 2004*

*Immigration Act 2014*

*Supply of Goods and Services Act 1982*

*The Smoke and Carbon Monoxide Alarm (England) Regulations 2015* (subject to Parliamentary approval)

*Unfair Contract Terms Act 1977*

OADBY & WIGSTON BOROUGH COUNCIL

**SELECTIVE LICENSING AND  
ENFORCEMENT POLICY**



Policy Version Number: 1  
Committee Approval:  
GMB:  
EIA:

Policy Author:  
TU Approval:  
Unison:  
Date of Policy Review:



**Oadby & Wigston**  
BOROUGH COUNCIL

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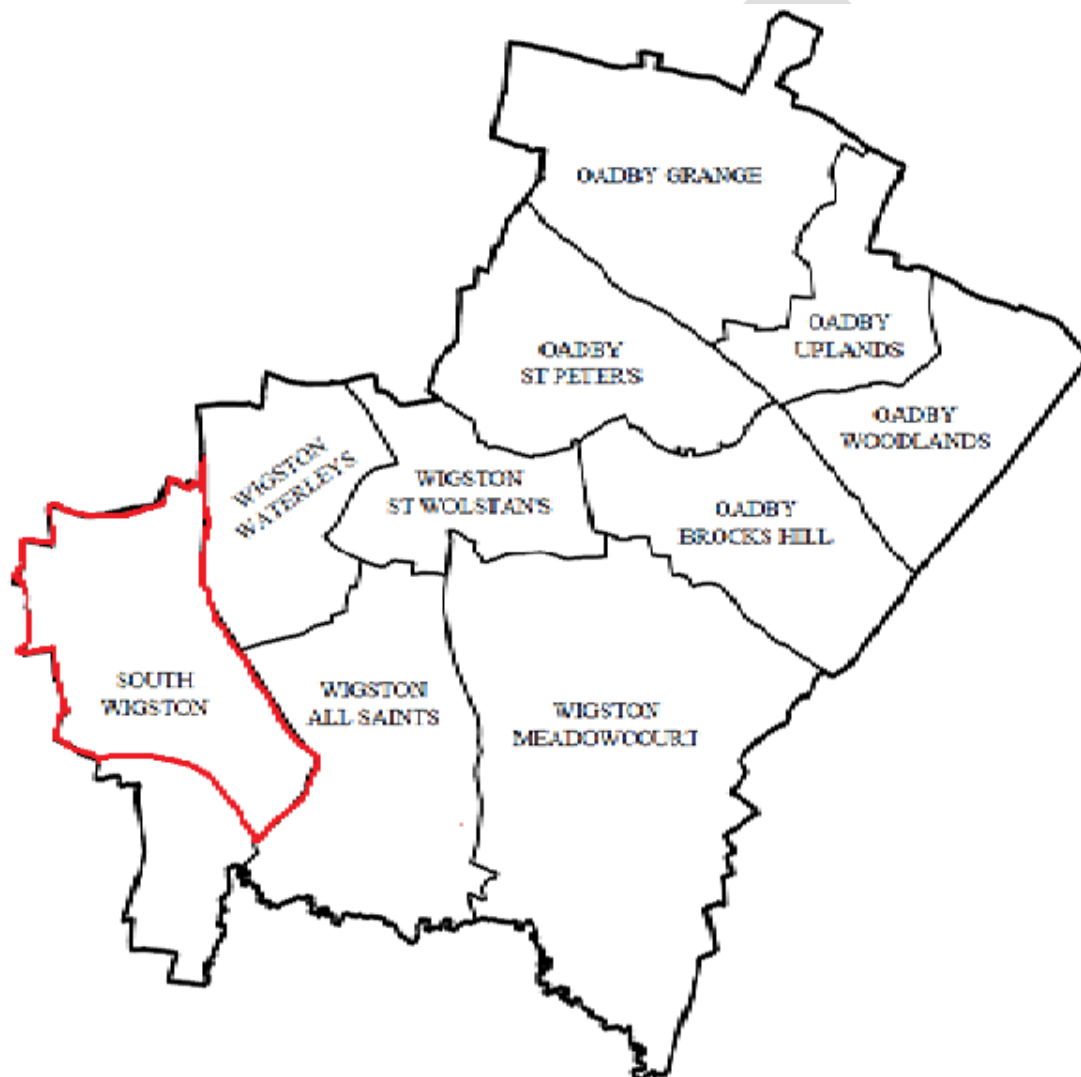
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## 1.0 Introduction

Under Section 80 of the Housing Act 2004 Oadby and Wigston Borough Council has the power to designate areas of the Borough subject to Selective Licensing. The Selective Licensing Scheme will relate to privately rented properties within the designated area.

Oadby and Wigston Borough Council has exercised this power and designated the following area of the Borough as subject to Selective Licensing.

**Figure 1 - Map of Selective Licensing areas.**





The streets within the Scheme are listed below:

**Street Names**

Aisne Road  
Albion Street  
Anglesey Road  
Arnold Avenue  
Brecon Close  
Bushlock Close  
Canal Street  
Cardigan Drive  
Chatsworth Avenue  
Cheshire Drive  
Clifford Street  
Clifton Drive  
Cornwall Road  
Countesthorpe Road  
Crete Avenue  
Cromford Avenue  
Cumberland Road  
Curzon Avenue  
Cutting Close  
Darley Avenue  
Denacre Avenue  
Devonshire Avenue  
Dorset Avenue  
Double Rail Close  
Dunton Street  
Durham Drive  
Ellison Close  
Ervins Lock Road  
Essex Road  
Fairfield Street

**Street Names**

Baldwin Avenue  
Barge Close  
Bassett Street  
Belper Close  
Florence Avenue  
Foxton Lock Close  
Garden Street  
Glamorgan Avenue  
Glen Gate  
Gloucester Crescent  
Hazelwood Road  
Healey Street  
Hindoostan Avenue  
Irlam Street  
Ivanhoe Road  
Jordan Avenue  
Keel Close  
Kenilworth Road  
Kent Crescent  
Kirkdale Road  
Lansdowne Grove  
Leopold Street  
Lincoln Drive  
Lock Gate Close  
Lock Keeper Close  
Marstown Avenue  
Matlock Avenue  
Mill Close  
Moores Close  
Namur Road

**Street Names**

Bennett Way  
Best Close  
Blaby Road  
Blenheim Close  
Narrow Boat Close  
Norfolk Road  
Northumberland Road  
Orange Street  
Oxford Drive  
Park Road  
Pembroke Avenue  
Pochins Bridge Road  
Railway Street  
Saffron Road  
St. Thomas' Road  
Stafford Drive  
Station Street  
Suffolk Close  
Sussex Road  
Tansley Avenue  
Taylors Bridge Road  
Tigers Road  
Timber Street  
Towpath Link  
Waverley Road  
Weir Close  
Westmorland Avenue  
Windlass Drive  
Worcester Drive  
Wright Place

Selective Licensing covers all private rented houses within the designated areas and all licence applications are to be accompanied with a fee determined by the Council. Once a licence is issued it is not transferable.

This document sets out the structure of the scheme and the fees and charges and criteria Oadby and Wigston Borough Council will apply to all licences in relation to its Selective Licensing schemes.

## 2.0 Selective Licensing in Oadby and Wigston Borough

Under the "Oadby and Wigston Borough Council Areas (TBC) Designation for Selective Licensing 2020" which will come into force on the 5 February 2020 most privately rented homes in the Designated area will be required to have a property licence.

The Council has exercised its powers to charge under Section 87(3) and (7) of the Housing Act 2004 and does so taking into account the Provision of Services Regulations 2009, which themselves implement the EU Services Directive.

Under Part 3 of the Housing Act 2004, a house is required to be licensed if:

- The whole of it is occupied under a single non-exempt tenancy or licence; or
- The whole of it is occupied under two or more non-exempt tenancies or licences in respect of different separate dwellings within the building.

In the event that a building has multiple dwellings contained within it the Council will require a separate application and fee for each of the dwellings within the building. The Council will consider each application and will take the following factors into account before deciding to issue a multi property licence or not:

- Each of the dwellings are separate dwellings (usually self-contained flat,) which are contiguous to one another in the same building;
- Each of the dwellings are occupied under non-exempt tenancies; and
- Each of the dwellings within the same building are within common ownership and management control.

Where the Council is satisfied that individual property licences should be granted, it will give notice of this to the applicant and every relevant person. There is a right to appeal this decision to the First Tier Tribunal (Residential Property Chamber), notwithstanding the grant of these licences.

In cases of a registered `not for profit` charity or an individual housing provider, such as a private landlord or organisation who is assisting the Council by offering permanent accommodation to meet our homelessness duties applications will be accepted, for the particular property being provided without a fee being payable. An assessment of the organisation will then be carried out and if appropriate the Council will determine the application and issue a licence without requiring any fee.

Each case will be considered on its merits based on the type of individual or organisation submitting the application and the removal of the fee requirement will only be applied to the licence for the house being provided for homelessness purposes

## 3.0 Licence Fees

Section 87 of the Housing Act 2004 permits the Council to require any application for a licence under Part 3 to be accompanied by a licence fee and that this fee may properly cover all costs incurred by the Council in carrying out its functions.

In developing its fee structure the Council has had regard to the European Court of Justice ruling in *R (Hemming) V Westminster City Council* (Case C-316/15) and the High Court decision in *R (Gaskin) v LB Richmond Upon Thames* (2018) EWHC 1996 (Admin) which held that the EU's Provision of Services Directive, which is enshrined in UK law as the Provision of Services Regulations 2009 should apply to property licensing fees and the processes involved in implementing and delivering such schemes.

The Services Directive, in particular should be interpreted as precluding charging in advance for costs other than those directly related to the authorisation process of the scheme. In other words, the Council is not permitted to demand fees in advance for anything other than the costs of administering the application for a licence even if it makes it clear that unsuccessful applicants are provided with a refund of the remaining part of the fee. The Council may legitimately recover its wider costs, over and above those relating to the administration of applications, but this should be at the point at which the Council has determined that a licence is to be granted.

The judgements in *Hemming* and *Gaskin* has therefore had the effect that the fee for a Selective Licence under Part 3 of the 2004 Act must be levied in two separate parts.

The Council is not allowed to demand fees in the Stage 1 process for anything other than the costs of administering and processing the application for a licence. Furthermore this element of the fee is non-refundable should the application be unsuccessful.

In the case of Stage 2 payments these can only be requested if the initial application is successful and will be charged to cover the costs of running and enforcing the scheme. As such the Council, when setting its fees, has adopted the two stage approach. All fees and charges will be reviewed on

an annual basis and the following tables set out those fees for the period (DATE TBC).

*Table 1- Fees and Charges*

Stage	Type of Licence	Fee
Stage 1 Fee – Payable at the time of making the application	5 year licence	£590.00
Stage 2 Fee – Payable once the Council has determined to grant a Licence.	5 year licence – where landlord has been found to be operating an unlicensed property	£250.00
<b>Total Fee</b>		<b>£ 840.00</b>
Stage	Type of Licence	Fee
Stage 1 Fee – Payable at the time of making the application	1 year licence	£590.00
Stage 2 Fee – Payable once the Council has determined to grant a Licence.	1 year licence – where the landlord is licensing a new property without being identified as part of the Council’s proactive enforcement regime.	£250.00
<b>Total Fee</b>		<b>£ 840.00</b>

Stage	Type of Licence	Fee
Stage 1 – Payable at the time of making a Renewal for End of Scheme Licence application.	Renewal of a licence – subject to criteria	£ 135.00
Stage 2 – Payable once the Council has determined to Grant a Renewal of a Licence	Renewal of a licence	£ 250.00
<b>Total Fee</b>		<b>£ 385.00</b>

Under Section 90 (6) of the Housing Act 2004 the Council has the power to impose a restriction / obligation on a particular person (with their consent). In accordance with this power the Council will require the licence holders consent to pay the Stage 2 fee in advance of the licence being issued, this will be required as part of the application process.

In addition, the Council will attach a condition to all licences requiring this obligation to be met i.e. to pay the Stage 2 fee. This approach is consistent with that set out in the Hemming case.

Failure to make the Stage 2 payment will result in the Council taking action through, either the revocation or refusal of the licence or by enforcing the non-compliance of the licence condition associated with the making of the Stage 2 payment.

## 4.0 Processing the Application

Under the Housing Act 2004 the Council can either grant or refuse a licence. In determining whether to grant or refuse a licence the Council must satisfy itself of the following:

- That the proposed licence and manager of the property
- That there are satisfactory management arrangements in place or that such arrangements can be put in place by the imposition of conditions in the licence.

## 5.0 Tests for Fitness etc. and Satisfactory Management Arrangements

Oadby and Wigston Borough Council must be satisfied that “the proposed management arrangements are satisfactory” before granting a licence. Those arrangements include (but are not limited to) consideration of whether:

- the person(s) proposed to be involved in the management of the premises has/have a sufficient level of competence to be involved;
- the person(s) proposed to be involved with the management of the premises is/are actually involved in the management;
- the person(s) is/are ‘fit and proper’ (which is discussed above); and
- the proposed management structures and funding arrangements are suitable.

If there are concerns about the competencies and structures in place to manage the premises then conditions can be imposed on the licence to ensure that the necessary arrangements are in place. However, if such conditions are not possible or practical to impose then it may be necessary to refuse to grant a licence.

It is for a Council to determine whether a person has sufficient competence to be involved in the management of a premise and, of course, the level of competence required will in some measure be determined by the complexity of the management challenges posed. The Council will, therefore, be looking at the applicant’s experience and track record of managing residential premises and, in particular where he/she is the existing manager, the premises to which the application relates. In most cases landlords who belong to a recognised trade association or are members of an accreditation scheme will be regarded as having the necessary competence to be involved in the management of the premises because, at such organisations can be called upon for advice and assistance where necessary.

The management structures must be such that the manager is able to comply with any licence conditions and deal with the day to day operational management issues that arise as well as being able to deal with longer term management issues. In considering whether the structures are appropriate the Council may take account of the following:

- evidence as to whether the systems in place are sufficient to enable the manager to comply with any condition of a licence or if such systems can be put in place through a condition on

- the licence to ensure compliance;
- evidence of the systems for dealing with:
    - emergency repairs and other issues;
    - routine repairs and maintenance to the premises and its curtilage;
    - cyclical maintenance;
    - management and the provision of services (if any) to the building and its curtilage;
    - management of tenancies or occupants;
    - management of the behaviour of tenants, occupants and their visitors to the premises; and
    - neighbourhood issues (including disputes)
  - evidence of structures for engagement with the local authority, police and other agencies, where appropriate.

In order to be able to demonstrate much of the above evidence it is likely that the manager will need to operate within a reasonable proximity to the premises, so that he/she can attend to matters promptly and retain an overview on the condition of the premises and the management of the tenancies.

The Council must also be satisfied that the financial arrangements relating to the premises are suitable. In that regard the manager must be sufficiently funded or have access to funding to carry out his obligations under the licence and his/her general management functions.

Oadby and Wigston Borough Council can vary or revoke a licence at any time during the licence period if there is sufficient evidence to support these decisions. Unannounced visits of licensed properties will therefore be undertaken during the licence period to check for compliance with the licensing and management regimes which apply. This is consistent with the powers provided under Section 239 of the Housing Act 2004.

Breach of any such legislation is a strict offence for which further action will be taken. The Housing, Health and Safety Rating System (HHSRS) also applies to rented properties and (if appropriate) remedial works can be enforced via this legal mechanism separately to the powers provided under the licensing scheme

## 6.0 The Fit and Proper Test

In deciding to grant a licence Oadby and Wigston Borough Council must be satisfied that the proposed licence holder "is a fit and proper person to be the licence holder" and that "the proposed manager of the house is a fit and proper person to be the manager of the house".

This requirement is to ensure that those responsible for operating the licence and managing the premises are of sufficient integrity and good character to be involved in the management of the particular residential premises to which the application relates and as such they do not pose a risk to the health, safety or welfare of persons occupying and visiting the premises.

When considering whether a person is 'fit and proper' Oadby and Wigston Borough Council will have regard to any misdemeanours (wrong doings) of the relevant person concerned. This is evidence that the person has:

- committed any offence involving fraud or other dishonesty, violence or drugs and certain types of sexual offences;
- practised unlawful discrimination on the grounds of sex, colour, race, ethnic or national origins or disability, in connection with the carrying out of business;
- contravened any provision of housing or landlord and tenant law; or
- acted otherwise than in accordance with an approved code of practice.

The above list is not exhaustive and Oadby and Wigston Borough Council can and will consider whether a relevant person has committed other relevant misdemeanours, for example, discrimination under the Equality Act 2010. A relevant person will not be deemed unfit, simply because of poor management, although this is highly relevant to determining any question of suitability or competence.

Oadby and Wigston Borough Council do not adopt a blanket policy on its consideration of factors under a fit and proper person test. Each case will be considered on its own merits and regard will be had to information provided / omitted from an application form; historical information already held by Oadby and Wigston Borough Council relating to the premises and / or any relevant person connected with the licence application.

In an application for a licence the applicant must provide details of the following in relation to him/herself and the proposed manager (if the applicant is not to be the licence holder):

- unspent convictions;



- any findings of a court/tribunal that the person has practised unlawful discrimination;
- any judgement entered against that person in relation to a contravention of housing or landlord and tenant law (and, in so far it relates to the housing or landlord and tenant law, any contravention of any enactment relating to public or environmental health);
- any control order made in respect of any House in Multiple Occupation (HMO) under his/her management or ownership (and also in respect of any former HMO he/she owned or managed);
- any enforcement action in respect of any house or HMO under his/her management or ownership (and also any former HMO or house he/she owned or managed) under the housing health and safety rating system in Part 1 of the Housing Act 2004 so far as that enforcement action related to a category one hazard;
- details of any refusal to grant a licence, or details of the revocation of a licence granted for non-compliance of a condition or conditions in respect of any house or HMO under his/her management or ownership (and also in relation to any former HMO or house he owned or managed); and
- details of any interim or final management orders made by a Local Housing Authority in respect of any house or HMO under his management (and also in respect of any former HMO or house he owned or managed).

An applicant for a licence must disclose any misdemeanours which relate to themselves, the proposed manager and any other relevant person, if any. Oadby and Wigston Borough Council should therefore have sufficient information to decide a person's fitness based on the application.

If Oadby and Wigston Borough Council are not satisfied that it has sufficient information (being that supplied in connection with the application) to make a determination, it may require the applicant to provide further details and / or undertake their own further enquiries with other relevant Council departments and external bodies as it deems necessary, including for example Disclosure & Barring Service checks (DBS) and Trading Standards. The completion and signing of the Licence application form will be taken as an agreement to any such action.

Checks will also be made internally with other Council departments such as Licensing, Planning, Building Control, Council Tax and Housing Benefit.

Oadby and Wigston Borough Council are also able to request information on criminal convictions, and

although this is not undertaken as a matter of routine a Police National Computer (PNC) check will be requested where there is sufficient evidence that this is necessary. A PNC check may also be requested for the purposes of officer safety during the course of the licensing application should this also be considered necessary.

Such reasons for a PNC check may include that:

- Oadby and Wigston Borough Council have evidence of a history of complaints or problems with the landlord (which in themselves might not amount to 'evidence' of unfitness to meet the test), but further investigation may be required;
- the applicant has been evasive or untruthful in their application for a licence;
- the applicant, or proposed manager, is unknown to Oadby and Wigston Borough Council and has not demonstrated any history or competence of managing HMOs or other private rented properties;
- Oadby and Wigston Borough Council has reasonable grounds to suspect that the applicant, or the proposed manager, has committed an offence which is relevant to the determination of any question of his/her fitness; or
- the premises provides accommodation mainly to vulnerable persons.

In deciding whether a misdemeanour (including a criminal offence) is relevant to the determination of a person's fitness Oadby and Wigston Borough Council will consider the following factors:

- the relevance of the misdemeanour(s) in relation to the person's character and integrity to manage residential premises and in particular the type of premises to which the licence relates;
- the seriousness of the misdemeanour(s) in terms of impact, or potential impact, upon the residents and the wider community, including if more than misdemeanour has been carried out the cumulative impact;
- the length of time since any misdemeanour; and
- any mitigating circumstances.

## 7.0 Consideration of 'Persons Associated or Formerly Associated' with the Proposed Licence Holder or Manager

If there is evidence that a person associated, or formally associated, with the person proposed to be the licence holder or manager of the property, has committed any misdemeanours, that evidence may be taken into account in determining the proposed licence holder's or manager's fitness (even if that person has himself or herself an unblemished record).

The purpose of this requirement is to ensure that only fit and proper persons hold licences or are in any way involved in the management of licensed properties. It would not be appropriate for a licence to be granted to someone, or for someone to be the manager of a property, if that person was merely acting as a 'front' for someone else who, if he or she were not unfit, would be entitled to be the manager or licence holder.

An example might be that of a husband and wife, where the husband is the landlord (or indeed both he and his partner are joint landlords), but only the wife has applied for the licence. If there is evidence that the husband has committed misdemeanours and those misdemeanours are relevant to the wife's management of the property or licence then the Council may refuse to grant her a licence.

Likewise if a landlord with an unsatisfactory record nominated a "manager" who had a clean record, but had acted for him whilst the misdemeanours were committed, Oadby and Wigston Borough Council may consider the managing agent by association to be unfit too.

## 8.0 Issuing a Licence

All properties subject to an annual property licence will be inspected prior to the issuing of a draft licence to ensure that the property meets the required standards and the necessary and appropriate management arrangements are in place.

Where the licence holder and manager have satisfied the requirements for a longer licence the licence will be issued after an initial inspection being completed. All properties will however remain subject to further inspections during the lifetime of the licence to check compliance with licence conditions, management responsibilities and minimum standards. In certain cases the Oadby and Wigston Borough Council may decide to carry out such inspections without prior notice being given to the owner, licence holder and /or manager.

Where the inspection has been pre-arranged then all applicants will be required to provide access to all rooms in the house at a suitably arranged appointment.

All contact with the licence holder and relevant person(s) will be made using the contact information provided by the applicant on the original application. Accordingly, it is the licence holder's responsibility to ensure that all contact details are up to date and you must notify the Selective Licensing Team of any change in details. The Selective Licensing Team will not be held responsible for any delay in communication if it is as a result of any contact information changing.

A draft licence with conditions will be issued based on the findings from this inspection. The draft licence (known as an Intention Notice) will be emailed to all relevant persons and other interested parties for consultation.

The relevant persons will have an opportunity to make any representations, which will be considered.

When this process is complete a full licence with the conditions (known as the Decision Notice) will be issued. Again, copies will be sent to all interested parties.

If the licence holder is still dissatisfied with the conditions of the licence, they will have an opportunity to appeal to the First-tier Property Tribunal. The details of how this appeal can be made will be provided with the Licence.

All properties will be inspected at least once during the period of the licence to check conditions have been complied with. Failing to comply with any conditions on a licence is an offence under Section 95(2) of the Housing Act 2004 and, if found guilty the licence holder could face a prosecution or be issued with a Civil Penalty of up to £30,000.

In cases where the licence is being issued to or on behalf of a new landlord who has never licensed a property before the first licence will run for one (1) year, and the licence must be renewed before it expires. After the first year, the opportunity will be provided to apply for a longer licence, provided all the relevant criteria is met.

The Council considers this approach is justified in furtherance of the overriding public interest of improving the standard of rented properties and their management.

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (Amendment) (England) Regulations 2012 set out amendments to “renewal applications”, which reduces the burden on landlords applying for the renewal of a licence.

## 9.0 Renewal Applications

In the case of renewal applications the applicant must:

- supply with the application, completed and signed declarations in the form specified in paragraph 4 of Schedule 2 of the Housing Act 2004;
- supply in addition a completed and signed declaration in the form specified in paragraph 5 of that Schedule; and
- in either case, sign the application.

The form of declaration mentioned above will be available for applicants to sign as part of any renewal application.

The regulations define a “renewal application” as *“an application for a licence under section 87 of the Act where, at the time the application is made a licence of the kind applied for is already held by the applicant and has effect in respect of the HMO or house”*.

The effect of this part of the Regulations is that in order for the Council to treat any application as a “renewal” the application must be made during the active period of the current licence. If a renewal application is received on or after expiry of the current licence then the application will be treated as a new application and the appropriate fees above will apply.

## 10.0 Application for a Revocation or Variation of a Licence

If circumstances regarding the property change during the licence period, for example a change in the number of letting units, the licence holder must notify the Selective Licensing Team directly so the licence can be re-assessed and varied if the premise is considered suitable to accommodate the

variation request.

Similarly, if the premises are no longer going to be occupied as a rented property or the licence holder changes, then the licence holder must make an application for the licence to be revoked. Any remaining period of the licence will be forfeited and there will be no right to a refund of the original payment.

## 11.0 Licence Criteria

### **One Year Licence Application Criteria**

Annual licences are normally issued to new landlords where they have recently acquired or converted their property into a licensable property. This licence will be issued for a probationary period of 12 months and will be subject to the inspections process described earlier.

Upon renewal the landlord/licence holder will be able to apply for a longer licence and, subject to meeting the relevant criteria, may be issued with a 5 year or "end of scheme" licence. In cases where the landlord/licence holder is not able to meet the qualifying criteria an annual licence will be issued as a renewal.

It is important that a renewal application is submitted before expiry of the current licence otherwise it may be determined that this is a new application and additional information will be required. A different fee may also apply to reflect the increased time involved in processing the application.

Annual licences will automatically be issued to those landlords who are found to be operating an unlicensed property through proactive visits carried out by the Council. In cases such as these it is likely that the landlord may also be subject to a formal investigation by the Council – given that they have been found to be operating an unlicensed property. This may affect their eligibility as licence holder or manager so they will be required to nominate an alternative competent person to be licence holder/ manager.

Upon renewal the landlord/licence holder will be able to apply for a longer licence and, subject to meeting the relevant criteria, may be issued with a 5 year or "end of scheme" licence. In cases where the landlord/licence holder is not able to meet the qualifying criteria an annual licence will be issued

as a renewal.

In all cases the applicant must:

- **Complete** a valid application within 12 weeks of the property being licensable; and
- **Comply** with all licence conditions before the licence is due for renewal.

### **Five Year / End of Scheme Licence Application Criteria**

All applicants that meet the criteria set out below will be eligible for a 'five-year' licence (granted for 5 calendar years or up to the expiry date of the operating scheme).

The criteria for such a license is as follows:

- Valid renewal application completed promptly before or within 2 weeks of being sent the first renewal reminder;
- In the case of new applications , a complete application form;
- Fee paid;
- Declaration signed; and
- Five-year licence self-certification forms signed by the licence holder and (if applicable) managing agent.

All parties involved in the licensing and management of the property must also have a good history with the Council. When determining the compliance with this element of the criteria the Council will take the following into account:

- All licence applications made on time;
- No outstanding licence conditions;
- No recent complaints about the property we have taken action to resolve;
- All certificates provided up to date and satisfactory;
- No issues with other departments within the council i.e. planning/environmental health;
- Have suitable maintenance arrangements in place with suitably qualified and competent tradespeople for the upkeep of the property; and
- Adhere to the principles set out in the **Private Rented Sector Code of Practice**;

Managing Agents (with sole or joint management responsibility) must meet the following additional criteria:

- 50% or more of the company's employees are suitably qualified in residential property management;
- All employees carry out regular continued professional development (CPD); and
- The company is registered with a recognised professional association.

Should any issues arise or new information be discovered after the licence is issued, Oadby and Wigston Borough Council reserves the right to revoke the licence. If any relevant person is found to have provided false or misleading information or made a false declaration, we may take enforcement action against them separately.

It is the responsibility of the proposed licence holder and manager(s) to meet all of the eligibility criteria for the licence and provide all necessary evidence when requested. If all requested documentation is not provided in time, the Council will automatically assess the application based on the evidence we hold and issue a licence accordingly, which will generally be an annual licence.

## 13.0 Will Tacit Consent Apply?

In deciding whether tacit consent applies the Council has taken into consideration the recent High Court decision in the case of *R(Gaskin) v Richmond LBC* [2018] EWHC 1996 (Admin).

The *Gaskin* case says that the Provision of Services Directive applies to licensing schemes in full and that regulators should set out how long it will take to carry out a licensing approval process and if they do not meet that timeline then approval (tacit consent) should happen automatically.

Upon receiving a valid application, the Council will aim to provide a decision as soon as is reasonably practicable, however each case will require different processes to be completed, for example if an inspection of the property is necessary then the Council will be required to complete this before issuing you with a decision. This could therefore extend the time it takes to process your application.

It is therefore the Council's aim to process all valid applications and provide the relevant persons with



a decision within 12 weeks of receipt. This will require the full co-operation of the applicant with the Council's requirements for determining a licence application.

If a decision about a licence application has not been received after this period, then tacit approval may apply but the proposed licence holder should not assume they will automatically have been granted a licence.

As mentioned the target completion period for issuing a decision and a licence is subject to many factors and as such applicants should check with the Council on the status of their application.

By the Council setting out and displaying publicly their licensing processing time, the Council considers this will instill confidence in local landlords and help to keep them informed about the process

## 14.0 Public Registers

A register of property Licences is available online and details of this can be obtained by sending a formal, written request to the Selective Licensing team.

## 15.0 Appeals

If an application for a property Licence is refused, there is a right to appeal this decision within 28 days to the First-tier Tribunal (Property Chamber - Residential Property). The details of this will be provided with the Decision Notice.

## 16.0 Selective Licensing Enforcement

Selective Licensing is a regulatory tool under Part 3 of the Housing Act 2004 which provides a discretionary power for Local Authorities to introduce selective landlord licensing of privately rented homes within a designated area. This is based on specific indicators of low housing demand, problems with anti-social behaviour, and concerns relating to one or more of the following - levels of

crime, deprivation, migration and housing conditions.

Selective Licensing contributes to confidence in the private rented sector, and encourages landlords to increase accountability for the management of their property and tenants. Generally, good responsible landlords will benefit from the additional support with unscrupulous landlords finding it a less appealing proposition.

This policy sets out the broad principles and processes which Officers will follow within the Selective Licensing Scheme when delivering landlord licensing in line with the requirements of The Housing Act 2004, and other appropriate housing legislation to ensure the approach is fair and consistent and that it will stand up to scrutiny.

This enforcement policy helps to promote efficient and effective approaches to regulatory inspection and enforcement of licensing schemes, which improve regulatory outcomes without imposing unnecessary burdens.

Enforcement in the context of this policy is not limited to formal enforcement action such as serving notices or prosecution, but includes, the inspection of premises to check for compliance with the scheme and relevant legislation and the provision of advice, support and guidance. It sets out what owners, landlords, their agents and tenants of private sector properties can expect from Oadby and Wigston Borough Council (OWBC) and the types of enforcement action that can be taken and considered.

## **Overall Enforcement Policy**

The Selective Licensing Team will endeavour to work with landlords to provide support and guidance to improve housing standards and practices within the private rented sector.

Any enforcement action considered will be based on risk and will also have full regard to any statutory duty. Assessment of risk will be based on current legislation and specific guidance.

**In response to the enforcement concordat (note<sup>1</sup>) the Selective Licensing Team consider**

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## **the following principles as the basis for undertaking fair and balanced enforcement:**

### **Openness**

- We will provide information to the public in plain language and if possible, avoid any jargon.
- We are open and honest about how we do our work and in particular how we set our charges for enforcement.
- We will always discuss general issues, specific failures or problems with anyone who we have enforced against.
- We will try to ensure that people understand what is expected from them as well as making them aware of what they can expect from us.

### **Helpfulness**

- Our staff will provide a courteous, efficient and helpful service.
- All staff visiting properties will identify themselves by name and carry identification cards.
- We will provide a contact point and telephone number for further dealings with Officers.

### **Proportionality**

- Where possible, we will endeavour to minimise the costs of compliance with notices by ensuring the action we take is proportionate to the risks.
- We will work with those required to take action so that they can meet their legal obligations without unnecessary expense.
- Any sanctions we impose will take account of the seriousness of the offence.

### **Consistency and fairness**

- Officers will carry out their duties in a fair and consistent manner. To achieve this, we will develop and put in place procedures for the range of enforcement activities we carry out and

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#### Note 1

The Legislative and Regulatory Reform (Regulatory Functions) (Amendment) Order 2014 (“the 2014 Order”) amends the Legislative and Regulatory Reform (Regulatory Functions) Order 2007 (“the 2007 Order”), which specifies regulatory functions which are within the scope of the better regulation principles and the Regulators’ Code. The Order updates the 2007 Order by adding and removing specific regulatory functions

ensure that Officers follow such procedures.

Although Officers have to exercise judgment in individual cases, we will ensure that procedures, wherever possible, are the same and people are treated equitably. It must be stressed that as a rule we believe in gaining the desired result through effective engagement with the parties involved. However, we will take enforcement action if the criteria of the enforcement policy has not been satisfied.

## **Service complaints**

The Council has a corporate complaints system that enables the public to provide their views on our services. Details of the procedure can be found at the Customer Service Centre situated at Bell Street Wigston, or by visiting the Council's website at [www.oadby-wigston.gov.uk](http://www.oadby-wigston.gov.uk). We will respond promptly to complaints received about the service.

## **Principles of enforcement and enforcement decisions**

When discharging its duties in relation to the Selective Licensing Scheme, the Council will follow the principles of good enforcement and ensure that enforcement decisions are made and actions are taken in line with the provisions of the following legislation:

- The Human Rights Act 1998
- Regulators Compliance Code
- Criminal Procedures and Investigations Act 1996
- Regulation of Investigatory Powers Act 2000
- The Crime and Disorder Act 1998
- The Anti-social Behaviour Crime and Policing Act 2014
- The Police and Criminal Evidence Act 1984 (as amended)
- Civil penalties under the Housing and Planning Act 2016

## **Partnership working**

We will engage in partnership working with other enforcement agencies where there is a shared

enforcement role, or where it is in the public interest to share matters concerning non-compliance with enforcement actions taken. For example liaising with; the Police, the Fire and Rescue Service and other Council Services.

Enforcement action will be based on risk and will have full regard to any statutory duty. Assessment of risk will be based on current legislation and specific guidance. The Council will seek to ensure it recovers appropriate costs from those landlords who are not being proactive in managing or letting properties.

**Actions available broadly divide into two categories:**

- **Informal action**
- **Formal action**

Once we have established that action needs to be taken to resolve an issue, wherever possible an informal approach will be adopted having regard to either the Code or the Concordat.

However, in certain cases there will be no alternative but to take formal action.

**Consideration will be given to:**

The impact of interventions on economic progress; especially within small businesses and whether the benefit justifies the costs and poses the minimum burden to achieve the objective.

Whether informal action may compromise the objective or whether there is a serious breach of legislation. For example, where an imminent risk to public health exists and removal of the risk is only guaranteed through a formal approach.

Any relevant history in relation to the case, in particular, officers will consider whether any action has been taken in the past, the recipient's response and the ability and willingness of the recipient to keep to agreed timetables of work.

Whether an act or omission is serious enough to warrant formal action, or whilst there is no infringement of legislation, a positive benefit from informal action can be derived.

The initial decision to take informal or formal action will be made by the enforcement officer. The decision will be agreed with the relevant line manager; however, overall responsibility for officers' actions rests with the Head of Law and Democracy.

## **Informal Action**

### **Informal action includes but is not exhaustive to:**

- Issuing verbal advice or instruction,
- Working in partnership with key agencies,
- The provision of advisory written information; examples are schedules of work in relation to required property repairs and informal warning/reminder letters to submit a licence application/information.
- Guidance, information and advice to licence holders advising them of their responsibilities, including an online document library and landlord support pages.

## **Formal Action**

If informal engagement fails, or it is not appropriate to adopt an informal approach as certain circumstances require immediate formal action, formal action will be taken.

The Council will use both formal and informal actions when dealing with contraventions and the use of any measure will depend on the circumstances of each case.

## **Authorisation of Officers**

By exercising its powers of delegation, the Council has authorised officers within the Selective Licensing Team to carry out enforcement action. Only officers who the Council have determined as competent will be authorised to take enforcement action. Any enforcement action will be initiated by suitably qualified and experienced enforcement officers.

Officers will have sufficient training and understanding of this enforcement policy and their area of

work to ensure a consistent approach to their duties. We undertake to monitor officers' actions to ensure they are always in accordance with our policies.

All officers will carry identification and an authorisation. They are required to show these if asked.

## **Delegation of Authority**

The Head of Law and Democracy and the Regulatory Services Manager have delegated authority under this policy to authorise appropriately qualified Enforcement Officers.

## **Licence Holder**

Licence holders must ensure their properties are well managed, safe and comply with all of the licence conditions attached to the Selective Licence.

If the Council receive concerns about a particular property, licence holder, manager or a breach of the licence conditions they will investigate to determine the best course of action.

### **The Council may take into consideration the following factors when determining the most appropriate course of action:**

- The number of properties in the licence holders portfolio
- The length of time the person has been a landlord, manager, or licence holder
- Their willingness to engage and address issues at their properties
- Confidence in the management to tackle the issues raised by the Council
- The seriousness of the event.
- Previous history

There are criminal offences under Selective Licensing relating to failure to comply with the licensing requirements:

It is a criminal offence to manage or have control of a property which is required to be licensed under Part 3 and is not so licensed. On summary conviction, a person found guilty of such an offence may

be given an unlimited fine.

Where a licence holder, or person who has agreed to be bound by the licence, then breaches a condition of a licence without a reasonable excuse they will be guilty of an offence and may be fined under the Civil Penalty scheme under the Housing Act 2004.

A person commits an offence if s/he knowingly supplies any information in respect of Part 3 licensing, to the Council or another person which is false or misleading or is reckless as to whether it is false or misleading. On summary conviction, a person found guilty of such an offence may receive an unlimited fine.

## **Unlicensed Properties**

It is an offence for a landlord to rent a property in a designated area without applying for a Selective Licence. The Council will investigate and take enforcement action if/when necessary, and this will be carried out in accordance with this Policy and the C Enforcement Concordat. The Council may take action under the Civil Penalties scheme for such offences or take proceedings in the relevant Court.

After promotion of the scheme, it is expected landlords will make an application for a licence in a timely manner. Where applications are not made or where properties are found to be unlicensed mid scheme, the Council will investigate those properties which there is reason to believe should be licensed but are not and will charge a late application fee – See Fees and Charges.

An unannounced property inspection that may include the Police/Immigration/Fire may be undertaken to all properties where no licence application is received to determine the standard and use of accommodation. The Council views the offence of failing to ensure that a rented home was licensed under its Selective Licensing Scheme as a significant issue, meaning that the tenants and wider community are not protected by the additional regulatory controls afforded by licensing. It may also affect any decision regarding existing or future licenses both in South Wigston and within other local authorities.

Other actions may be taken if concerns about the property are revealed during an investigation, e.g. a safety inspection under part 1 of the Housing Act 2004, to deal with category 1 or 2 hazards that have been identified during the inspection. Action may also be taken against the tenant in relation to



anti-social behaviour or refuse concerns.

Currently the Council charges where it has to serve statutory notices under this legislation such as improvement notices, or prohibition orders (see fees and charges for details). Any such action may impact on decisions regarding suitability to hold a licence in the future.

**Unlicensed properties may result in one or more of the following:**

- A caution
- The application of a civil penalty charge as an alternative to prosecution.
- A prosecution against the landlord/agent being considered,

**The following will be taken into consideration in determining which method of action to undertake:**

- There must be sufficient evidence to give a realistic prospect of conviction;
- Is this the first time this landlords property has been uncovered as operating without a licence or are their previous similar offences
- How long has the potential offence been committed for. Have there been complaints in relation to the property/landlord that have impacted on the tenants or local community.
- Is the landlord new to the area, an existing licence holder, known to the Selective Licensing Team and for what reason, their history of compliance, willingness to comply.
- Is there evidence of intentional non-compliance, neglect, recklessness or ignorance.
- Does the owner/landlord have a reasonable excuse for failing to apply?
- Is it in the public interest to pursue a prosecution?
- Landlord/owner confidence, experience, training.
- What would be the outcome/impact of a prosecution versus a civil penalty/caution (this is not an exhaustive list).

**Failure to Comply with and Provide Information to Confirm Licence Condition Compliance**

All Licence Holders renting out properties within the designated licensing area are expected to comply

with the conditions of their licence under part 3 of the Housing Act 2004. Any licence holder, found to be in breach of their licence will be investigated by the Selective Licensing Team.

**There are many different examples that could be deemed as a licence holder breaching the terms of their licence which may include but is not limited to:**

- Failing to carry out repairs to property, as instructed by the Local Authority (this breach may result in the serving of an improvement notice under part 1 of the Housing Act)
- Failure to provide requested information e.g. valid gas safety certificate and a satisfactory electrical installation condition report with the annual review or at any other time when requested.
- Failing (when requested by the Council) to provide other information on request such as copies of tenancy agreements or evidence of reference checks for new tenant's or proof of correspondence regarding issues of anti-social behaviour.

The Council will work to support licence holders who breach their licence for minor offences, they will provide support, education and guidance to help them comply with the licence conditions. However, the Council will consider revoking a licence where a licence holder is found to be in breach of their licence on more than one occasion.

Any licence holder who fails to comply with the terms of their licence could experience difficulties in securing future landlord licenses both in Oadby and Wigston and with other Local Authorities. It is a criminal offence to breach the conditions of a Selective Licence.

Every effort will be made by the Council to prevent a licence holder from breaching any of the conditions of their licence. However, it is the licence holder's responsibility to ensure the property is being managed effectively and in accordance with the licence. Consideration will be given to a formal prosecution and/or the issue of a civil penalty charge for repeated breaches of licence conditions.

If the requested information is not received and/or the Council suspect that an offence has been committed the licence holder or landlord/agent will be invited to attend a formal interview under caution under the Police and Criminal Evidence Act 1984 (PACE). PACE interviews are conducted under caution and are recorded, suspects have the opportunity to have legal representation present. The record of interview is admissible as evidence in any subsequent prosecution. Copies of the

recorded interview may be provided to the suspect at the end of the interview or as soon as reasonably practicable afterwards. The Council will use the information provided by suspects in the PACE interview to help consider if further action is required, and what the course of action might be.

## **Simple Cautions**

Under certain circumstances, a Simple Caution may be used as an alternative to prosecution and will usually be considered before making a decision to prosecute. A caution is a serious matter. It may be used to influence any decision whether or not to prosecute should the individual, organisation or business offend again and it may be referred to in any subsequent court proceedings. Simple cautions remain on record for a period of 3 years.

If a Simple Caution is offered but not accepted the Council may take the case to Court for prosecution

### **Cautions are intended to:**

- Deal quickly and simply with certain, less serious offences;
- Avoid unnecessary appearance in criminal courts;
- Reduce the chance of offenders re-offending.

### **Before issuing a caution the following matters will be taken into account when deciding whether a caution is appropriate:**

- There must be sufficient evidence to give a realistic prospect of conviction;
- The offender must understand the significance of the formal caution and admit the offence by signing a declaration;
- The seriousness of the offence, as a caution is not suitable for serious offences.

Decisions to issue a caution will be notified to all known interested bodies, including tenants, managers, freeholders, leaseholders and mortgagees. Where an individual chooses not to accept a simple caution the Council will consider other options such as a civil penalty or a prosecution. Simple

Cautions are viewed as valuable enforcement tools because they can be cited in court if the same person or organisation, within three years of the original offence, commits similar offences and typically saves officer time and reduces the burden placed upon the court system.

## **Prosecution**

The Council will use discretion in deciding whether to bring a prosecution and generally will only commence proceedings when it is considered to be in the public interest. The decision to prosecute lies with the Head of Law and Democracy.

Before deciding to prosecute there must be sufficient evidence for a realistic prospect of conviction, taking into account any defence that may be available. In certain circumstances, prosecution without prior warning may take place.

The decision to prosecute will always take into account the criteria laid down in the Code for Crown Prosecutors issued by the Crown Prosecution Service I.e. the Evidential Test and the Public Interest Test.

Each case that we deal with is unique and must be considered on its own facts. In deciding whether to issue a Simple Caution or proceed with a prosecution, the initial decision will be made by the enforcement officer in consultation with the line manager. Having collected and collated evidence, officers will produce a case file and forward this to the manager to review prior to it being forwarded to the Head of Law and Democracy to consider and review the merit of the proposed action.

## **Civil Penalties**

As an alternative to prosecution a civil penalty can be issued for the offences committed under Part 3 of the Housing Act 2004 (section 95). The power to impose a civil penalty as an alternative to prosecution for these offences was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016 and came into force on 6 April 2016.

In the first instance, local authorities must have sufficient evidence to initiate a prosecution but the liable person can be issued with a civil penalty of up to £30,000 per offence as an alternative to prosecution. The liable person has a right to appeal to the First-Tier Tribunal (Residential Property Tribunal) following the issue of a Civil Penalty.. Any enforcement action will be taken in accordance with the Housing Enforcement Policy and each case will be judged on its own merit. Please refer to the Private Sector Housing Team - Housing and Planning Act Policy and Financial Penalty Guidance for more information

### **Other Sanctions available to the Local Authority**

In addition to the above, there are other enforcement options and sanctions which the Council have at their disposal, including but not limited to:

#### **The Housing Health and Safety Rating System (HHSRS)**

HHSRS is the statutory approach to the evaluation of potential risks to health and safety from any deficiencies identified in dwellings. The underlying principle of the HHSRS is that any residential premises should provide a safe and healthy environment for any potential occupier or visitor.

For the purposes of the HHSRS, it must be pointed out that the assessment is solely about the risks to health and safety. The feasibility, cost or extent of any remedial action is irrelevant to the assessment. For example some deficiencies, such as a broken stair tread or a leaking pipe, may be quickly, easily and cheaply remedied, but while such deficiencies are present, the threat to health or safety can be considerable.

The Council has a duty under the Act to take action if a Category 1 hazard is discovered in a property, and a discretionary power to take action to deal with a Category 2 hazard.

The first step will be to approach the landlord (or agent) informally, however the amount of leeway allowed to a landlord (or agent) informally will be at the officer's discretion. The officer will have regard to the requirements of the Regulators' Compliance Code and the Enforcement Concordat, whichever one is applicable.

**If the landlord does not respond within a reasonable time, formal action is likely, which**

**may include any of the following:**

- Service of an Improvement Notice (requires that the hazard is removed within a set time)
- Make a Prohibition Order (prohibits the use of all or part of the dwelling)
- Service of a Hazard Awareness Notice (for minor hazards, the notice simply advises and does not carry any formal sanctions)
- Taking Emergency Remedial Action or making an Emergency Prohibition Order (if a category 1 hazard exists and is so serious that it represents an 'imminent risk of serious harm' to the occupants. Such a notice allows the Council to enter the premises and take urgent action to deal with the hazard. The Council can charge owners for the costs of this work but the owners have a right of appeal against the notice and the costs involved).
- Make a Demolition Order.
- Declare a Clearance Area.

Even without using emergency powers, the Council can, with or without the agreement of the owner, carry out the works required in a notice and charge accordingly. Alternatively the owners can be prosecuted or issued with a civil penalty charge for failing to comply with an Improvement Notice or Prohibition Order.

The Act also gives the Council the power to charge to recover the costs of any enforcement action: any such charge must be reasonable and only covers the Council's actual costs.

In addition the Council can and will levy a notice service charge in respect of each relevant statutory notice it serves, even if such a notice is later revoked or not acted upon by the Council the notice charge will remain.

**Statutory Notices**

A wide range of legislation contains provisions for the use of statutory notices, which legally require the execution of works, the removal of statutory nuisances or the protection of public health and/or safety. Only officers specifically authorised are permitted to serve statutory notices.

All notices contain detailed notes that explain the effect of the notice and the recipient's right of appeal.

The Council will always be willing to discuss the works specified in the notice, as well as timescales given and the reason for the service of the notice. In emergency circumstances the Council is authorised to carry out works without the service of a notice; normally when this would cause an undue delay.

In other situations, there is a presumption that notices will be served if the criteria set down in the legislation are met. However, this presumption can be rebutted depending on the circumstances of the case. As cases vary so much it is difficult to be prescriptive about when notices will not be served..

**Each case is looked at individually and the following factors taken into account:**

- informal action has not achieved the desired effect
- there is a lack of confidence that the individual/company will respond to an informal approach
- there is a history of non-compliance with informal action
- standards are generally poor with little management awareness of statutory requirements
- the consequences of non-compliance could be potentially serious to the health and safety of the public

If the recipient fails to comply with the notice, the Council has various sanctions it can impose including: carrying works in default, prosecution, caution or the use of emergency powers. Statutory notices may also be served in conjunction with prosecutions.

Having regard to statutory powers, and where the law allows, a charge will apply when issuing a statutory notice. All charges will be levied on the person upon whom the notice is served and will be made at a level fixed within the Council's agreed fees and charges policy having regard to a written record assessing costs reasonably incurred. In all cases the Council will instigate debt recovery action.

Where a notice is not complied with by the expiry date, a prosecution or the issue of a civil penalty charge may be considered appropriate. In these circumstances a report, in accordance with the Constitution, will be made to decide what further enforcement action is appropriate.

**Works in Default**

In some circumstances, failure to comply with a notice may result in the Council arranging for the necessary works to be carried out (works in default). The cost to the owner will usually be more than if the owner carried out the works themselves as they will be charged for officer time on visits, carrying out schedules of work and any other reasonable costs incurred by the local authority.

**In determining whether carrying out works in default is the most appropriate course of action, we will consider the following:**

- The effects of not carrying out the work on the health and safety of the residents concerned.
- The reason for the work not being carried out in the first place
- Whether the benefits of doing the works justify the costs and pose the minimum burden to achieve the objective.

It should be noted that carrying out works in default does not necessarily exclude the Council from either issuing a formal caution or prosecuting the offender. The Council are legally entitled to ensure that the work is carried out and will also consider if it is appropriate to take further action.

The Council will actively pursue debts incurred. Enforced sale of empty properties will be considered where appropriate in line with The Law of Property Act 1925 where a debt has been incurred for example following works undertaken to an empty home in the owners default. Until the debt is cleared it will remain registered on the local Land Charges Register as a financial charge. Once it is registered the charge will accrue interest.

### **Rent Repayment Orders**

Rent repayment orders (RROs) are a mechanism under the Housing Act 2004 by which rent or Housing Benefit can be recovered from landlords found to be renting a property without a licence where one is needed.

The Council can also apply to the First Tier Tribunal – Residential Property Tribunal to recover Housing Benefit paid in respect of a property during any period when it ought to have been licensed, but was not. The maximum that an authority may claim is twelve months Housing Benefit, during any period that a dwelling was not licensed.



In addition, an occupier (or former occupier) may also be able to apply for a rent repayment order in respect of rent paid (less any Housing Benefit). To make an application for a rent repayment order, a tenant needs to submit a claim to the First Tier Tribunal which sets out the reasons for the claim and the dates to which it relates and includes:

The offence must relate to housing that was occupied by the tenant at the time of the offence; and the application for a rent repayment order must be made within 12 months of the date that the offence was committed.

**Rent repayment orders have now been extended through the Housing and Planning Act 2016 to cover a much wider range of offences, described below:**

- Failure to comply with an Improvement Notice (section 30 of the Housing Act 2004)
- Failure to comply with a Prohibition Order (section 32 of the Housing Act 2004)
- Breach of a banning order made under section 21 of the Housing and Planning Act 2016
- Using violence to secure entry to a property (section 6 of the Criminal Law Act 1977)
- Illegal eviction or harassment of the occupiers of a property (section 1 of the Protection from Eviction Act 1977)

A rent repayment order can also be made against a landlord who has received a civil penalty in respect of an offence, but only at a time when there is no prospect of the landlord appealing against that penalty. The Council must consider a rent repayment order after a person is the subject of a successful civil penalty and in most cases the Council will subsequently make an application for a rent repayment order to recover monies paid through Housing Benefit or through the housing element of Universal Credit.

**Restrictions on Terminating Tenancies under Section 21 of the Housing Act 1988:**

Selective Licensing requirements can restrict the termination of assured shorthold tenancies. Under Section 21 of the Housing Act 1988, a landlord may serve a notice (known as a Section 21 notice) on an assured shorthold tenant, giving two months' minimum notice that the landlord intends to apply for possession. Provided that the statutory requirements are met, a court must make an order granting possession to the landlord. No element of tenant default is required. However, a landlord

may not give a Section 21 notice to a tenant of a property that is required to be licensed under a Selective Licensing Scheme, but that is not so licensed.

## **Interim and Final Management Orders**

Where a licence has not been obtained, or where the licence conditions have not been complied with, the Council may, apply to take over the management of the property for an appropriate period of time, or use a managing agent. This provision is detailed under Part 4 of the Housing Act 2004.

### **Interim Management Orders (IMO)**

An interim management order is made for the purpose of securing any action that the Council considers necessary, to protect the health, safety and welfare of the occupants. There are specific circumstances when the Council will have a statutory duty to make an IMO on a licensable property (under Part 2 or Part 3 of the Act) including:

Where a property that should be licensed but is not so licensed, and there is no reasonable prospect of it becoming licensed in the near future;

When a property that should be licensed but is not so licensed, and there are serious health, safety or welfare concerns that cannot be dealt with adequately by using the statutory powers available under Part 1 of the Act (e.g. Improvement Notices);

When the Council have revoked the licence from a licensable property and there will be no reasonable prospect of it becoming licensed again in the near future;

When the Council have revoked the licence; on a property and there will be (on the revocation date), serious health, safety or welfare concerns that cannot be dealt with adequately by using the statutory powers available under Part 1 of the Act (e.g. Improvement Notices).

Interim management orders are in place for a maximum of one year

## **Final Management Orders (FMO)**

Final management orders (FMOs) are orders which may only be made after the making of an IMO. FMOs are similar to IMOs, but provide for a longer-term solution and can be in place for up to five years. An FMO must include a "management scheme" that sets out how the Council would manage the property while the FMO is in place. A management scheme must be in two parts, including:

Part 1 of the scheme must contain a plan giving details of the way in which the Council proposes to manage the house.

Part 2 must describe, in general terms, how the Council intends to address the matters which caused them to make the FMO. Under an FMO, the Council has the power to issue assured shorthold tenancies without obtaining permission from the landlord.

Any costs incurred by the Council during the course of the management orders (IMO or FMO) will be recovered by the Council from the rental income. The Council may also decide to use the property to meet its own housing need and will follow its own allocations policy to re-let the property. The Council will assume full managerial responsibility for the property

### **Mandatory Duty to make a Final Management Order**

If the Council has made an IMO in respect of a property that is required to be licensed under Parts 2 or 3 of the Act (HMO and Selective Licensing) and it is of the opinion that on the expiry of the IMO there would be no prospect of it being able to grant a licence, it must make an FMO to replace the IMO prior to its expiry.

If the reasons for the service of the management orders remain e.g. not a fit and proper landlord the Council would be obliged to make a further FMO.

### **Discretionary Power to make a Final Management Order**

If the Council has made an IMO in respect of a property that is not required to be licensed under Parts 2 or 3 of the Act (HMO and selective licensing), but it is of the opinion that there is a longer-term need to protect the health, safety and welfare of residents and neighbours, it may make an FMO

to replace the IMO prior to its expiry.

If the reasons for the service of the management Orders remain e.g not a fit and proper landlord and the above conditions were to apply again prior to the expiry of the first FMO, the Council would be obliged to make a further FMO.

### **Anti-Social Behavioural (ASB)**

Anti-social behaviour is defined as acting in a way that is capable of causing nuisance or annoyance to anyone. There are many issues which can affect a person within their own homes and can be categorised as anti-social behaviour including, but not exclusively:

- Loud noise from neighbours
- Harassing behaviour such as verbal abuse or threats
- Vandalism, property damage and graffiti
- Fly-tipping, dumping rubbish and abandoned cars
- Animal nuisance including persistent dog barking and dog faeces

### **Anti-Social Behaviour Powers**

The Anti-Social Crime and Policing Act 2014 provides for a absolute ground for possession by private landlords where a tenant or member of their household or visitor has met one of the following conditions:

- Is convicted of a serious criminal offence
- Is found by a court to have breached an Injunction to Prevent Nuisance or Annoyance (IPNA)
- Is convicted of breach of a Community Behaviour Order (CBO)
- Is convicted for breach of a Noise Abatement Notice
- Tenants property closed under a Closure Order

If a landlord applies to the court after serving the relevant notice then the court MUST grant possession provided the correct procedures have been followed. The courts discretion to suspend possession is restricted to 14 days or 6 weeks in exceptional circumstances.

## **Partnership Working to Tackle ASB**

The Council's Selective Licensing Team will take a lead role in improving partnership working by providing education and support for landlords in the management of tenants who cause anti-social behaviour. The Council will work in partnership with other agencies as well as the Police to tackle issues of ASB including supporting landlords through the eviction process should it become necessary to seek possession.

If a landlord suspects criminal activity, s/he will immediately notify the appropriate authorities, including the anti-social behaviour officer or the police. The landlord must also participate in any case conferences or multi agency meetings that take place to address ASB associated with their property as detailed in the licence conditions.

## **Powers of Entry**

The Selective Licensing Scheme under the Housing Act 2004 gives authorised officers, on production of their authority, the power to enter premises at any reasonable time. These far reaching powers of entry allow access to ascertain whether or not a statutory nuisance exists; or for the purpose of taking any action, or executing any work, authorised or required by law. This may include inspections or the taking of samples, photographs, and recordings.

Notice of entry is not required to be given in cases where the Council consider that the premises are unlicensed and should be licensed, or where there is a suspected breach of licensing conditions.

If entry is obstructed or refused the Housing Act 2004 allows the Council to obtain a warrant from a magistrates court. A warrant permits entry at any time (by force if needed) in order to ascertain whether there is a contravention of the relevant act or to carry out remedial action.

## **Fee Payments**

Fees will be required at the point of application. On issuing of the Licence an invoice will be raised which is required to be paid within 30 days for the enforcement element of the Selective Licensing fee.

Non-successful applicants **will not** be refunded the application fee. They will be advised the reasons

for refusal.

## **Revocation of a Licence**

A licence can be varied or revoked by the Council.

The Council can revoke an application on its own initiative, on further application from the licence holder or their legal representative e.g. "any person who has an estate or interest in the house or part of it (but is not a tenant under a lease with an unexpired term of 3 years or less), or any other person who (but for the order) would be a person managing or having control of the house or part of" where an application to do so is made by the licence holder or their legal representative, or where the Council consider that:

- The licence holder has seriously breached a condition of the licence, or repeatedly breached a condition of the licence or is no longer a fit and proper person.
- The management of the house is being carried on by someone who is not a fit and proper person.
- The property ceases to be one that requires a licence.
- The property is granted a licence as an HMO (under part two of the Housing Act 2004).

## **Incomplete licence applications**

Where an application is missing information that is required as part of the application process, one opportunity will be offered to supply the correct information (administration charge payable). Where information is still not supplied as required to comply with the requirements of an application the application will be returned. The applicant will be deemed to have not made a valid application and may be at risk of further investigation for failing to licence the property.

**This policy will be reviewed on an annual basis to maintain accuracy, in order to secure the level of service given to the public.**

