



Oadby & Wigston

BOROUGH COUNCIL

Law & Democracy
Democratic Services

TO COUNCILLOR:

R H Adams
N Alam
S S Athwal
L A Bentley
G A Boulter (Chair)

L M Broadley
F S Broadley (Vice-Chair)
J K Chohan
H E Darling
F S Ghattoraya

C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

I summon you to attend the following meeting for the transaction of the business in the agenda below.

Meeting: Service Delivery Committee
Date and Time: Tuesday, 13 June 2023, 7.00 pm
Venue: Council Offices, Bushloe House, Station Road, Wigston, Leicestershire, LE18 2DR
Contact: Democratic Services
t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices
Wigston
05 June 2023

Anne E Court
Chief Executive



Meeting ID: 2505

ITEM NO.

AGENDA

PAGE NO'S

Live Stream of Meeting | Instructions

This meeting will be live streamed.

Press & Public Access:

YouTube Live Stream

A direct link to the live stream of the meeting's proceedings on the Council's YouTube Channel is below.

<https://www.youtube.com/watch?v=af1a4xp00-w>

1. Apologies for Absence



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

Refuse & Recycling Centre: The Depot, Wigston Road, Oadby, Leicestershire LE2 5JE

Tel: (0116) 288 8961 **Fax:** (0116) 288 7828 **Email:** csc@oadby-wigston.gov.uk



oadby-wigston.gov.uk

~ Page 1 ~



OadbyWigstonBC



@Oadby_Wigston

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.

2. **Appointment of Substitutes**

To appoint substitute Members in accordance with Rule 26 of Part 4 of the Constitution and the Substitution Procedure Rules.

3. **Declarations of Interest**

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

4. **Minutes of the Previous Meeting**

4 - 7

To read, confirm and sign the minutes of the previous meeting in accordance with Rule 19 of Part 4 of the Constitution.

5. **Action List Arising from the Previous Meeting**

To read, confirm and note the Action List arising from the previous meeting.

6. **Petitions and Deputations**

To receive any Petitions and, or, Deputations in accordance with Rule(s) 11 and 12 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.

7. **Corporate Performance Update (Q4 2022/23)**

8 - 59

Report of the Head of Customer Service & Transformation

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Agenda Item 4

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT THE COUNCIL OFFICES, BUSHLOE HOUSE, STATION ROAD, WIGSTON, LEICESTERSHIRE, LE18 2DR ON TUESDAY, 14 MARCH 2023 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
 Vice-Chair



Meeting ID: 2300

COUNCILLORS

Mrs R H Adams
L A Bentley
D M Carter
Mrs H E Darling JP
F S Ghattoraya
Mrs S Z Haq
J Kaufman
K J Loydall
Mrs S B Morris

OFFICERS IN ATTENDANCE

T Bingham Strategic Director / Section 151 Officer
Z Bradford Safety and Resilience Officer
B Bull Head of Finance / Deputy Section 151 Officer
D M Gill Head of Law & Democracy / Monitoring Officer
C Harrison Climate Change Officer
T Hatton Head of Customer Service & Transformation
A Thorpe Head of Built Environment
S Wheeliker Democratic & Electoral Services Officer

OTHERS IN ATTENDANCE

J W Boyce

28. **APOLOGIES FOR ABSENCE**

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

29. **APPOINTMENT OF SUBSTITUTES**

None.

30. **DECLARATIONS OF INTEREST**

None.

31. **MINUTES OF THE PREVIOUS MEETING**

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

Service Delivery Committee
Tuesday, 14 March 2023, 7.00 pm

Chair / Vice-
Chair's Initials

The minutes of the previous meeting held on 29 November 2022 be taken as read, confirmed and signed.

32. ACTION LIST ARISING FROM THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The action list from the previous meeting held on 29 November 2022 be noted.

33. PETITIONS AND DEPUTATIONS

None.

34. CORPORATE PERFORMANCE UPDATE (Q3 2022/23)

The Committee gave consideration to the report and appendices (as set out on pages 8 – 62 of the agenda reports pack), which asked it to note the update on the progress achieved during the third quarter against achieving the Council's Corporate Objectives.

In response to the Chair's query, it was confirmed that the Council carried out its own inspections of void properties rather than the contractor.

Councillor R H Adams left the meeting at 7:42pm and re-entered at 7:43pm.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

35. CUSTOMER EXPERIENCE STRATEGY CONSULTATION RESULTS

The Committee gave consideration to the presentation (a copy of which is attached to this minute) by the Head of Customer Service & Transformation, which asked it to note the results of the Customer Experience Strategy Consultation.

The Committee raised concerns about the planned 30-minute lunch closures at the new customer service reception at Brocks Hill and queried whether the reception role could be split into two-part time job share roles. The Committee was advised that the role could be advertised as both a full time (35 hours) role and as two-part time roles at the same time. The team would still need to review/interview candidates based on merit. If a job share could be achieved the team would go with this route, if not the team would appoint a full time receptionist and the reception would close at lunch for 30 minutes. This was agreed and accepted by all.

Councillor R H Adams left the meeting at 8:15pm.

The Committee confirmed their wish that the three customer service appointment hubs be situated in the three town centres of Oadby, Wigston and South Wigston.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the presentation be noted.

36. CLIMATE CHANGE BASELINE STUDY

The Committee gave consideration to the report, appendices and presentation (as set out on pages 63 – 117 of the agenda reports pack), which asked it to note the outcomes of the Climate Change Baseline Study.

The Committee queried how many trees would need to be planted to offset the energy required to heat the leisure centre pools and Officers advised they will provide this information after the Committee.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

37. RETAINED RIGHT TO BUY RECEIPTS

The Committee gave considerations to the report and appendix (as set out on pages 3-8 of the agenda update pack) which asked it to note how the Council intended to allocate Right To Buy receipts through property acquisitions and development opportunities.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The contents of the report and appendix be noted.

38. REVIEW OF TOWN CENTRE PUBLIC BINS (2023)

The Committee gave consideration to the report (as set out on pages 118 – 119 of the agenda reports pack) which asked it to make a decision on whether to remove, repair or replace the town centre public bins on Bell Street in Wigston.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The metal style bins be removed and replaced as soon as is practicably possible.

THE MEETING CLOSED AT 8.49 pm



Chair / Vice-Chair

TBC

Agenda Item 7



Service Delivery Committee	Tuesday, 13 June 2023	Matter for Information
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Report Title: **Corporate Performance Update (Q4 2022/23)**

Report Author(s): **Trish Hatton (Head of Customer Service & Transformation)**

Purpose of Report:	To provide an update on progress during Quarter 4 of the 2022/23 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Plan 2019 - 2024. The report updates Members on the Council's key performance indicators with appendices for information on service updates, items of note from working groups and future events.
Report Summary:	<p>This report contains KPIs which relate to continuous improvement in line with our Corporate Plan 2019 – 2024 and statutory KPIs that have to be delivered as 'business as usual'.</p> <p>There are 44 Continuous Improvement Key Performance Indicators from our Corporate Plan 2019-2024. 40 are to be reported on in this Quarter 4 2022-2023.</p> <p>There are 24 are statutory Key Performance Indicators. 21 are to be reported for Quarter 4 2022-2023.</p> <p>For both continuous improvement and statutory reporting the Key Performance Indicators are categorised by each objective and service delivery arm.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system. There are two other ranks, a "blue" ranking and this is for indicators where work has yet to begin and a "white" ranking system where it is outside the control of the Council for delivery, and therefore cannot be ranked.</p>
Recommendation(s):	A: That the performance of the Council against its Corporate Objectives in delivering services be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Trish Hatton (Head of Customer Service and Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p> <p>Philippa Fisher (Strategic Director) (0116) 257 2677 philippa.fisher@oadby-wigston.gov.uk</p>
Strategic Objectives:	Our Council (SO1)
Vision and Values:	<p>"Our Borough - The Place To Be" (Vision)</p> <p>Customer & Community Focused (V1)</p> <p>Proud of Everything We Do (V2)</p> <p>Collaborative & Creative (V3)</p>

	Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Plan 2019 -2024
Appendices:	Appendix 1 - Operational Update Appendix 2 - Lightbulb Partnership Dashboard Appendix 3 - Customer Service Statistical Analysis Appendix 4 - Bi-annual Complaints Report Appendix 5 - Working Groups Update Appendix 6 - Forward Planning Events Calendar

1. Introduction

- 1.1 In January 2022 the LGA conducted a Peer Review. Two of the key recommendations were for a new vision and corporate plan to be created by Members. The vision was signed off in September 2022 and the new corporate plan is in development.
- 1.2 As a transition to the above Members agreed a new reporting approach on the Council's performance which was presented at the June 2022 Service Delivery Committee and Members agreed to.
- 1.3 As part of the Council's ongoing development to service performance management and reporting, 2022/23 sees us report on KPIs in two different ways. Firstly, continuous improvement in line with our Corporate Plan 2019 – 2024 and statutory KPIs that have to be delivered as part of legislative or legal duty as a Council (alongside the standard Finance Framework).
- 1.4 The Council has produced 44 new Continuous Improvement Key Performance Measures for 2022/23, and these measures relate to each of the Council's three Corporate Objectives as part of the Council's five-year Corporate Plan (2019-2024).

- 1.5 The Council has produced 24 Statutory Improvement Key Performance Measure for 2022/2023, these measures relate to each of the Council's three Corporate Objectives as part of the Council's five-year Corporate Plan (2019-2024). Statutory KPIs refer to those that the Council has to report and measure from a legislative, legal or need to report to a particular body.
- 1.6 These measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the Corporate Objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

2.0 Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's Corporate Objectives as set out in the Corporate Plan (2019-2024).
- 2.2 There are three main objectives, with these being:
- Building, Protecting and Empowering Communities
 - Growing the Borough Economically
 - Providing Excellent Services
- 2.3 There are Key Performance Indicators for our Corporate Plan Objectives. These are categorised by each objective and service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system.

There is also a "blue" ranking and this is for indicators where work has yet to begin, and therefore cannot be ranked.

Finally, there is a "white" rating where the indicator cannot be met due to circumstances outside of the Council's control. The scoring system has been applied using the following definitions:

Green Target fully achieved or currently on track to achieve target

Amber Indicator is in danger of falling behind target

Red Indicator is off target or has been completed behind the deadline target.

- 2.4 **Continuous Improvement Key Performance Indicators** - Out of the 44 indicators, 40 were due for reporting as at the end of Quarter 4 2022-2023.

Of the 40:

38 were Green status

1 were Amber status

1 were Red status

This equates to 94% Green, 3% Amber and 3% Red status. The following table identifies the Council's performance, by objective and service delivery section.

In comparison the third quarter of 2022-2023 (Oct, Nov, Dec) percentages were as follows: 90% Green, 10% Amber and 0% Red status

Performance Chart One – Continuous Improvement - Corporate and by Objective

Quarter Four 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	38	94%	1	3%	1	3%
Corporate Priority						
Building, Protecting and Empowering Communities	9	90%	0	0%	1	10%
Growing the Borough Economically	4	100%	0	0%	0	0%
Providing Excellent Services	25	96%	1	4%	0	0%

Performance Chart Two – Continuous Improvement - By Service Area

Quarter Four 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	38	94%	1	3%	1	3%
Department						
Built Environment	12	100%	0	0%	0	0%
Customer Service & Transformation	7	88%	0	0%	1	12%
Finance & Resources	10	100%	0	0%	0	0%
Law & Democracy	9	90%	1	10%	0	0%

2.5 Statutory Key Performance Indicators

Out of the 24 indicators, 21 were due for reporting as at the end of Quarter 4 2022-2023. Of the 21:

- 19** were Green status
- 0** were Amber status
- 2** were Red status

This equates to 90% Green, 0% Amber and 10% Red status.

In comparison the third quarter of 2022-2023 (Oct, Nov, Dec) percentages were as follows: 89% Green, 11% Amber and 0% Red status

The following table identifies the Council’s performance, by objective and service delivery section.

Performance Chart One - Statutory Key Performance Indicators – Corporate and Objective

Quarter Four 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	19	90%	0	0%	2	10%
Corporate Priority						
Building, Protecting and Empowering Communities	5	100%	0	0%	0	0%
Growing the Borough Economically	0	0%	0	0%	0	0%
Providing Excellent Services	~ Page 10 ~	88%	0	0%	2	12%

Performance Chart Two - Statutory Key Performance Indicators – By Service Area

Quarter Four 2022/23	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	19	90%	0	0%	2	10%
Department						
Built Environment	10	100%	0	0%	0	0%
Customer Service & Transformation	0	0%	0	0%	0	0%
Finance & Resources	3	60%	0	0%	2	40%
Law & Democracy	6	100%	0	0%	0	0%

3.0 Built Environment Update

3.1 Exception Reporting – Built Environment

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 4 2022- 2023

Statutory Key Performance Indicators

There is no exception reporting for Quarter 4 2022- 2023

4.0 Finance Update

4.1 Exception Report – Finance

In order to highlight potential areas for improvement, this section details the targets that have been given a “Red” or “Amber” Status for the Finance section.

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 4 2022- 2023

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
Providing Excellent Service PES 15 (s)	Council Tax Collection Rates	97.5%	96.86%. 0.64% short of target, and 1.51% improvement on previous year.	Red
Providing Excellent Service PES 16 (s)	NNDR Collection rate	98.5%	96.24%, 2.26% short of year-end target. 1.85% improvement on previous year. Senior Officer has now started and the team will be at full strength in Q1 2023.	Red

5.0 Customer Service & Transformation Update

5.1 Exception Reporting of Customer Service and Transformation

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Customer Service and Transformation.

Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
BPE 3	To continue to increase the amount of materials recycled by borough residents, through educational programmes	To deliver educational programmes via Borough Forums and promotional opportunities in order to achieve a minimum recycling rate of 45%.	Recycling rate is 41.5%. This has increased from the previous quarter, but still falls under the original target. We have benchmarked yearly figures against the other local district and borough Councils and all but one Council are in a very similar position seeing recycling rates reduced below 45%	Red

Statutory Key Performance Indicators

There are no exception reporting for Quarter 4 2022- 2023

6.0 Law and Democracy Update

6.1 Exception Reporting – Law and Democracy

In order to highlight potential areas for improvement, this section details the targets that have been given a 'Red' or 'Amber' status for Law and Democracy.

Continuous Improvement – Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
PES 17	New reports and decision-making workflow process	Scoping out, implementing and training officers on a new, streamlined internal reports and decision making-process to make forward planning more effective and efficient.	No progress has been made on this project in quarter 3. This is due to section officer time and resources being diverted to: the successful completion of the annual canvass and publication of revised register in December 2022; early May 2023 election planning; servicing of additional ordinary and extraordinary council and committee meetings; and induction and training the newly-appointed solicitor into the service from October 2022.	Amber

			With anticipated election planning to take up time and resources in quarter 4, it is proposed that this project be delayed until the new municipal year 2023/24. The existing internal reports and decision-making workflow process is sufficient enough for the time being to allow business continuity.	
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Statutory Key Performance Indicators

There is no exception reporting for Quarter 4 2022 - 2023

Appendix 1



Service Delivery Committee

Operational Updates – Quarter Four – 2022 – 2023

BUILT ENVIRONMENT UPDATE

Planning

Customer satisfaction in relation to planning applications and decision making has been steadily improving since March 2022. Initial surveys illustrated overall customer satisfaction of 62 per cent; this has now risen to circa 90 per cent in the January 2023 surveys. Customer satisfaction dipped slightly for the February 2023 month due to decision timescales increasing, however this was down to a number of applications being submitted during the office Christmas closure period (8 weeks prior to February).

During the same period the number of extensions of time required for planning application decisions has declined noticeably from 98 per cent in March 2022 to 38 per cent in March 2023. The team is committed in continuing the upward trend in customer satisfaction and downward trend in the need for extensions of time. In addition, during this 4th quarter, all of the statutory Government targets have been exceeded as well as local Key Performance Indicators, with 100 per cent of all major planning applications determined in time against the Government target of 70 per cent, and 92 per cent of all non-major planning applications determined in time against the Government target of 70 per cent.

Economic Regeneration

Lucy Harkins has recently joined the Council as Economic Development Officer. This is enabling us to refocus the work of the team, in particular, through the preparation of a new Economic Development Strategy. A key part of this will be looking at how the Council can best engage with, and support, businesses in the Borough. The document is still in the early stages of preparation, and we will keep Members informed and involved as the process continues.

The Team is also working on delivering the Council's UK Shared Prosperity Fund (UNSPF) Investment Plan. We are currently in year 2 of the three-year programme. The Fund has enabled us to provide two new posts filled by Sheka Richardson (UKSPF Administrative Co-ordinator) and Raheema Caratella (Town Centre Projects Officer). This is a full-time post and will work closely alongside our Town Centre Manager, significantly increasing the amount of resource the Council can provide towards supporting town centre businesses and delivering events in our town centres.

Further reports and updates will be provided to Members as the various UKSPF projects are developed and implemented.



Housing

2022-23 Homelessness Management

The Housing Options Team processed an average 21 homelessness applications per month during 2022/23. This number of applicants was managed through the following routes, which are the different levels of Homelessness management:

- **86 went into Prevention Duty** – If an applicant is threatened with homelessness within 56 days they will be owed the Prevention Duty. During the Prevention Duty we will take reasonable steps to prevent an applicant from becoming homeless, regardless of priority need status, intentionality and whether they have a local connection.
- **101 went into Relief Duty** - If an applicant has not been prevented from becoming homeless under the Prevention Duty, they will be owed a Relief Duty. During the Relief Duty we must take reasonable steps to help an applicant secure suitable accommodation. The Relief Duty lasts for up to 56 days and is available to all households who are homeless and eligible, regardless of whether they have a priority need.
- **64 went into Main Homelessness Duty** – If we accept the main homelessness duty to an applicant, we must secure that suitable settled accommodation becomes available to the applicant, providing suitable temporary accommodation in the interim. In most cases the main homelessness duty is discharged via an offer of social housing. However, under the Localism Act (2011) we can discharge our duty via a fixed-term assured shorthold tenancy in the private rented sector with a minimum term of 12 months.

Of the 64 applicants that we have accepted a main homelessness duty to in 2022-23;

- 24 households have accepted a social housing tenancy
- 2 households have accepted a private rented sector tenancy
- 1 household lost their temporary accommodation through their own actions, bring the Council's duty to an end

At year end the Housing Options Team will carry forward the remaining 37 households who we owe a Main Homelessness Duty to in addition to the 5 households carried forward from 2021-22.

Of the 42 households who are owed a Main Homelessness Duty

- 12 family households are in temporary accommodation
- 9 single/couple households are in temporary accommodation.

We use Bed and Breakfast (B&B) establishments as temporary accommodation for single/couple applicants. In exceptional circumstances we may use B&B accommodation to accommodate families, this is whilst more suitable temporary accommodation becomes available or is found by the team.



The team has made significant improvements in recovering the cost of temporary accommodation, when measured against the previous year performance. At year end in 2021-22 the recovery rate of temporary accommodation costs was approximately 71%. (£188k recovered of £266k spent),

By the end of Q4 in 2022-23 the team had recovered 98% of the costs associated with the provision of temporary accommodation, recovering £315k of £322k spent on temporary accommodation.

2022-23 Void Property Management

A property void period is defined as the time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts.

The Housing Team performance manage void times in order to ensure that properties are let as quickly as possible and the loss of rent due to a property being left unoccupied is kept to a minimum.

At year end the average time to relet a property was 43.40 days. The team is working hard to bring the average void time into top quartile performance (25 days average), and has reduced the number of days a property is void by 26 days in the last year. The intention is for the team continue on the same trajectory and to achieve upper quartile performance within the next two years.

Fiscal Year	2020-21	2021-22	2022-23
Total Days Void	4,964	5,513	2,908
Total Number of Lets	66	79	67
Average Void Time	75.21	69.78	43.40

Table 1

The Housing team has procured UK Gas Services (based in Leicester) as the preferred contractor for void works. They commenced in January 2023.

UK Gas are experienced in delivering property upgrades ranging from boiler replacement through to Kitchen and Bathroom upgrades as well as general property maintenance.

The Council processes approximately 60 void properties per year. The range of works required include minor voids which require safety checks and cleaning to major refurbishment works which could include kitchen and bathroom replacements.

This new contract partnership will look to help reduce the time properties are void during re-let works, whilst providing a quality product to the incoming tenant.

Uk Gas Services attend weekly operational void management meetings, as well as contract performance meetings.

All void works are raised and ordered by the Repairs and Maintenance Team and the Repairs and Void Inspector completes post inspections to ensure quality of work has been delivered before the property is let.



Income Management

The Income team has made significant improvement in the management of rental income and controlling current tenant arrears.

At the end of Q4 the percentage of current tenant arrears as a proportion of expected rent income (expected income £5,086,000) was 3.36% (current tenant arrears £171K).

Since 2018 current rent arrears had been steadily increasing, as illustrated in table 2.

Year End	% of rent arrears as a proportion of expected income
Mar-18	2.26%
Mar-19	3.22%
Mar-20	3.90%
Mar-21	3.89%
Mar-22	4.33%
Mar-23	3.36%

Table 2

At the end of Q4 2022-23 the team has reversed the annual trend of increasing current tenant arrears. At 3.36% we are now at pre-pandemic levels in terms of the value of current tenant arrears.

Lightbulb

The Lightbulb project helps support the residents of Leicestershire to remain safe and well in their own homes. Lightbulb brings together, a range of support such as aids and adaptations, energy advice, home safety, home improvements and support with the transition from hospital to home.

Lightbulb is a partnership of the District Councils in Leicestershire with the primary function of delivering the Disabled Facilities Grant scheme.

The Q4 Partnership Highlight Report and Disabled Facilities Grant Performance Reports are included at Appendix 2

In summary Q4 performance show that 6 major and 80 minor adaptation request have been processed by the team.

The average completion time is just under 25 weeks. There were three complex cases such as those involving children and ongoing from the pandemic that pushed up the average completion time, if these three cases were removed from the calculations the average completion time would be approximately 19 weeks.



The Home Gadgets Project is designed to support Leicestershire residents by offering a range of housing support solutions, to enable people to stay safe and well in their homes. At the end of Q4 the project has received approximately 770 referrals (42 referrals from residents in Oadby and Wigston) into the scheme.

Types of equipment that is provided through this scheme include:

- A digital calendar displaying the date and month
- Remote control blinds
- Smart hub
- Pill dispenser
- Pen reader

Lightbulb Delivery Document The Lightbulb partnership is currently developing a Delivery Document. The Lightbulb scheme will be reviewing the current offer and what are the needs of the scheme going forward. Over the coming months Lightbulb will:

- ensuring that any changes in DFG legislation, health, and social care practices are included within the document and the delivery of the Lightbulb scheme
- Review current structure and what the structure needs to look like for the model going forward.
- Look at the current service delivery model and review feedback from service users and Partners
- Evaluate the pilot schemes (Safe Spaces, Home Gadgets)

Members can be expected to be consulted with over the coming months and their feedback will be incorporated into the Council's input into the Delivery Document.

FINANCE UPDATE

Revenues and Benefits

Benefits

The Benefits team is responsible for the administration of Housing Benefit and Council Tax Support as well as facilitating the implementation of Universal Credit which will ultimately replace Housing Benefit for most working-age claimants. Demand on the Discretionary Housing Payment scheme which supports those most vulnerable with their housing costs remains high, and lots of work has been done to ensure that the right people are supported through the cost-of-living crisis. Processing of change of circumstances documents by the team remains the fastest in Leicestershire, and significant work has been done to ensure DWP claim intervention targets for 2022-23 were met.

Revenues

The Revenues team is responsible for administering and collecting £34.6m of Council Tax and £12.2m of National Non Domestic Rates which is done on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council. Over 24,000 annual bills were produced and issued in Q4, and the team have handled a significant spike in telephone calls, maintaining an answer rate above 87%.



Revenues Calls

Quarter 4	Jan	Feb	Mar
Number of calls	1169	1112	1492
Number of calls answered	1048	978	1292
Percentage answered	90%	88%	87%
Number of abandoned calls	121	134	200
Average wait time before abandonment	3:37	4:17	3:56

Performance is measured through a comprehensive series of indicators which are reported to the appropriate management team. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

Collection Rates

Collection Rates for Council Tax are 0.64% lower than target, and 1.51% higher than the same point last year. Business Rates collection is down by 2.26% against target, but up 1.85% against the same point last year. Work continues with the collection rate improvement plan, and vacancies approved in the restructure are recruited to and the team will be at full strength in Q1 2023.

Percentage of Debit Collected (Cumulative)	January	February	March
	%	%	%
Council Tax			
Target Rate	94.42%	96.76%	97.5%
Actual Collection Rate	92.56%	94.69%	96.86%
Actual Collection Rate 2021/22	93.08%	94.85%	95.35%
National Non-Domestic Rates (NDR)			
Target Rate	90.23%	94.52%	98.5%
Actual Collection Rate	88.67%	92.57%	96.24%
Actual Collection Rate 2021/22	81.73%	88.48%	94.39%

Property Statistics

Direct debit take-up remains high due to the energy rebate payments, which reduces the work required to collect payments. The drop in DD take-up expected post energy rebate has not materialised.

	January	February	March
No of Council Tax properties	24,023	24,048	24,066
No of Council Tax Direct Debits	18,544	18,472	18,565
No of Single Person Discounts	7,585	7,603	7,613
No of Businesses	1,420	1,418	1,422
No of Businesses in receipt of Small Business Rates Relief	668	641	643



CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Customer Service Improvement

The Customer Service improvement team have been working with heads of service and managers to stretch or improve service standards targets for 23/24 . These new standards are more ambitious and fully auditable ensuring improved efficiencies and continuous improvement in day to day performance.

Work has started on improvements to our Learning Pool platform to make it more user friendly and relevant to staff. A Learning Pool focus group has been created to train and develop a group of staff to be able to write, change and update E Learning courses. This will increase resilience in this area across the Council ensuring courses are up to date and customised. The group will also work together to ensure learning materials (both mandatory training and development training) are fit for purpose and relevant to staff.

Communications and Marketing

Our email subscription service

Measure	Q4 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	6,785	+40.6%	16.2%

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,038 household properties in the borough.

Measure	Q4 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	84.1%	+9%
Open rate	56.4%	+8.1%
Bulletins sent (in quarter)	58	-5
Email delivered (in quarter)	57,981	+0.64%



Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	109	No change
Community & Voluntary Sector	1,747	+36.2%
Community Safety, Crime & Anti-Social Behaviour	226	N/A (new topic)
Consultations & Surveys	1,912	+31%
Council News & Information	3,832	+142.1%
Health, Wellbeing, Sport & Leisure	3,356	+17.2%
News for Businesses	790	+9.7%
News for Council Tenants*	465	+25%
Private Sector Housing News	574	No change
Recycling, Refuse & Bin Collections	3,519	+157.4%
Sports Clubs	13	No change
What's On & Events	2,001	35.9%

* There are 1,203 council properties in the borough

Press releases

The following links are to press releases sent by the authority during this time period.

[Leisure centres open as warm hubs](#)

[Borough council secures £1.3m for local investment after agreeing UKSPF Investment Plan with Government](#)

[Photo ID is being introduced for local elections in May](#)

[Oadby businesses support town's campaign for Plastic Free status](#)

[Proposal to dispose of land in Oadby Reflection Garden rejected following consultation](#)

[Oadby & Wigston's blooming success recognised nationally](#)

[Borough Council sets its 2023/24 budget](#)

[Councils team up to boost sports and well-being activities](#)

[Queen Elizabeth II memorialised in Wigston tree planting ceremony](#)



Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	3,964	+3.3%
Number of posts	120	+9.1%
Post reach*	43,577	+18.9%
Engagement – reactions, comments, likes and shares	2,300	-3.3%

Measure	Twitter	Comparison to previous quarter
Number of Followers	2,616	+1%
Number of posts	103	-6.3%
Post impressions*	36,700	-1.6%
Engagement – reactions, comments, likes and shares	546	-52.8%

*Facebook and Twitter use different terminology to track similar figures. In using 'Reach', Facebook are telling us the number of **unique people** that saw at least one of our posts. In using 'Impressions', Twitter is telling us the number of times our tweets were seen overall.

IT Team

Throughout Q4 the IT team have been ensuring all end of year processing for relevant teams were complete and have been planning/configuring the new network at Brocks Hill to ensure the building matches the needs of the users. Bushloe House network is still being minimised in anticipation of the office relocation to Brocks Hill. Preparation work to ensure all users devices and external hardware is ready for the May election was also carried out in Q4.

See key information of service delivery below:

	Type	Jan	Feb	Mar
Number of contacts	Phone	204	185	205
	Walk-in	10	8	11
	Email	3	13	5



Standard	Target	Jan	Feb	Mar
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	0.9 days	0.9 days	0.7 days
Turn-around time for new starters set up	5 working days	All within 5 days	All within 5 days	All within 5 days
Overall system uptime	99.9%	100%	100%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

	Jan	Feb	Mar
Major changes completed by IT team	Academy patching for year end Integra patching/upgrade Completed Mobile Phone replacement Uniform Live Upgrade complete	Document management system patches and category amendments Orchard externally hosted network configuration Other IDOX patches	Uniform CCF Upgrade For planning Changes required to proceed with Council Tax & Benefits end of year processing Configuring Depot ready for more users

Refuse and Recycling

There has been an overall reduction of 61.68 tonnes in the refuse collected, this is a 2.5% reduction compared to Q4 2021-22.

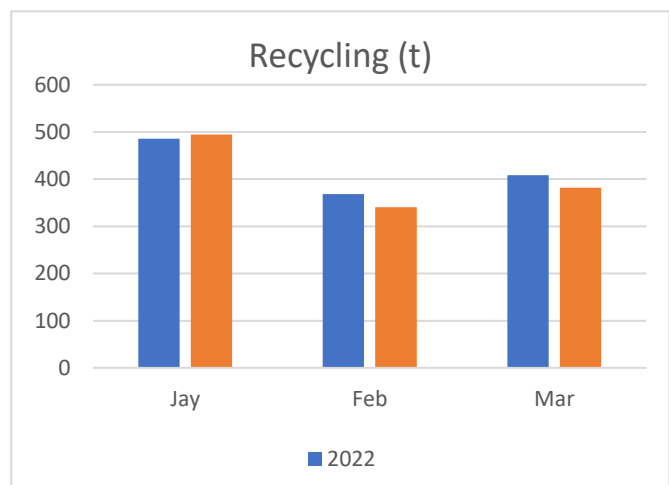
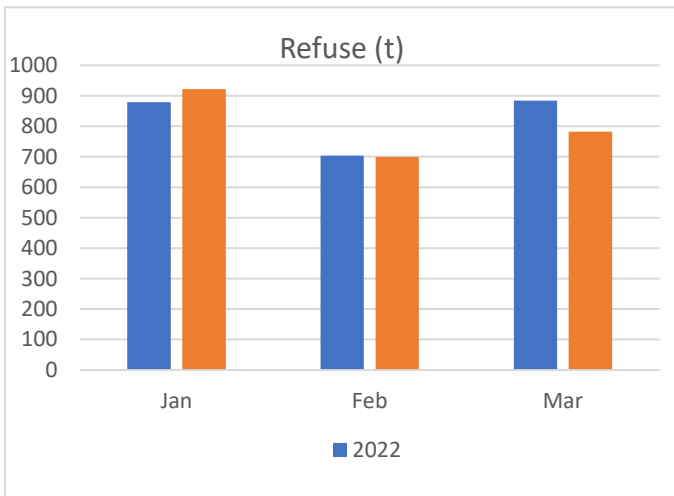
For the recycling tonnages, there has also been a reduction of 44.66 tonnes in Q4 2022-23 compared to Q4 2021-22. This translates to a 3.54% reduction of recycling collected between these periods.

Comparison for green waste during January and February is unavailable due to the non-collection over the winter months. The amount of green waste collected during March 2023 has reduced by 24.48 tonnes compared to March 2022, this equates to a reduction of 11.72%.



Officers were requested to report back as to why recycling rates had dropped. The general consensus is that recycling rates have dropped from 2021-22 to 2020-2021 is that during COVID there was an increase in waste generally, and this was because more people working from home. In 2021-2022 the recycling rate has decreased to what it was near to pre-COVID.

A benchmarking exercise was completed across the whole of Leicestershire. All Councils but one, send their recyclables to Casepak and their recycling rates have all fallen. The one Council that has seen its rate rise, processes its own recycling at their depot and therefore they are able to capture more recyclables.



The chart below shows the breakdown of tonnage of the total waste collected per month

Waste Type	Jan		Feb		Mar	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	0.00*	N/A	21.00*	1.91%	184.46	13.06%
Recycling	494.86	33.55%	340.80	30.99%	382.00	27.04%
Refuse	922.36	62.54%	699.50	63.61%	782.78	55.41%



*Garden waste collection service ceased 05/12/22 for winter collection break and restarted 27/02/23

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

All the high risk food inspections for the year and the backlog since 2020 (pre covid) have now been completed. The remainder (low risk) are being programmed for completion during 2023/24. Compliance rates are good with 90% achieving satisfactory or higher. Focus will be on the poorer performers and new businesses that have been triaged. On business is now subject to legal proceedings due to issues with management and waste.

Sampling from food businesses will commence in 2023/24 to ensure food which is produced is safe to eat and this will complement our inspection programme. Food Standard Agency checks on our performance throughout the year have been positive.

In 2023/24 we will undertake a duty of care campaign to support our smaller businesses and ensure they can comply with the waste requirements.

At the next Licensing and Regulatory Committee the annual Food Service Plan will be shared with members and officers will be present to talk through the recently approved Food Safety Enforcement Policy and how it is applied practically to our work.

Day to day work was busy and wide ranging with a number of welfare burials to process, fly tips to investigate and service requests to investigate. The Council will take part in a countywide campaign during 2023/24 with the aim to raise awareness of fly tipping, its impact and cost. This will be supplemented by greater use of covert cameras in known county hot spots to deter would be offenders and hopefully catch those who flout the law.

All businesses regulated for pollution control (petrol stations, dry cleaners and lead smelters) have been issued new permits.

Recruitment has started for the Apprentice Regulatory Compliance Officer role based in the environmental health team. It is envisaged that the successful candidate will study part time for a qualification while working with us to become a future Environmental Health Technical Officer.

A new contract to provide our dog warden services started on 1 April 2023. Our provider will be Animal Care Services Midlands Ltd and officers visited the new facility to finalise arrangements for handling our strays and patrol requirements.

The Blaby Road air quality project run jointly with Public Health, Leicestershire County Council, GPs, CCGs (Clinical Commissioning Groups) the South Leicestershire School Sport Partnership and the Respiratory Working Group has been finalised. This will deliver a number of interventions across the school year and involve the collection of more real time particulate data. This work stream will now be recognised as a key part of the Joint Strategic Needs Assessment (JSNA) revisions and update.



Private Sector Housing

LAD3 and HUG1

The Local Authority Delivery (LAD) programme and Home Upgrade Grant (HUG) (for off gas properties) delivery highlights below. These programmes are designed to fund energy efficiency measures such as cavity wall insulation, loft insulation, solar panels and external wall insulation for households who are on low income.

HUG is currently beginning the close down process.
Grant Funding Allocated - £583,000
Grant Funding Spent/Committed - £467,844.43
Properties Completed - 42
Measures Installed – 86
Properties Outstanding - 9
Measures Outstanding – 9

Additional funding of £298,000 has been requested and this will come from an underspend pot held by Midlands Net Zero Hub. We are currently awaiting an award letter.

Selective Licensing update

Q4	Licenses issued	Income
Number of rented properties - 816	Pending – 108	£595,344
Number of applications received - 803	Issued – 664	
Number of Exemptions – 1 Number of empty properties – 16	Withdrawn – 31	

Enforcement activity continues with 39 notices of intent served. Of these 25 are now being progressed where we are either investigating or considering further enforcement action.

Empty Homes

The Empty Homes Strategy was approved in March and the first update report will be made available after quarter 1.

Social housing decarbonisation programme

The team are working with our Housing Team to deliver this 2 year project for our housing stock.

Ongoing service requests

There are 63 ongoing cases the team are involved including filthy and verminous premises, general disrepair issues and dealing with houses in multiple occupation.



Licensing

Work to improve our systems commenced and along with other changes planned during 2023/24 this will ensure we can offer a service which ensures all businesses are licenced and regulated appropriately.

During 2022/23 over 480 applications were processed for private hire and taxis and we currently have approximately 150 premises licences, 696 personal licences and 10 club premise licences.

Several enforcement matters were handled from dealing with a magistrates court appeal against a refusal to issue a driver's license (which was upheld) to working with immigration and trading standards on an investigation into a licensed premises in South Wigston and joint working with the Police on an illegal animal breeding investigation.

Community Lottery

Work progresses on setting up our new community lottery and we now have a licence from the Gambling Commission. There will be a good cause launch during quarter 1 to promote followed by the first draw in July 2023.

Corporate Assets

Following the resignation departure of the Cemetery Admin Assistant at the end of Q3, recruitment has led to a new officer being appointed to the role. The new officer started during the 3rd week in January and spent much of Q4 training and learning the skills required to cover this role and that of the Allotments Officer.

In addition the cemetery Sexton announced his retirement which took place at the end of April. Through succession planning, the Sexton role was taken up by the in-post cemetery assistant and that job was subsequently advertised for.

Clean and Green has one member of staff on long term sickness – the small pavement sweeper driver role. The sweeper has been off the road as a result of the sickness and breakdowns since July – and has only operated for approximately four weeks. We cannot plan longer term for this role as yet on a permanent arrangement.

The two vacant Clean & Green roles were advertised and recruited to in Q4 – one member of staff each for clean and also green. This will prevent the need for the cleansing roles to be covered by Green team members along with capacity to provide an adequate level of maintenance on the grounds.

A Clean & Green team Supervisor role was also appointed to.

The winter work programme was completed across most of the parks and green spaces and machinery and equipment was serviced as required in preparation for the 'growing seasons'.



Corporate Assets facilitated a number of office moves in preparation for moving out of Bushloe House with resources being applied to both the Depot and Brocks Hill.

Car parking. East Street had a break-in/theft from the parking machine on site resulting in the cash box/contents being stolen. Quotations were sought for the replacement of the cash box and the installation of additional security measures on the machines.

Preparations are ongoing for the coming season and assistance continues to be given to the Project team to ensure a smooth transition to the new Brocks Hill offices.

Community and Wellbeing

Leisure Services

The report covers the start of the calendar year which is notoriously one of the busiest periods for the Leisure industry as customers come out of the Christmas period having indulged somewhat and decided to join the local health and leisure provision to make amends. It also covers the first full quarter following the heavily invested refurbishment of the Gym at Wigston and the opening of a major competitive fitness offering near the parade in Oadby.

We continue to deliver on a wide ranging offering of facilities and activities and to aid this have recently appointed into a new role of Active Communities Manager whose position is to engage within the community to provide for a greater offering and one that is tailored to delivering on the councils health and wellbeing strategies and initiatives.

Review:

This review is based on the leisure centres operating for the whole quarter and no closures.

An average attendance of 53,000 per month, came to the leisure centres during the quarter which is in stark contrast to the previous year where the average attendance was over 57,300 customers per month coming through the doors, we attribute this downward trend on two major factors which was the introduction of car parking charges in January of 2022 and the opening of the New Gym Group in Oadby. This trend has continued from the previous quarter where we reported a downward turn of over 16,000 users like for like on the previous year.

Description	2023				2022				Variance
	Jan	Feb	Mar	Total	Jan	Feb	Mar	Total	
Swimming	26,492	23,741	23,917	74,150	27,240	25,844	29,569	82,653	-8,503
Gym/Fitness Classes	23,322	20,919	22,973	67,214	26,222	25,146	28,227	79,595	-12,381
Sports/Activities	6,220	6,637	4,802	17,659	3,573	3,690	2,784	10,047	7,612



Activity Total	56,034	51,297	51,692	159,023	57,035	54,680	60,580	172,295	-13,272
Spectators	12,300	11,615	12,592	36,507	10,800	10,592	11,919	33,311	3,196
Grand Total	68,334	62,912	64,284	195,530	67,955	65,888	72,691	206,534	-11,004

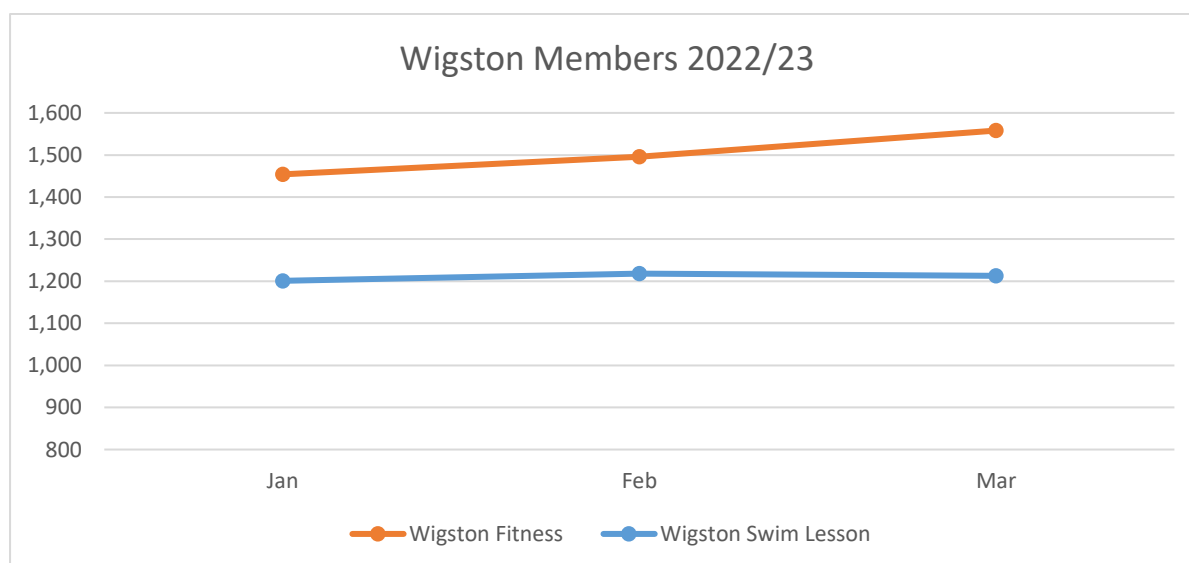
Membership	Jan	Feb	Mar	Ave	Jan	Feb	Mar	Ave	Variance
Gym	4,457	4,368	4,373	4,399	4,963	4,753	4,827	4,848	-448
Swim Lessons	2,949	2,975	2,950	2,958	2,693	2,739	2,782	2,738	220
Total	7,406	7,343	7,323	7,357	7,656	7,492	7,609	7,586	-228

Membership Numbers:

Fitness and Health Membership numbers have dropped by over 500 through the year like for like on January 2022, although we have noted an increase in Swimming Lesson provision at the centres as we continue the follow up post covid where a generation of children were not afforded the opportunity to learn to swim and parents attempt to catch up with delivering on this life skill.

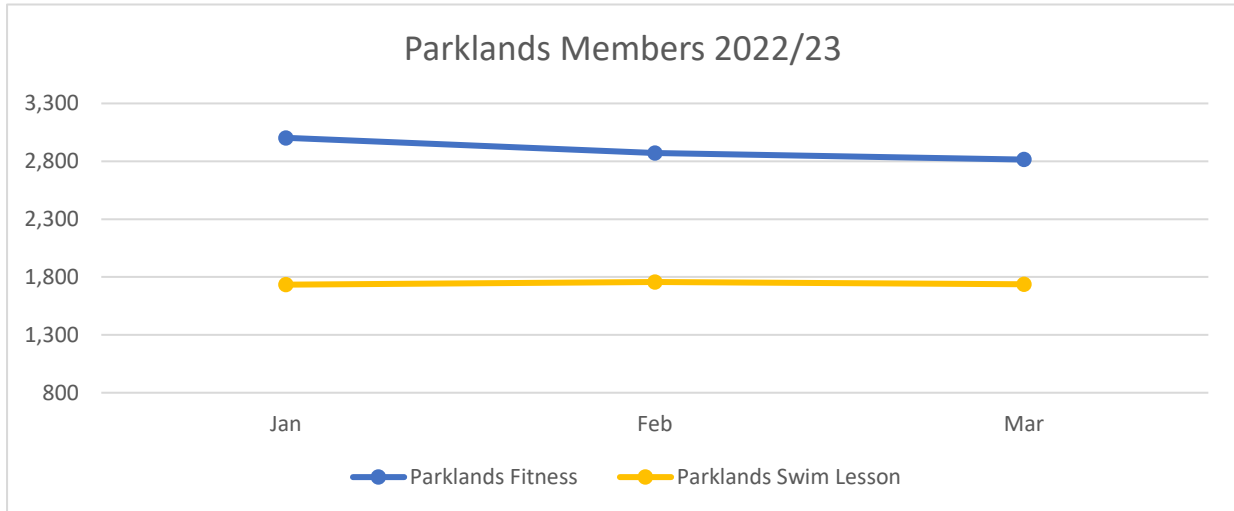
Membership numbers dropped particularly at Parklands despite our maintaining of the price point throughout the year. This following significant growth month on month in the previous year for fitness membership numbers, which we believe can be wholly attributed to the Car Park charging effect which has seen significant leavers directly citing the charges as reasons for leaving. This has impacted on the sites membership growth which would have ordinarily been expected particularly in January and February of the year. In addition the opening of 'The Gym' in Oadby in November of last year which we had not been made aware of has had a significant effect on new joiners and leavers, as they offer considerably cheaper membership prices coupled with free parking that we cannot offer.

Wigston: Total Members:





Parklands: Total Members:



Community Well-Being:

The Leisure Centres have been very busy this Quarter looking to deliver the years Community Well Being Plan and this has included

- Free Weekly Children's soft play sessions for the Memphis Charity Group.
- Free Family Activity Sessions in partnership with Children's and Family Well Being Service and OWBC
- Free Coffee for VASL Carers
- Free Memberships for Care Leavers (2 participants referred)
- Free Memberships for PARS
- Free Memberships for Ukrainian Refugees and over 50 free memberships distributed.
- Free Memberships for Parkinson's sufferers and their carers with over 40 free memberships provided for
- Free Swimming Sessions for disabled swimmers (just over 800 in the quarter and shy of 2000 for the year).

We have provided for over £19,000 of free activities included within the above and it is pleasing to be able to offer these activities / memberships at small to no cost across to the community as we identify the value that this brings to increase the health and wellbeing benefits of the whole community.

General:

We continued to be pleased with the centres delivering a vital community role and engaging with many thousands of people throughout the year but note as in previous reports that from history that we could be a lot busier.

There are a number of factors that has caused the centres not to return to numbers that we once hit pre COVID, including

- car parking charges being introduced which has certainly impacted on numbers through the door.



- The budget gym opening on the doorstep of the sites with free parking
- The cost of living crisis which is certainly making users look at their leisure spend more so than ever before.

We then couple the declining usage with increased costs to operate particularly utility costs which have risen some 50% in the last year on and it makes for a difficult picture moving forward. However we have tried to mitigate some of these issues with significant investment into the Wigston Gym Refurbishment Programme which included a full decoration and complete equipment replacement in November at a cost of over ¼ £million. We have also invested in over £70,000 of green initiatives including lighting and building management systems to help ease the burden of the utility rises as we are further continuing to explore how we can attract users back through the door and our extensive community wellbeing plan, although doesn't help in income generation, does help with increasing participation and means that we can look to meet the needs of the vulnerable community members further.

Health and Wellbeing

Q4 saw Active Oadby and Wigston continue their **14** programmes within the local area. This included re-establishing the ladies only walk in Oadby with the lighter evenings and better weather. This as well as joining up with a local Pilates instructor to further add an offer to the Active Ladies community that has been building over the past 8/9 months.

Active Oadby and Wigston has supported the Primary Care Network along with providing equipment support for the weekly ran Hub Club sessions in Wigston. Also, the team completed a community pop up event with LCC's Men's Weight Management team to promote an upcoming programme they are establishing locally. **10** new walk leaders were successfully trained (offering both face to face and online training) to lead our community walks moving forwards.

Numbers across all sessions are high with many being at full capacity. Planning is underway for a walking hockey session in Oadby after the team undertook CPD training and received equipment from England Hockey.

Referrals continue to be received from GP's, physio's, First Contact and other health professionals (as well as self-referrals) for members of the public in need of support with health, well-being and physical activity.

Youth Engagement

Youth Engagement remains a difficult workstream in line with the County and National pictures. The draft Youth Engagement Strategy prepared in Q3, laying out how the Council will work to address a depleted youth landscape, is now being refreshed ahead of PFD in June 2023 with newly available 2021 Census data.

This data became available to interrogate from a 'multi-variable' position in late Q4, enabling in-depth data analysis by Ward such as ethnicity by age, ethnicity by gender, and qualifications by age. These are all datasets utilised in the drafting of the Strategy that drew upon Census 2011 data which, being pre-Covid, no longer accurately represents the youth community in Oadby & Wigston. This data, once collated, will also be useful for a number of



internal and external partners whose input into the workstreams of the Youth Strategy will be invaluable.

Long-term, the Youth Council and associated workstreams are intended to restart following the May 2023 elections, and be tied heavily into the Youth Prevention and Diversion workstreams of the Community Safety Partnership as part of the Police and Crime Commissioner's current strategic plan.

The Council gained a Youth Engagement Activator (YEA) 1 day a week until the end of the school academic year. The YEA has commenced provision at South Wigston High School, working with students who are struggling mentally. Thus far, activities linked to boxing and tai chi have taken place across the year groups with positive feedback.

Community Safety

The budget figures given in the Q3 Service Delivery update are expected to remain accurate at the conclusion of the final 2022-23 tactical actions in the Community Safety Partnership's Delivery Plan. From Q1 2023-24 the Office of the Police and Crime Commissioner will be retaining the Partnership's funding allocation, as part of their Countywide funding reforms, with the Partnership required to submit 'bids' to the OPCC for funding for proposed projects. This will reduce the value of underspends in the Council's own budgets, with funding only being released for successful bids, with the full funding amount not being sent to the Council as a lump sum.

As of the end of February 2023 **135** responses had been received in the CSP Survey, with the survey to close on 19 March 2023. A large number of 'spam' responses were required to be removed from the data prior to the figure given being reached however, in what was a time consuming process; it is believed that these were attracted by the prize draw component of this year's survey, with steps being taken on the 'technical back-end' of the survey to prevent the volume of spam responses reoccurring. At present the top public concerns regarding community safety are 'Littering and Fly-tipping', 'Motor Vehicle and Traffic Concerns', and 'Drugs and Drug Related Issues'; all of these will be reflected in the CSP's plans in 2023-24.

Anti-Social Behaviour

The Anti-Social Behaviour (ASB) Officer has logged and investigated **17** reports of ASB in Q4, please see chart below for monthly breakdown:

Q4		
Number of ASB logged/investigated by ASB Officer: 17		
Number of incidents per month		
Jan 23	Feb 23	March 23
8	4	5



Of these 17 ASB reports, issues remained that of a wide range. Most common reports included 'Presence of drug dealers or users' and 'Verbal abuse'. Reports also included 'Inconvenient/illegal parking', 'Loud music' and 'Noisy neighbours'.

Investigations into each report lead to:

- **4** perpetrators being identified
- **3** perpetrators after investigations took place received no further action
- **1** perpetrator received a Notice of Seeking Possession from their landlord
- **1** perpetrator on a case noted on Q3's update as well as being served a Community Protection Notice has also been served a Notice of Seeking Possession by housing provider PA, due to continued ASB reports.

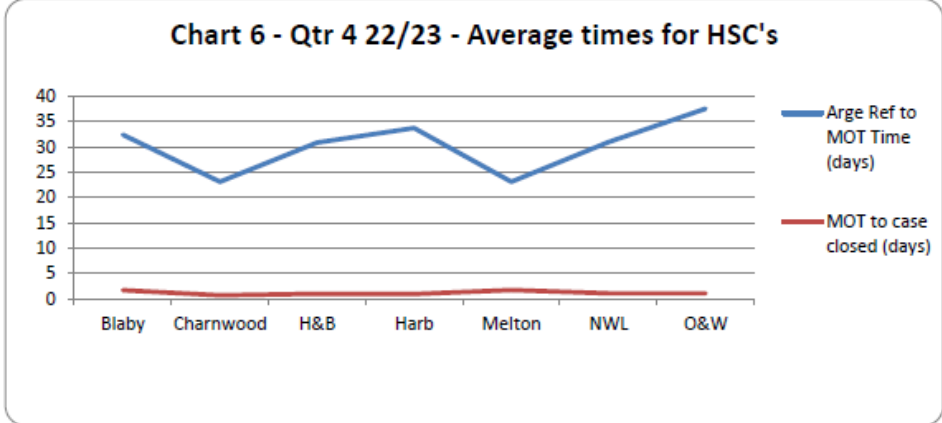
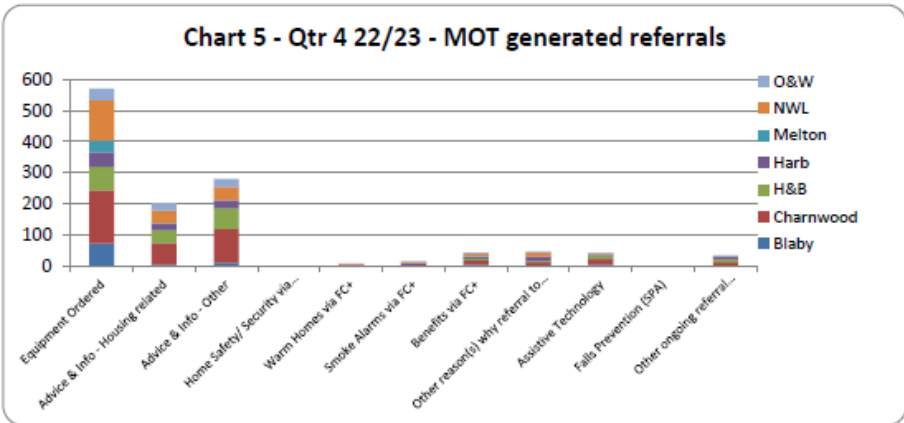
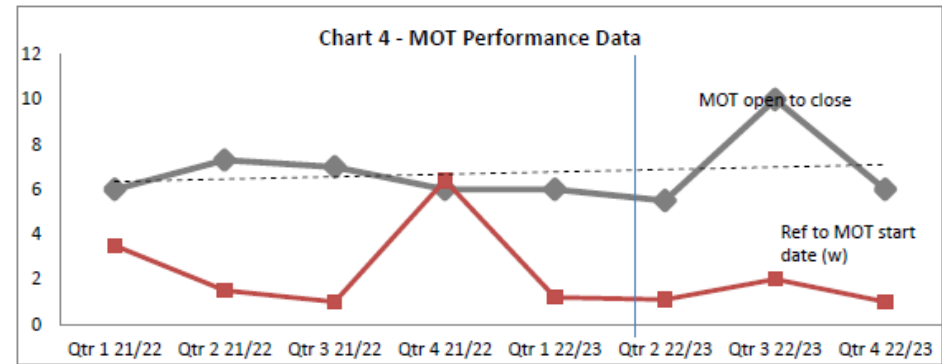
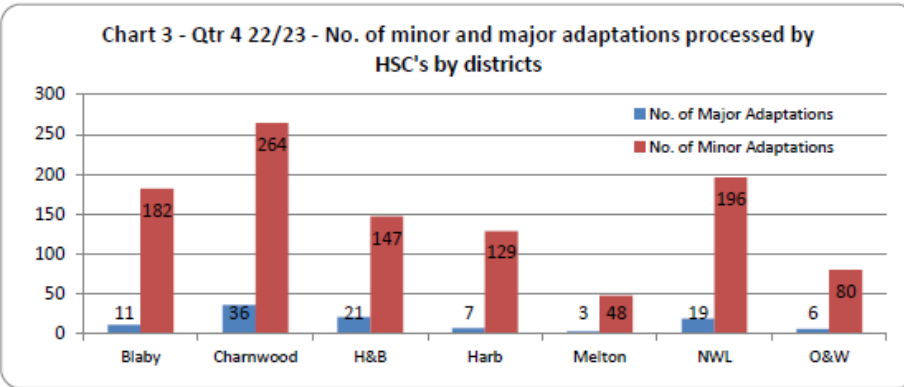
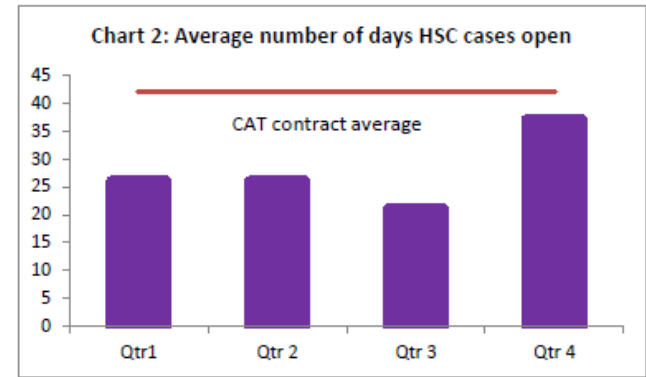
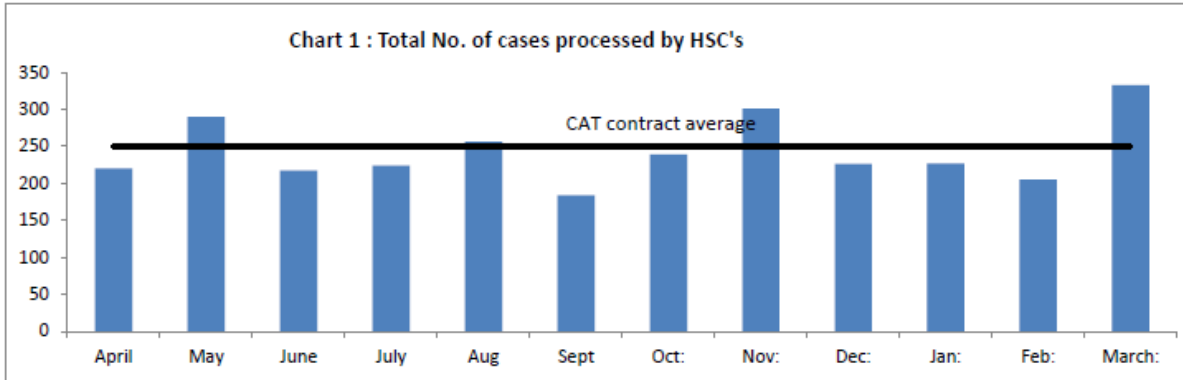
The Council's Housing Department continue to log ASB on the Sentinel system, please see chart below for monthly breakdown:

Q4		
Number of ASB logged on Sentinel by Housing Department : 2		
Number of report logged per month		
Jan 23	Feb 23	March 23
1	0	1

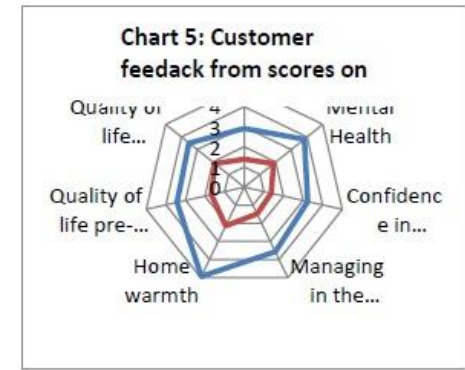
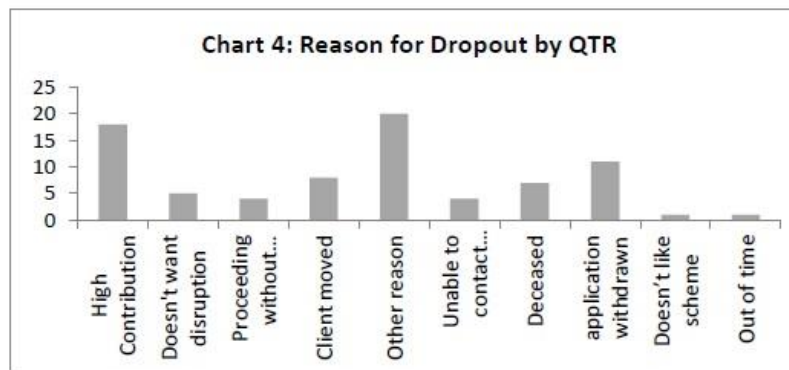
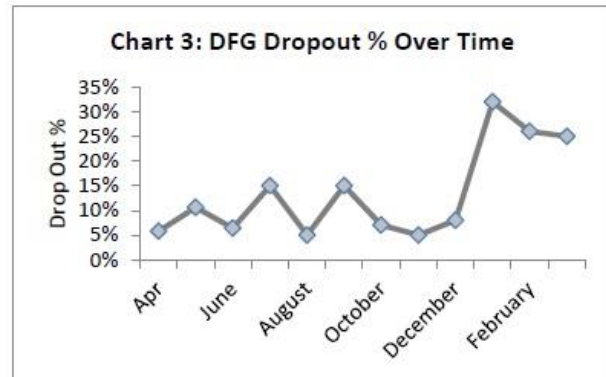
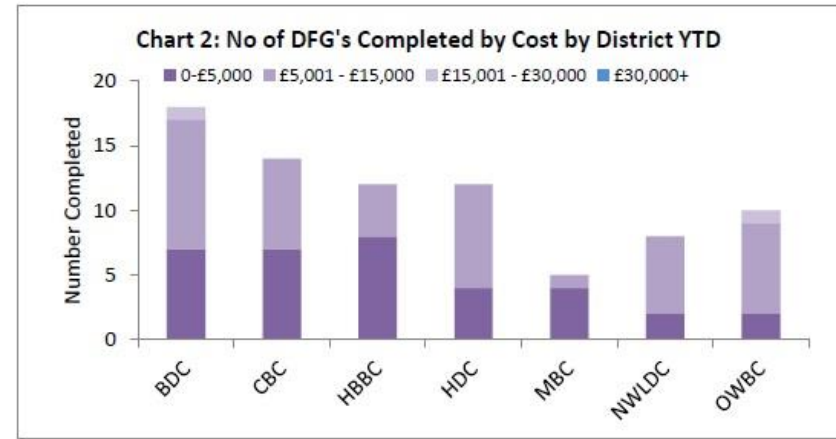
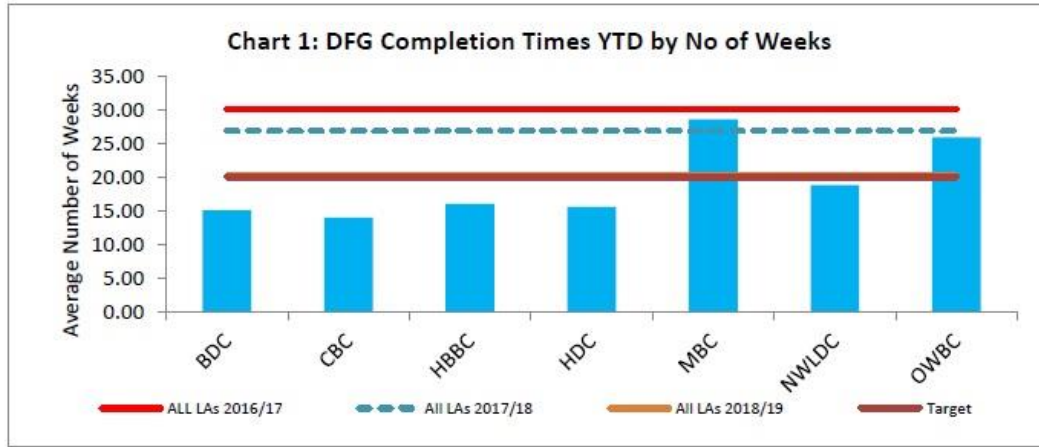
The Council therefore in Q4 2022/23 have recorded and investigated **19** reports of ASB, please see chart below for number per area breakdown:

Q3		
Total number of ASB reports: 25		
Oadby	South Wigston	Wigston
7	5	7

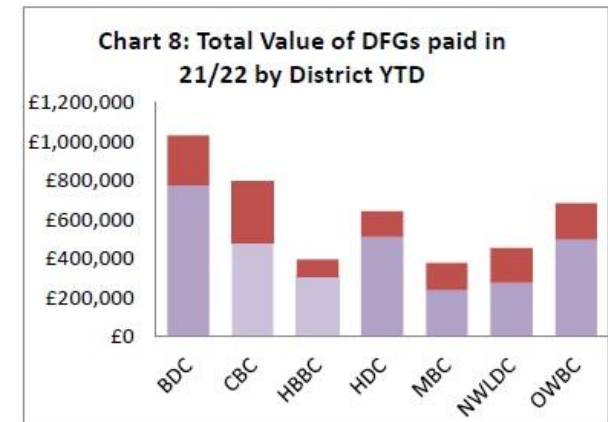
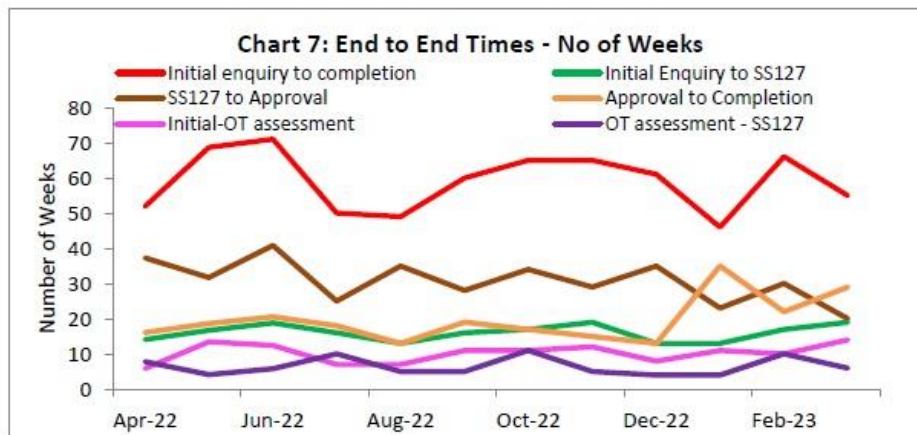
Lightbulb HSC Qtr4 2022/2023 Performance Dashboard



Lightbulb Qtr 4 2022/2023 Performance Dashboard



~ Page 35 ~



Appendix 3

Customer Service Statistical Analysis

Quarter 4 Results

Introduction

This document gives a detailed analysis of all the *tasks* undertaken by the Customer Service Centre and the role of the Technical Officer. This includes volumes of calls or items processed, an explanation and any action that has been taken to address where performance is not meeting the required standard or where improvements have been made.

Oadby & Wigston Borough Council is committed to delivering a high standard of service to all our customers and to improving the services we provide. We have a Customer Charter which covers the whole Council which is available on the website.

The Customer Service Centre also has a published service standards agreement along with all other front facing services.

While the Customer Service Centre offers the traditional call centre provision it also provides far more. Our Technical Officers are multi-disciplined staff trained with expertise in all the key services areas provided by the Council.

Email/Contact Us Online

The Customer Service team is targeted to acknowledge receipt of customer email and contact forms within 1 working day and to fully reply within 3 working days.

The vast majority of online/email enquiries are answered the same day.

Quarter 4	January	February	March
Number of emails	438	406	440
Number of contact us forms processed	164	148	165
Number of complaints triaged	11	7	4
Average response time	1 Day	1 Day	1 Day

Online forms

Our digital customer group continues to grow and we offer a range of online forms for customers to use to self-serve.

Online Forms Q4	January	February	March
Garden Waste Renewal	0	2764	2237
Garden Waste Sign up	1	60	73
Contact Us Form	164	148	165
Direct Debit Form	48	32	169
Council Tax Occupation Form	29	33	222
HB & CTS Application	51	65	72
Council Tax Vacation Form	19	18	16
Arrange Clinical Waste Collection	39	35	36

Taxi Vehicle Application	28	41	35
Single Person Discount	18	9	13
Other Council Tax Discount/Exemptions	5	13	21
Council Tax Moving within the Borough	14	6	16
ASB online report	7	5	12
DHP Application	31	18	24
Selective Licence Payment	1	0	0
Compliments, Comments & Complaints form	20	16	22
Book a Competency Test	21	34	30
Abandoned Vehicle Report	5	6	4
New Noise Complaint	6	2	2
Garage Waiting List Enquiry	5	5	5
Taxi Driver Renewal	13	9	6
HB Change of Circumstances	5	2	1
Electoral Job Enquiry	0	1	1
Monthly Total	530	3322	3182
Q4 Total	7034 online forms completed by customers in Q4		

Calls

Although channel shift has taken place, telephone contact still remains the most popular access channel to the Council. The Customer Service Team work hard to reduce waiting times and answer calls quickly.

The primary role of the Customer Service Technical Officer is to answer customer enquiries. However, as previously stated they also provide essential admin support to other service areas in the Council and to reflect this they are targeted to answer at least 85% of calls with an average wait time of no longer than 5 minutes.

It does not include onward transmission to other service areas such as Revs and Bens or Housing which is considered a secondary contact point and a further wait could be incurred.

Quarter 3	January	February	March
Number of calls	4090	4708	7021
Number of calls answered	3794	4185	5844
Percentage answered	93%	89%	83%
Number of abandoned calls*	296	523	1177
Average wait time	0.55	1.15	1.54

Definition of Abandoned Calls

Abandoned calls are calls that are terminated by the customers, before they are answered by a customer service technical officer.

There are many reasons for customers choosing to abandon their call, the most common ones include:

- The wait time being too long
- The customer has picked wrong option or has misdialled
- The customer changes their mind and hangs up
- Systems stating that calls are recorded and callers are reluctant to have their calls recorded.

All call centres have abandonment rates. Benchmarking with other councils shows us that these vary between 10% and 20%.

Service Area Administration Support

The Customer Service Team carry out a variety of admin tasks for teams across the council.

This involves them:

- Running/producing reports to direct work e.g. the depot like delivery/collection of bins and issuing Garden waste permits
- Logging/allocating work to the Environmental Health team, registering food businesses
- Booking appointments/inspections for the Building control and Licensing team
- Raising invoices
- Processing applications for housing and taxi vehicles
- Acting upon referrals and information received via First Contact and Tell Us Once.

Quarter 4	January	February	March
Number of Taxi vehicle app processed	28	41	35
Number of competency test booked	22	36	34
Number of EH admin tasks	71	55	43
Number of Waste reports run/processed	297	275	308
Number of Housing Apps processed	34	51	47
Number of Homelessness admin tasks	111	78	87
Number of First Contact Requests	0	0	0
Number of Tell Us Once Requests	18	13	42
Number of Sport Pitch Invoices raised	9	9	8
Number of Facilities email/contact forms	23	43	47

Customer Service Centre Team - Output summary

Quarter 4	January	February	March
Number of emails/online contacts answered	602	554	605
Number calls answered.	3794	4185	5844
Number of admin work items processed.	613	601	651

Customer Service Satisfaction

Monthly Customer Satisfaction Surveys are carried out across the Council. These are conducted via various mediums:

- Telephone
- E Mail
- On-line

Customers are asked to score our Customer Service Team performance out of ten in relation to each factor. Our overall customer satisfaction target is 95% for 2022-2023.

Quarter 4	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Jan 23	97%	99%	99%	99%	99%	99%
Feb 23	92%	99%	99%	99%	99%	99%
Mar 23	91%	99%	99%	99%	99%	99%

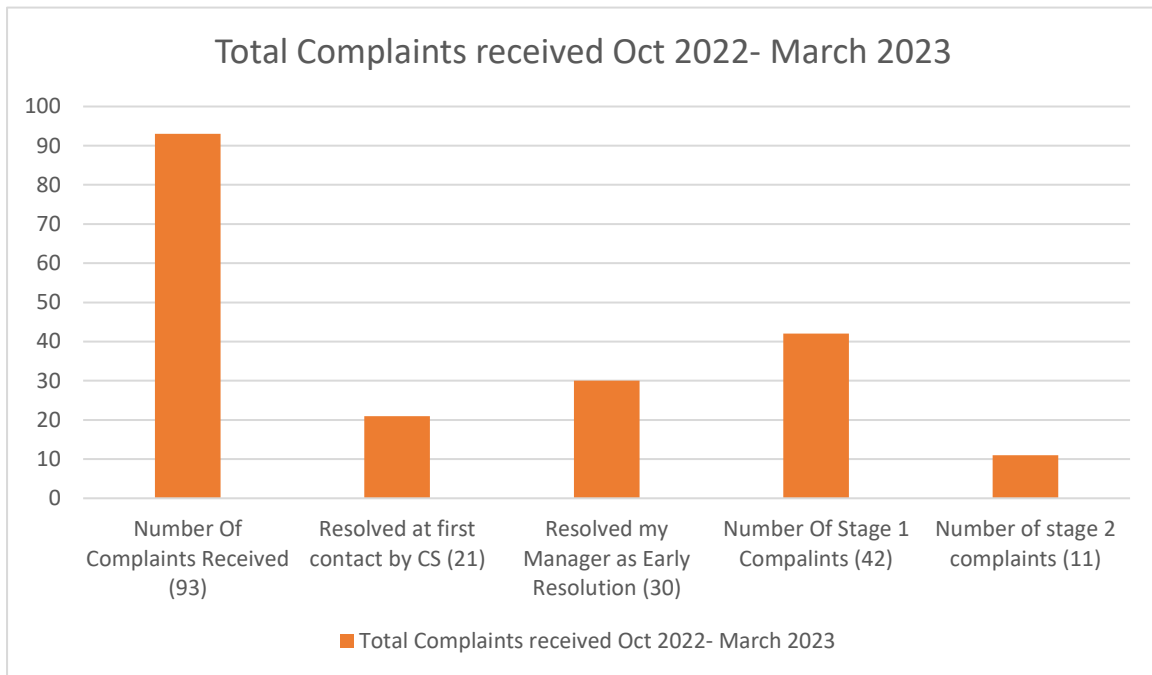
Bi-Annual Complaints Report October 2022 - March 2023

Introduction

The report summarises our complaints performance during the third and fourth quarter of 2022/2023 covering the period from 1st October 2022 to 31st March 2023.

The purpose of this report is to review the complaints received by the Council over a six-month period, looking at the statistical data, in order to provide information about complaint themes, trends and the effectiveness of our current complaints procedure.

The Overall Picture



- The total number of complaints received between 1st October 2022 to 31st March 2023 was 93
- 21 complaints were resolved at first point of contact by the Customer Service team.
- 30 complaints were resolved by managers as Early Resolution
- 42 complaints went through the formal complaints process and were investigated as Stage 1 complaints.
- 11 complaints were escalated to Stage 2
- 0 complaints were investigated by the Ombudsman

Monthly Breakdown for all complaints

Month	Number of complaints received	Early Resolution			Stage 1 complaints received
		Resolved By Customer Services	Resolved By Manager	Percentage	
Oct 22	13	1	6	54%	6
Nov 22	11	0	5	45%	6
Dec 22	16	6	3	56%	7
Jan 23	19	6	7	68%	6
Feb 23	17	4	2	35%	11
Mar 23	17	4	7	65%	6
Total	93	21	30	55%	42

The chart above shows the breakdown of how each complaint was handled. Overall, 55% of the complaints received were dealt with either by Customers Services or by early resolution without the need for an investigation and formal response. This is a much more effective, efficient and customer-focused method of resolving customer complaints.

The chart below shows the Stage 1 complaint comparison from the last reporting period Q1 and Q2 (Apr 22-Sep 2022) and the current reporting period Q3 and Q4 (Oct 22-Mar 23)

Previous 6 months		Current 6 Months	
Month	Stage 1 complaints received	Month	Stage 1 complaints received
Apr 22	14	Oct 22	6
May 22	12	Nov 22	6
Jun 22	8	Dec 22	7
July 22	5	Jan 23	6
Aug 22	9	Feb 23	11
Sept 22	9	Mar 23	6
Total	57	Total	42

There were fewer Stage 1 complaints in the current reporting period, 42 in total.

The chart below shows the Stage 2 complaint comparison from the last reporting period Q1 & Q2 (Apr 22 – Sept 22) and the current reporting period Q3 & Q4 (Oct 22 – Mar 23)

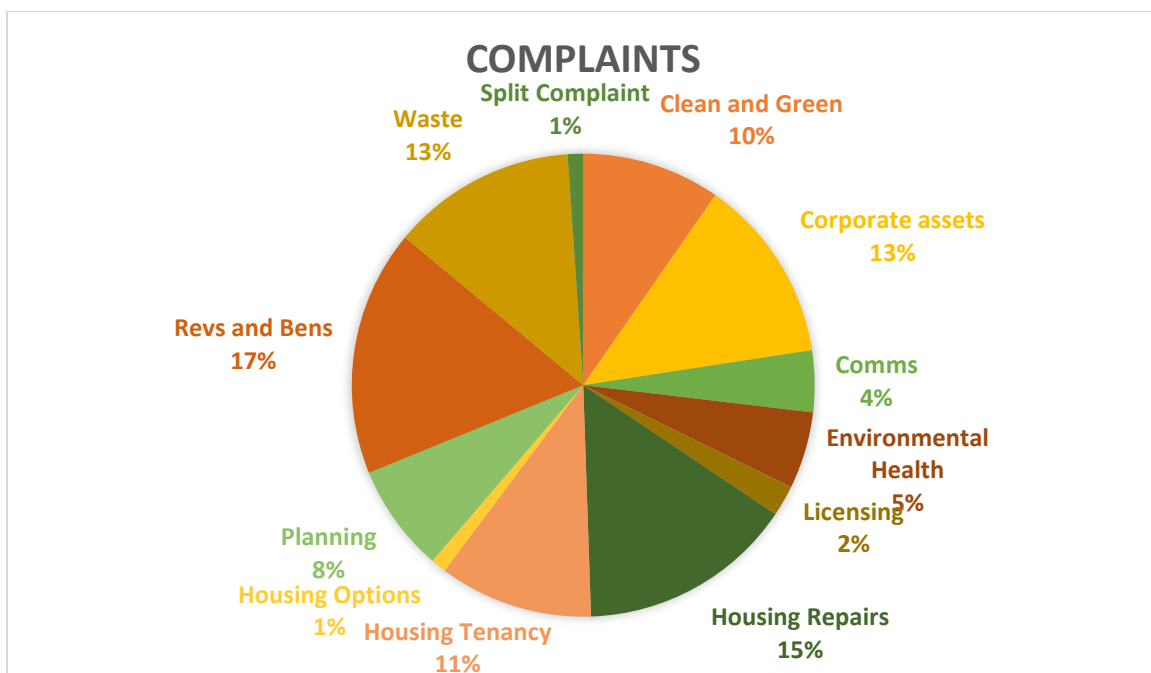
Previous 6 months		Current 6 Months	
Month	Stage 2 complaints received	Month	Stage 2 complaints received
Apr 22	4	Oct 22	2
May 22	2	Nov 22	1
Jun 22	3	Dec 22	2
July 22	0	Jan 23	0
Aug 22	3	Feb 23	3
Sept 22	2	Mar 23	3
Total	14	Total	11

There were fewer Stage 2 complaints in the current reporting period, 11 in total.

Departmental Breakdown

The chart below shows all the complaints received by each department. This includes Stage 1 complaints, complaints resolved at early resolution by managers and complaints resolved at triage point by the Customer Service team.

Lessons can be learnt from all complaints, so we report on all of these.



Please note - There was one complaint which was dealt with via the Housing, Planning and Revenues and Benefits teams as it was a multi-faceted complaint. All other complaints appear in the departmental breakdowns below.

Law and Democracy

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Clean and Green Total 9	8	Lack of action	Repeated request to clean leaves up x2	2 x Upheld
			Repeated request for goalpost holes to be filled x2	2 x Upheld
			Overflowing bin x 2	2 x Upheld
			Trees not cut back	1 Partially Upheld
			Repeated request for park fence to be fixed	1x Upheld
	1	Littering on parks	Unhappy with litter left by football club	1x Upheld

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Corporate Assets Total 12	4	Cemeteries-condition of grave	Damage to headstone x 2	2x Not Upheld
			Mud on grave x 1	1x Not Upheld
		Cemeteries service issue	Grave dug too small	1x Upheld
	2	Allotment issues	Staff behaviour re application	1x Not Upheld
			Request of fence, unhappy with decision	1 x Not Upheld
	6	Car Parks Charges	Unhappiness with car park charges x 2	2x Not Upheld

		Car Park Maintenance	Trip over charging point x 1 Paint damaged belongings x1	1x Not Upheld 1x Not Upheld
		Car Park Machine issues	Machines not user friendly/ out of order x2	2x Upheld

Stage 2 complaints		
Cemeteries	Not happy with Stage 1 response	1x Upheld compensation and bench given
Lights in alleyway	Not happy with Stage 1 response	1x Upheld- Stage 1 handled by Housing, works now completed.

Corporate Assets Manager - Commentary

Clean team operations were partly impacted due to long term sickness of the sweeper operator and machine breakdown too - with staff covering from within the C&G teams. Leaf litter and sweeping being particularly impacted in the autumn/winter, as were bin rounds.

Complaints regarding the trees were ultimately those of a perception of the residents expectations of trees growing in public spaces. Goalpost covers were delayed as a supplier issue.

Park fence was a perception of 'non-standard' fencing not being maintained within the perimeter of the park – trying to prevent a fox! We used an old piece of fence to add in so it matched adjacent old fences. There is no statutory obligation to maintain the fence in situ.

Clubs reminded of their obligation to encourage to keep the area as clear as possible but we are unable to manage random match spectators to take their rubbish away.

Cemeteries - These complaints were all generated from one burial booking – the initial part of the grave being dug to the wrong size. This was initially resolved by an apology and gesture of goodwill, but later resulted in a complaint after raising issues in a survey.

The other related were referred to the funeral directors and came back to ourselves. We were unable to support further on the issues raised.

Allotments - Staff behaviour was a perception of an existing allotment holder suggesting we didn't support a new applicant. We did all we could including an interpreter etc. Complainant actually suggested they weren't particularly bothered about that issue at the end and started enquiring about all our other procedures.

Neighbour wanted a new fence to their specification to separate boundary. Very argumentative but request denied.

Corporate Assets Manager – Commentary continued

Car Parks - General expressions of unhappiness about CP charging

Trip over the charging point was referred back to the installation company as it is part of their installed infrastructure.

Paint on trainers was MoP stepping in a paint spillage with their 'designer' trainers. Suggested they were damaged. Inspection suggested the paint wasn't permanent – referred to insurance (but with a view there shouldn't be a compensation)

Car parking machines do go out of service on occasions. We were without one on East St due to a break-in and that put extra pressure on the other machine.

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Environmental Health	2	Abandoned vehicle complaint	Alleged incorrect action taken by council x1 Service request x1	1x Not Upheld 1x Not Upheld
Total 5	1	Overgrown land complaint	Private Land	1x not Upheld
	1	Noise complaint	Staff attitude/ Behaviour	1x Not Upheld
	1	Rubbish in street	Dispute with neighbour	1x Not Upheld

Stage 2 Complaints		
Noise investigation involving staff attitude allegations	Unhappy with Stage 1 response	Ongoing
Abandoned vehicle	Unhappy with Stage 1 response	1 x Not Upheld

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Licensing	1	Food scores on the doors	Unhappy rating downgraded with no explanation	1x Not Upheld
Total 2	1	Incorrectly issued license	Lack of communication from department	1x Upheld

Regulatory Services Manager Commentary

Regulatory Services is essentially a front-line service which can, on occasions, due to its nature lead to dissatisfaction particularly when asking/requiring/enforcing someone to do something they do not wish to or do not necessarily agree with.

In the last 6 months there have been 7 complaints of which 1 was upheld due to poor communication which has now been addressed. This equates to a small percentage given that the workload is over 250 service requests received for the same period.

Customer Services and Transformation

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Communications Team	3	Funfair on car park	Loss of use of permit purchased.	1x Not Upheld
Total 4			Noise and fumes complaint x2	2x Not Upheld
	1	Incorrect details on website	Out of date details on Google	1x Not Upheld

Stage 2		
Noise and fumes from funfair	Unhappy with Stage 1 response	1x Not Upheld

Communications Manager Commentary

Four complaints were received within the 6-month period. One related to out-of-date information on Google which is beyond the Council's control and the other three related to the fun fair which took place in Sandhurst Street Car Park in February.

The funfair was organised for the benefit of the Oadby community and to give families a new activity to enjoy during the half term break. The fair operated reasonable open hours, closing at 8pm on Friday and Saturday, and 6pm on Sunday to minimise disruption to residents at night. Considerations were made regarding the rides used and their placement on the site to minimise noise impacts, all necessary risk assessments were provided to the Council by the event organisers and several additional checks were carried out by Council officers. Whilst we did get a small number of complaints, we received lots of positive feedback about the event and four compliments were sent into the Council praising us for putting this event on.

One of the three complaints did escalate to Stage 2 of our process, as the customer remained unhappy with our explanation. This was later referred to the Local Government Ombudsman but they refused to investigate stating: "We will not investigate this complaint about the Council giving a temporary event licence for a funfair on a car park near Mr X's home. There is insufficient evidence of fault which would warrant an investigation".

Built Environment

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Housing Options Total 1	1	Garages	Unhappy with waiting list length	1x Not Upheld

Stage 2 Complaints		
Garage waiting list	Unhappy with Stage 1 response	1x Not Upheld

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Housing Repairs Total 14	13	Delays in getting works completed 2 of which also mentioned staff attitude.	Failure in service by contractors x13	13x Upheld
	1	Works not completed	Contractor referred to Council	1x upheld

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Housing Tenancy Total 10	2	Garages	Unhappy with security of garages x2	2x Not Upheld
	5	Lack of action from housing officers	Lack of action with ASB issues x 3 Lack of street lighting on estate ignored x 1 Vicious dog complaint x 1	1x Upheld 1x Not Upheld 1x ongoing 1x Not Upheld 1x Not Upheld
	1	Staff attitude	Alleged Rudeness	1x Upheld
	1	Delay in actioning request	Repeated request for name change	1x Upheld

	1	Lack of communication	Blocked stairwell issue	1x Upheld
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Stage 2 complaints		
Lack of action re ASB	Unhappy with Stage 1 response	1 x Not Upheld
Fence dispute on council property	Unhappy with Stage 1 response	1x Not Upheld

Housing Manager - Commentary

A total of 25 Stage 1 complaints have been made to the Housing Department in the past 6 months. It is unsurprising that the Repairs Team have received the most complaints in the period. The Autumn/Winter period generates a high demand for service in terms of central heating breakdowns and reports of damp, mould, and condensation in homes. The primary reason for a complaint has been because of contractors not attending in the time that they have stipulated. There was an exceptionally cold period where there was a high demand for heating engineers, and this resulted in delayed attendance to repair which in turn generated several complaints.

The tenancy team have received 10 complaints. Most of these complaints are requests for updates on reports of antisocial behaviour (ASB). Complainants are not satisfied that there appears to be little, or no action being taken against perpetrators of ASB. A learning point from these complaints is for the team to better communicate from the start of an antisocial behaviour complaint that they will not be informed of what action is being taken against a perpetrator due to data protection issues, but we will support complainants throughout their ASB complaint.

There have been three complaints in which it is alleged that members of the team have been rude. These complaints have been investigated by the Housing Manager. There is no supporting evidence to suggest the complaints should be upheld. However, the complaints will remain on file and should there be similar complaints made in the future this may result in action being taken.

Three complainants have not been satisfied with the Stage 1 response and requested that their complaint be escalated to Stage 2. Following a review of the original complaint and the response all three complaints were not upheld.

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Planning Total- 7	2	Enforcement	Lack of communication on breach of planning x 2	1x Upheld 1x Not Upheld
	3	Planning applications	Lack of communication x1 Disagree with conditions x1 Disagree with decision x1	1x cancelled complaint. 1x Not Upheld 1x Not Upheld
	2	Tree Officer	Lack of communication x 2	2x Upheld

Planning Policy and Development Manager – Commentary

Given the nature of the Planning profession, complaints will be received when applicants are aggrieved with the outcomes and decisions that are being made by the Council, however, in the main, complaints are limited to the Development Control side of the Planning Department.

Since October 2022 a total of seven complaints have been received, however since the turn of the year, the frequency of complaints has declined noticeably.

In the main, the complaints related to planning applications, specifically applicants disagreeing with decision outcomes. Two other complaints related to Planning Enforcement, again customers disagreeing with enforcement investigation outcomes. With the two remaining relating to arboricultural issues, and a lack of communication with the customers.

The Planning department attempts to deal with all complaints as early as possible and has improved the number of early resolutions, however there will inevitably be some customer concerns that take longer to deal with.

Finance

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Revenues and Benefits Total 16	6	Recovery	Staff attitude x1 Unhappy with bailiffs actions x3	1x Upheld 1x Upheld 2x Not Upheld 1x Upheld

			Lack of support from recovery team x 1	1x Not Upheld
			Alleged lack of recovery letters sent x1	
	8	Revenues	Staff attitude x2	2x Upheld
			Insensitive demands to deceased x 2	2x Upheld
			Staff billing errors x 3	2x Upheld 1x Not Upheld
			Direct Debit taken incorrectly x 1	1x Not Upheld
	1	Business Rates	Unhappy relief was withdrawn	1x Not Upheld
	1	Benefits	Incorrect information on where to drop proofs on webpage	1x Upheld

Stage 2 Complaints		
Business relief backdate request	Unhappy with Stage 1 response	1x Not Upheld
Rudeness of staff member	Unhappy with Stage 1 response	1x Upheld- additional staff training given.

Revenues and Benefits Manager - Commentary

With around 24,000 Council Tax bills sent out in the six months leading up to April 2023 the time around annual billing is the busiest period in Revenues and Benefits, which sees an increase in calls and written/electronic correspondence.

The majority of complaints during this period were upheld, demonstrating our commitment to deliver the right service for our customers and to learn from our mistakes and improve. The most common complaint was about the attitude of staff in the Council Tax and Recovery teams. Both staff in question were employed on temporary contracts that have not been extended, and the corporate values have been reiterated to all remaining officers.

All team leaders are encouraged to contact complainants early in the process in line with the complaints handling training, with the aim being an increase in early resolution for customers. I review each escalated complaint with the officer that completed the initial response to look for things that could be addressed differently to avoid that escalation.

Waste

Initial Complaints				
Area	Number	Category	Overview	Upheld Y/N
Waste Total 12	2	Garden waste	Wrong collection days on website x1	1x Not Upheld
			Lack of communication re Xmas tree collection x1	1x Upheld
	10	Collection issues	Genuine missed collections x 4	4 x Upheld
			Missed bin – not out x1	1x Not Upheld
			Bins not returned to collection point x 1	1x Upheld
			Crews leaving waste in street after collection x2	1x Upheld 1x Not Upheld
			Staff attitude x 2	1x Upheld 1x Not Upheld

Stage 2 Complaint		
Crew member attitude	Not happy with Stage 1 complaint	1 Not upheld

Waste Manager – Commentary

The Waste team carry out weekly collections for household and recycling waste for just over 24,000 domestic properties in the borough. They also collect garden waste and carry our bulky item collections as a chargeable service. Due to the wide-ranging nature of this service, complaints are inevitable.

The vast majority of complaints received related to collections issues; all were resolved by early resolution. Where the complaint was upheld, an apology was given, the situation was rectified quickly, and the customer was happy with the outcome meaning the complaint did not need to progress to Stage 1. There was one Stage 2 complaint received relating to a Stage 1 complaint in September 22, where a customer was unhappy that their extra bags would not be taken. The investigation showed that the staff member was not at fault, so the complaint was not upheld.

Complaints Review Meetings

The Customer Service Improvement team together with the Compliance and Policy Officer review data on a monthly basis to establish themes and trends. They hold monthly Complaints Review Meetings with the Service Area Managers who have had complaints to deal with in the previous month.

Each complaint is analysed to establish why the complaint has been made, what can be learnt from it and how we can ensure the same mistakes are not repeatedly made. Lessons learnt are recorded and best practice is shared to improve the customer experience.

The response times to complaints are closely monitored and can be seen in the below table.

Response Times for complaints handling		
Month	Stage 1 Complaints (Target 10 days)	Stage 2 Complaints (Target 20 days)
Oct 22	8	21.5
Nov 22	9	22
Dec 22	10	10
Jan 23	12.5	(No Stage 2's)
Feb 23	TBD (1 Outstanding currently 11 days)	16
Mar 23	9	TBD (1 Outstanding currently 14.5 days)

There are several response times that are in breach of our targets for this six-monthly period which is disappointing. The reasons for this are varied and range from very complex time-consuming complaints to those where managers have not prioritised their response.

The Chief Executive is now attending the complaint monthly review meetings to ensure the correct focus is given to complaints handling and to help drive response times down.

We continue to closely monitor the early resolution percentage rate and hope to see an improvement in this moving forward.

Complaints Surveys

In 2021 we made the decision to survey complainants who give permission for the Customer Service Improvement Officer to contact them to gather further feedback. The customers are asked a series of questions to establish their level of satisfaction at how we have handled their complaint. We ask if they feel they were treated fairly, how easy it was to make a complaint and for any suggestions for improvement that they may have.

Between October 2022 and March 2023 a total of 25 customer were surveyed, see the survey results below:

Handling of their complaint



96% of customers surveyed felt satisfied with the handling of their complaint (24/25). This has remained the same as the previous results

Treated Fairly



100% of customers surveyed said they were treated fairly during their complaint (25/25). This has improved from 91% on the previous biannual report.

Complaint Outcome



80% of customers surveyed were satisfied with the outcome to their complaint (20/25). This has improved from 74% on the previous biannual report.

Helpful & Polite

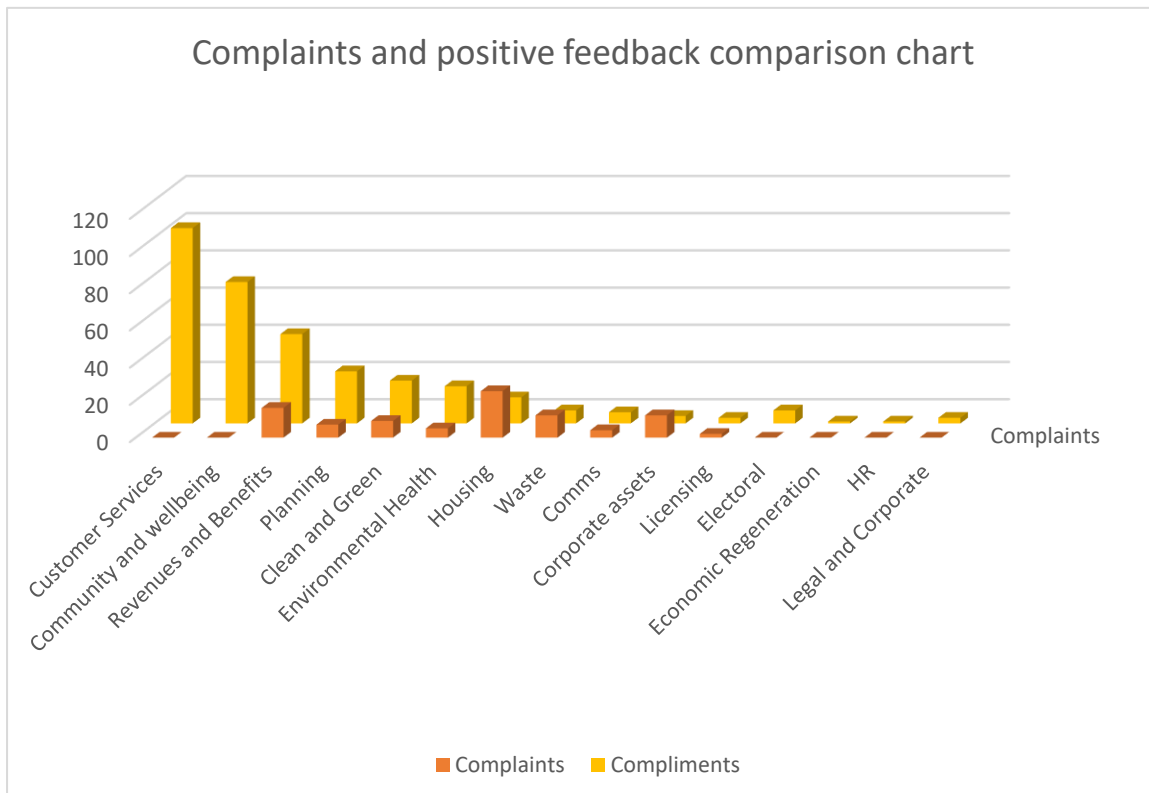


100% customers surveyed felt that staff were helpful and polite during their complaint (25/25). This has improved from 96% on the previous biannual report.

Positive Comments

Between October 2022 and March 2023 there were 346 positive feedbacks, compliments and comments received. This is an increase from 338 in the previous reporting period. The Customer Services team (105) and Community & Wellbeing teams (76) received the highest amount of positive feedback due to the frontline nature of their services and their proactive participation in surveying customers.

The chart below highlights the positive feedback against the number of complaints received for each department, and highlights how generally the amount of good feedback far outweighs the volume of complaints received.



Examples of positive feedback received.

Housing Options

Knowledgeable, helpful, professional and friendly. She has really helped us and we're very grateful to her.

Planning

Very approachable & kept you informed also very knowledgeable and gave good advice.

Environmental Health

Helped us and put our minds at rest and acted very quickly. Great service



Revenues and Benefits

I wish I could give a score of 11/10. He was so amazing. He explained everything in a clear way. Very impressed!

Waste

The new bin was delivered yesterday, and I thank you for the prompt and efficient treatment I received.

Appendix 5



Service Delivery Committee Working Group Update – Quarter Four – 2022 – 2023

ENVIRONMENT WORKING GROUP

Update from Working Group Meeting held 1st March 2023

There were three agenda items for this meeting:

The first was a presentation by the Climate Change Officer reporting the key outcomes of the Climate Change Baseline Study. It was reported that the study was produced by consultants APSE using data collected and collated by the Council and applies to decarbonisation of council operations to reach net-zero by a target date. Our carbon footprint for the baseline year 2019/20 is 1,651 tCO₂e with the biggest three emission sources being leased assets (Leisure Centres), gas consumption from council owned and managed properties and fleet vehicle fuel. The Study also provides a number of recommendations and scenarios for reducing emissions together with approximate costings. It was noted that due to the difficulty in collecting data from indirect emissions, individual council housing and goods and services were not included in our baseline. Furthermore, the timeframe and spend for decarbonisation was for the Council to determine based on priorities and available budget. The intention is that the Baseline Study feeds in to a full review of the current Environment Strategy and Action Plan with a greater focus on climate change actions. The Chair considered that it was important that the whole Council owns the actions and assumes responsibility for their contribution to ensuring that the Council meets its targets.

The second agenda item was a verbal report on Leicestershire County Council's Net-Zero Event which included the launch of The Leicestershire Climate and Nature Pact which stands as a statement of intent on the county's climate action pledges. The Chair noted that he signed the pledge on behalf of the Council. The launch and photocall took place February 2023 and Cllr Haq, Chief Executive Officer and Climate Change officer attended.

The third agenda item was the Climate Change Officer Update: It was reported that the Learning Pool modules to promote climate literacy are to come forward from April 2023. It was noted that it would be important to track Members learning and confirmed that the Learning Pool enables this.



OWBC Event Calendar 2023/24

Events			
Date	Overview	Type	Details
Saturday 6 May	Coronation of King Charles III	Observance	
Sunday 7 May	Coronation event at Elliott Hall, South Wigston	Event	Family fun day and afternoon tea
Monday 8 May	Coronation event on Bell Street, Wigston	Event	Performances from local groups and street entertainment
Monday 8 May	Coronation event at Ellis Park, Oadby	Event	Big Lunch – picnic with outdoor games and activities
Thursday 1 June	St Wistan's Walk	Event	Pilgrimage walk from Wistow to Wigston
Saturday 24 June 2023	Armed Forces Day	Event	Flag raising
Sunday 25 th June 2023	Armed Forces Cream Tea event at Elliott Hall, South Wigston	Event	Event
September 2023 (date TBC)	Armed Forces Breakfast	Event	Annual event

Observance		
Date	Overview	Details
2 February 2023	Time to Talk Day	Observance
8 March 2023	Holi	Hindu holiday
22 March 2023	Ramadan Begins	Muslim observance
5 – 13 April 2023	Passover	Jewish holiday
7 – 10 April 2023	Easter	Christian observance/national holiday
21 April 2023	Eid	Muslim holiday
23 April 2023	St George's Day	National observance
15 – 21 May 2023	Mental Health Awareness Week	Observance
30 August 2023	Raksha Bandhan	Hindu holiday



Observance		
Date	Overview	Details
19 September 2023	Samvatsari	Jain holiday
24 – 25 September 2023	Yom Kippur	Jewish holiday