

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

4. 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'.

5. Minutes of the Previous Meeting

3 - 4

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

6. Action List Arising from the Previous Meeting

There was no Action List arising from the previous meeting.

7. 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.

8. Licensing & Regulatory Update Q4 (2023/24)

5 - 18

Presentation of the Senior Strategic Development Manager

9. Lottery General Fund Allocation (2024)

19 - 21

Report of the Communications and Marketing Manager

10. Food Service Delivery Plan (2024/25)

22 - 28

Report of the Senior Strategic Development Manager

11. Graffiti and Fly-Posting Policy (June 2024)

29 - 35

Report of the Senior Strategic Development Manager

12. Communication and Consultation Plan for Further Selective Licensing Scheme (2025 - 2030)

36 - 52

Report of the Selective Licensing Team Leader

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Agenda Item 5

MINUTES OF THE MEETING OF THE LICENSING & REGULATORY COMMITTEE HELD AT CIVIC SUITE 2, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON THURSDAY, 7 MARCH 2024 COMMENCING AT 6.30 PM

PRESENT

L M Broadley Chair
C D Kozlowski Vice-Chair



Meeting ID: 2602

COUNCILLORS

G A Boulter
J K Chohan
C S Gore
J Kaufman

OFFICERS IN ATTENDANCE

J Wells Senior Strategic Development Manager
S Wheeliker Senior Democratic & Electoral Services Officer

26. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors R H Adams, F S Broadley, H E Darling, J K Ford, F S Ghattoraya and C J R Martin.

27. APPOINTMENT OF SUBSTITUTES

Councillors C S Gore and J Kaufman substituted for Councillors H E Darling and C J R Martin respectively.

28. DECLARATIONS OF INTEREST

None.

29. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

RESOLVED THAT:

The minutes of the previous meeting held on Thursday, 7 December 2023 be taken as read, confirmed and approved.

For 4
Against 0
Abstentions 1

30. ACTION LIST ARISING FROM THE PREVIOUS MEETING

None.

31. PETITIONS AND DEPUTATIONS

None.

32. LICENSING & REGULATORY UPDATE (Q3 2023/24)

The Committee gave consideration to the presentation (as set out at pages 5 – 19 of the agenda reports pack) delivered by the Senior Strategic Development Manager which asked it to note the Licensing and Regulatory update for Q3 2023/24.

Councillor J Kaufman entered the meeting at 6:36pm.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

THE MEETING CLOSED AT 7.20 pm

Licensing and Regulatory Committee

Jon Wells

20 June 2024

Oadby & Wigston | Our borough -
the place to be

Agenda Item 8

Environmental Health

Parklands Pilot Project update



Page 7

Anti-idling campaign

Student ambassadors

It is known that many schools are in areas above pollution limits (actionforcleanair)

News

School project helps tackle poor air quality

By STAFF REPORTER

INITIATIVES are under way to tackle poor air quality that is thought to be having a detrimental effect on health.

Oadby and Wigston Borough Council said observations and data in Blaby Road, South Wigston, suggest that high levels of commuter traffic and congestion at peak times are causing concerning levels of air quality.

It said this is a particular problem for people with existing health concerns, but also negatively impacts children and can increase the chance of conditions such as asthma.

An air quality monitor will be installed close to the school to provide improved real-time data on levels of pollution.

There will be lessons for school pupils about the positive impact they and their families can have on air quality and the environment

Pupils will be given an activity tracker to encourage more walking and cycling instead of car journeys and there will be a learn to cycle programme with Key Stage 1 children.

Parents will be encouraged to turn off vehicle engines outside the school gates.

Councillor Carl Walter said: "There is clear data that shows air quality around Blaby Road is poor and we want people to start thinking about how this is affecting others, especially the younger generation."

"Partnering up with Leicestershire County Council and Parkland Primary will help start raising the profile of this problem in the community."

"Educating youngsters and having

TRAFFIC LEVELS THOUGHT TO BE HAVING IMPACT ON THE HEALTH OF YOUNGSTERS

them help carry messages about issues of this nature is a proven way of creating a positive impact.

"Clearly, though, this is about far more than just school traffic."

"The issue is commuter traffic in general and the impacts of this."

"Our work with Parkland Primary is a way to start provoking these conversations in the community so we can all look at our lifestyles and ways in which we can reduce car travel and increase our active travel such as cycling and walking."

Councillor Louise Richardson, Leicestershire County Council cabinet member for health and well-being, said: "Air pollution has serious negative effects on people's health, and is something that Leicestershire County Council takes very seriously."

"Initiatives like this can make a real difference, and it's great to be part of a project which educates and encourages parents and children to do their bit to improve the environment for everyone."

Laura Pryor, healthy schools co-ordinator from Parkland Primary, said: "The health and wellbeing of our pupils is hugely important to us at Parkland."

"As such, we're very excited to be part of this project which is working to directly improve the lives of our pupils."

Data shows air quality is poor and we want people to start thinking about how this is affecting others

Coun Walter



Monitoring and evaluation

Modeshift

Move it March

WOW tracker

Data analysis from zephyr

Monitoring and evaluation

Banner competition

Clean Air Day 20 June

Environmental Health

- Air quality Annual Status Report (ASR) to complete by 30 June 2024 for Defra
- Commence consultation late this year on a new Air Quality Strategy
- Staff changes and reduction in capacity – different way of working
- Food – update in the separate report
- Canal street – prohibition notice served by fire service
- Welfare burials continue - 3 incl. one from Australia. Govt briefing following police investigation into Legacy Independent Funeral Directors
- Graffiti and fly posting policy
- 13 food complaints received
- Repackaging and labelling investigation
- Health and safety improvement notice
- Noise abatement notice from commercial premises



Dogs

- Animal Care Services Ltd are contracted to provide our statutory stray dog service:
- Agreement runs from 1/4/2023 for 3 years (plus 2-year extension if Council requires)
 - In the last 12 months they have collected 20 strays on our behalf
 - Make provision for kennelling, returned to keeper (15) rehoming (3) and destruction (2)
- Stencilling requests
 - 15-20 per year, based on requests received
- Patrols are part of the contract
 - 6 hours per week
 - Target known problem areas and parks along with open spaces
 - Focus on stencilled areas to judge the effectiveness
- Assist with dangerous dogs and banded breeds



Licensing

Licensing

- Service transformation continues to integrate office systems and digitise forms
- Driver fined for smoking in his cab – fixed penalty notice
- Premise licence review complete
- Hairdresser and then close contact services review
 - Issued Premises Registrations 33
 - Premises Applications (Not Issued) 15
 - Issued Personal Registrations 43
 - Personal Applications (Not Issued) 19
 - Outstanding Applications 29

Licensing

Q4 Licenses Received

New and renewal vehicles - 112

New and renewal drivers - 28

New and renewal operators - 0

Street collections - 2

Small society lottery - 0

House to House - 2

Other licences - 6

Licensing Act - 13

Private sector housing

Energy grants projects

Project	Funding Awarded	Additional Narrative	Suitable Properties	Number	Number of measures	Status
Local Authority Delivery Phase 3 (LAD3)	£528,000 + £327,000 additional funding secured due to successful delivery of program	Projected underspend of £29406.47 due to withdrawing prior to install, any outstanding properties	Private properties with mains gas supply (owned or rented)	72	110	Fully closed down and audited. Performance figures will be provided after Q1 24/25.
Better Care Fund	£150,000	Funding agreed by lightbulb to be spent in line with LAD3 project used to supplement Solar Panels with batteries for energy storage which was not included in the original brief	Can be used for either LAD3 or HUG1 properties	20	20	Closed and confirmation of spend returned to Lightbulb.
Home Upgrade Grant, Phase 1 (HUG1)	£55,000	£6,436.30 underspend due to approved properties falling through and cost of measures, further research has been conducted prior to HUG2 to ensure successful delivery.	Private properties without mains gas supply (owned or rented)	4	5	Closed and audited

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.

Home Upgrade Grant, Phase 2 (HUG2)	£335,000	N/A	Private properties without mains gas supply (owned or rented)	TBC	TBC	Project currently under review due to national delivery challenges and local issues satisfying the qualifying criteria. Possible withdrawal being considered.
Social Housing Decarbonisation Fund, Wave 2.1 (SHDF)	£579,501.18	Requested value of funds as per approved project plan, awaiting formal award letter. SHDF funding is match funded by the Authority.	Only OWBC stock	65		Works commenced and installs underway. Data being compiled for tenant report and press release.

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.



Property licensing

Q4	Licenses issued	Income
Number of rented properties - 833	Pending – 111	£637,334
Number of applications received - 879	Issued – 975	
Number of Exemptions and empty properties – 18	Withdrawn – 93	

Empty homes

Work with Council Tax, the Housing Team and property owners to return empty homes back into use

Was 132 now 46

Service requests now at 116 and includes work to investigate tenant complaints, work relating to minimum energy efficiency standards and houses in multiple occupation

~ Page 17 ~

News

By STAFF REPORTER

A FORMER abandoned factory is now a block of 13 apartments known as the Hat & Cap Works after being purchased by a council in 2018.

Abandoned for over two decades, the Victorian-era textiles factory in Canal Street, South Wigston, had fallen into disrepair and was labelled an eyesore by residents.

They also dubbed the building, one of the oldest in the town, dating back to 1885, the Pigeon Factory as it had a history of bird infestations.

Following exhaustive failed attempts to find the abandoned factory's owner, and gaining approval from the Secretary of State, Oadby and Wigston Borough Council served a compulsory purchase order to allow it to take control of building before selling it to developers ready to create the new homes.

The Hat & Cap Factory is just one of the empty buildings in the borough the council has brought back into use.

The authority said it is committed to reducing the amount of long-term vacant properties in the borough, and from 2004 - 2022 managed to reduce the total number by over 50 per cent from 283 to 132.

Borough councillor Bill Boulter said: "Empty homes and abandoned properties are a wasted asset which can cause a real blight on their surroundings, and the Hat & Cap Works is an excellent example of how council action can lead to regeneration for not just the building, but also the surrounding area.

"Tackling empty properties not

HISTORIC TOWN BUILDING NOW 13 FLATS



MAJOR MAKEOVER: The Hat & Cap Works now and, above, inside the vacant factory in 2018

Former 'Pigeon Factory' lands new lease of life

only improves conditions for neighbouring residents, but also provides valuable urban housing stock which is especially important given our borough's limited space.

"We've made great progress in

reducing our number of vacant homes, and while our rate is now well below the Leicestershire average it is important that we continue to ensure that we do everything in our power to bring empty properties

in the borough up to their full potential.

"While revitalisation is our priority it is also important that we preserve our local history and character and in the case of the Hat & Cap Works,

part of the South Wigston Conservation Area, we are pleased to have ensured that the outside has been restored to showcase the original Victorian features."

There are many interventions which the council can take to persuade owners to bring properties back into use, with a compulsory purchase order the strongest power available.

Other avenues include offering advice on and encouraging private rentals, placing a council tax premium on empty homes, or issuing an empty dwelling management order which allows the council the bring the house back up to standard and recover the costs.

The three-storey factory unit now features a mix of four two-bedroom flats, as well as eight, one beds and one studio apartment.

Community Lottery

Report on the use of the general fund

Anniversary draw on or around 5 August 2023

Now raising approximately £14,196 per year for good
causes in our area

Number of tickets sold weekly 455

Causes signed up 23



Licensing and Regulatory Committee	Thursday, 20 June 2024	Matter for Information and Decision
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Report Title: **Lottery Fund General Allocation (2024)**

Report Author(s): **Rob Helliwell (Communications and Marketing Manager)**

Purpose of Report:	To set out proposals and seek approval for the allocation of funds raised from the Oadby and Wigston Community Lottery central fund.
Report Summary:	In September 2022, Council approved the provision of a Community Lottery (the Lottery) in Oadby and Wigston which was then launched in the summer of 2023. The Lottery is set to raise around £12,000 for community groups in its first year with an estimated £6,000 to £7,000 coming to the central fund which is to be administered by the Council.
Recommendation(s):	<p>A. Approve £1,500 from the central fund for a volunteer celebration/awards evening to take place at Brocks Hill at the end of November 2024;</p> <p>B. That the remaining central fund monies be used now and in the future for a new grant scheme which is accessible to the groups that take part in the Lottery; and</p> <p>C. Select three Members to form a panel with Officers to shape the volunteer event and review and determine future grant scheme applications.</p>
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>David Gill (Head of Law and Democracy and Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Rob Helliwell (Communications and Marketing Manager) (0116) 257 2618 robert.helliwell@oadby-wigston.gov.uk</p> <p>Jon Wells (Senior Strategic Development Manager) (0116) 257 2692 jon.wells@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1)</p> <p>Our Communities (SO2)</p> <p>Our Environment (SO4)</p> <p>Our Partners (SO5)</p>
Vision and Values:	<p>Customer & Community Focused (V1)</p> <p>Proud of Everything We Do (V2)</p> <p>Collaborative & Creative (V3)</p>
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out at paragraphs 2.2 and 3.4 of the report.

Corporate Risk Management:	Political Dynamics (CR3) Decreasing Financial Resources / Increasing Financial Pressures (CR1)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications directly arising from this report.
Health and Safety:	There are no implications directly 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:	<ul style="list-style-type: none"> • Gatherwell, our Community Lottery Managers
Background Papers:	<ul style="list-style-type: none"> • Council, 27 September 2022.
Appendices:	None.

1. Background

- 1.1 The Oadby & Wigston Community Lottery (the Lottery) was established in summer 2023 and is on target to raise in the region of £12,000 for community and voluntary organisations within our area in its first year.
- 1.2 When purchasing a ticket, the buyer can choose which registered Oadby & Wigston charitable community organisation or group will receive 50% of its value (this money is then received directly by the organisation/group). Players also have the option of choosing the central fund as their chosen charity in which case 60% of the value of the ticket goes into the central fund.
- 1.3 A further 10% of every ticket sold comes to the central fund, which is administered by the Council and the central fund has proved a particularly popular choice for lottery players in Oadby & Wigston and in its first year the central fund is on target to collect between £6,000 and £7,000.

2. Volunteers Celebration and Awards Night

- 2.1 This year (2024) marks the 50th anniversary of Oadby & Wigston Borough Council and we propose to celebrate that milestone in an event that also thanks our community volunteers.
- 2.2 Using £1,500 from the Lottery central fund, the Council would run an evening event at the end of November 2024 to celebrate volunteers and give out awards to deserving individuals and groups.
- 2.3 While the event would be held at Brocks Hill, spend would be needed to make the night special for the volunteers and community groups, including looking at hiring a host and putting on food and entertainment.
- 2.4 A period of nominations would need to be opened in the months leading up to the event to allow the public to put forward worthy volunteers.

3. Grant Scheme

- 3.1 The high proportion of players choosing the central fund is unusual according to Gatherwell, the supplier of our Lottery platform. The most likely explanation is that the Council's communication team has been very successful in promoting the lottery as a whole, whereas participation from community groups and their role in generating ticket sales themselves has been below average.
- 3.2 The way in which the council distributes the central fund can be used to improve this position, while also reinvesting into the community and rewarding those groups taking part in the lottery.
- 3.3 It is proposed that the grant scheme rewards those groups, charities and clubs that have engaged with the lottery and used it effectively to generate funds for themselves, giving them access to the pot of money in the central fund. Rewarding this activity will encourage these groups to continue to further promote the lottery to potential players, while also encouraging new groups to register and take part. It will also encourage registered groups that have sold few or no tickets to do more to promote the lottery and therefore generate funds for themselves. This will support the natural growth of the lottery, generating more funds for community groups in future years.
- 3.4 It is therefore proposed groups are able to apply for between £250 and £1,000 of funding from a pot of between £4,500 - £5,500 (depending on the final figures for the year).

4. Member Panel

- 4.1 This report proposes that members are involved in shaping the volunteer event and reviewing grant applications, by nominating a small number of Members, ideally three, to be a part of a panel that works alongside officers.

Agenda Item 10



Licensing and Regulatory Committee	Thursday, 20 June 2024	Matter for Information
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Report Title: **Food Service Delivery Plan (2024/25)**

Report Author(s): **Jon Wells (Senior Strategic Development Manager)**

Purpose of Report:	To highlight the plan for delivering the Food Service for the current year and to report progress on 2023/24.
Report Summary:	The Food Service is an important element of our Environmental Health work. This report sets out our work plan for the current year to ensure we comply with the Food Standards Agency (FSA) requirements.
Recommendation(s):	That the content of the report and appendix be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	David Gill (Head of Law and Democracy / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk Jon Wells (Senior Strategic Development Manager) (0116) 257 2692 jon.wells@oadby-wigston.gov.uk Hayley Mansfield (Senior Environmental Health Officer) (0116) 257 2674 hayley.mansfield@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Economy (SO3) Our Partners (SO5)
Vision and Values:	Customer & Community Focused (V1) Proud of Everything We Do (V2) 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) Regulatory Governance (CR6) Failure to Respond to a Significant Incident (CR7) Decreasing Financial Resources / Increasing Financial Pressures (CR1) Political Dynamics (CR3)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
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:	<ul style="list-style-type: none"> • Food Standards Agency, Food Law Code of Practice (England) issued June 2023. • Food Standards Agency letters to all Chief Executives dated 26 January 2024 and 8 February 2024.
Appendices:	1. Food Service Delivery Plan (2024/25)

1. Background and Overview of 2023/24

1.1 During 2023/24, the Council undertook all official controls and related activities to ensure food outlets were complying with food hygiene and food standards. Work was prioritised as follows:

- a) New business triaged to assess risk and the need for intervention;
- b) Reactive work in response to managing incidents, hazards and investigating complaints;
- c) Carried out inspections of high risk premises;
- d) Ongoing proactive surveillance to obtain an accurate picture of local businesses in the area; and
- e) Checks on low risk premises to ensure contact details are up to date and businesses are still operating.

1.2 The Food Standards Agency (FSA) in communication this year have restated the importance to all local authorities of maintaining delivery of the food service despite current and future financial pressures. We have a duty to undertake statutory functions on food and to resource accordingly to protect public health and the interests of consumers. The team provide a vital source of guidance and expertise to many local food businesses. At the end of the year the number of businesses that attained a satisfactory rating was 92%.

1.3 During the last year the following has been completed:

- a) Number of inspections – 116
- b) New businesses triaged – 25
- c) Food complaints investigated – 25
- d) Food advice and guidance visits – 106
- e) Suspected food poisoning notifications investigations – 11

1.4 Staffing resource is provided by a Senior Environmental Health Officer (0.8FTE) who is the Food Lead for the Council and an Environmental Health Officer (0.8FTE). Emergency mutual aid is provided by Harborough District Council. Low risk premises can be checked by other members of the Environmental Health Team.

1.5 Overall business performance is good. Interventions were only necessary for the poorer

performers. The Senior Environmental Health Officer unfortunately suffered a wrist fracture in December 2023 which has delayed the completion of some inspections for the year.

1.6 Two FSA returns completed during the year were confirmed as satisfactory.

2. Food Service Delivery Plan (2024/25)

2.1 The plan for the current year is based on FSA guidance with a primary focus on high risk premises. In addition there are 20 inspections carried forward from the 2023/24 to this year following staff sickness. A food sampling programme for unpasteurised and pasteurised milk cheeses will be carried out with other local authorities in accordance with UK Health Security Agency (formerly Public Health England) requirements. There will also be a skin piercers surface swab programme introduced.

2.2 The team will continue to use intelligence and registration information to inform risk and regardless of compliance levels will carry out inspections of establishments in Categories A, B, C and D. The poorer performers will continue to receive specific interventions.

2.3 This year's plan is shown at Appendix 1. The profile of businesses has been updated along with the key areas of work.

FOOD SERVICE DELIVERY PLAN (2024/25)

1. Introduction

The Council recognises the important role it plays in securing the safety of food consumed in the Borough. This plan's key focus is to demonstrate how the Council will fulfil its statutory obligations and duties in relation to food safety.

The stated aim of the Food Standards Agency is to ensure that food law enforcement is undertaken by the various agencies in an effective, comprehensive and collaborative manner. This Food Safety Service Plan sets out to achieve these objectives.

Underpinning our Food Safety Service is the ethos on ensuring we are delivering services to all communities equitably, proportionally and consistently, taking account of the personal beliefs, race, age, disability, gender and sexuality of all our customers.

2. Service aims

The Food and Health & Safety Team aims to **provide a food safety service in Oadby and Wigston Borough Council, to the public and businesses alike, that is equitable, proportional, consistent, helpful, open and takes into account equality issues.**

It intends to ensure the interests of consumers in relation to food are protected and ensure food is safe, food is what it says it is, and consumers can make informed choices about what to eat and where.

3. Key priorities

- 3.1 To put the consumer first in everything we do.
- 3.2 To ensure that interventions are carried out commensurate with the principles of risk, at food premises within the district, ensuring compliance with the relevant food laws.
- 3.3 To ensure as far as reasonably practicable, that imported food used or sold in premises within the Borough complies with all relevant Food Law.
- 3.4 To ensure as far as reasonably practicable, that no illegally produced food is used or sold in premises within the Borough e.g. meat or meat products from unauthorised premises.
- 3.5 To ensure food complaints are investigated.
- 3.6 To continue to develop partnerships with small local businesses and larger national companies based in our area, which will help to provide consistent and proportional advice on food safety issues at both local and national levels.
- 3.7 To undertake a food sampling regime based on local and national priorities.
- 3.8 To provide informed and helpful advice to businesses and the public alike on matters relating to food safety.

- 3.9 To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.
- 3.10 To play a key role in developing innovative ways that enable, motivate, educate and inform members of the public of matters relating to food safety.
- 3.11 To provide help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice.

To review the way we deliver our food service annually that takes into account recognised performance targets and standards.

4. Links to Corporate Plan

Seizing on the Council’s Corporate Plan (2019-2024), the Food Service will ensure it delivers an excellent service, one where communities and customers are protected and put first; where businesses are supported to improve and comply and be the best they can, while also striving for continuous improvement through innovation.

5. Factors likely to impact on the delivery of the Food Service 2024/25

- 5.1 Changes in the way in which Food Safety is delivered having regard for the Food Standards Agency guidance on future regulation and compliance
- 5.2 Implementation of agile working
- 5.3 A review of our working procedures
- 5.4 Opportunities to build capacity and resilience in the food service area
- 5.5 Demands from other Environmental Health work areas given the team will be one member of staff less for 2024/25.

6. Service delivery action plan

Work activity	Ongoing work	Performance measure	Timescale
Interventions	Prioritise inspections as follows: <ol style="list-style-type: none"> 1. new businesses triaged as requiring an inspection, 2. those businesses in Categories A, B, C and D 3. businesses who are the worst performers (0,1 and 2 rated) 4. checking and updating records 	Complete 100% of inspections by year end (high risk to medium risk) Maintain percentage of 'broadly complaint' (those with a FHRS of 3 and above) to above 90%	March 2025

Work activity	Ongoing work	Performance measure	Timescale
	on Category E businesses 5. Carry out outstanding inspections carried forward from 2023/24	Triage remaining Category E premises	All carried over premises inspected by June 2024
Food and premises complaints	Investigate all food and premises complaints	To respond to all food and premises complaints within 5 working days	March 2025
Provision of advice to businesses and other service users	Respond to all requests	Respond to all such requests within 5 working days	March 2025
Food poisoning and outbreak investigations	Undertake all food poisoning or outbreak notifications received	Respond to all such request within 1 working day	March 2025
Food safety incidents	Respond to food alerts issued by the FSA	Respond in accordance with FSA guidance	March 2025
Food Safety promotion and education	Review all documentation, train officers, promote national campaigns (e.g. Food Safety week)	Publicise inspection ratings on social media quarterly	Quarterly
Explore new ways of working to ensure productivity increases	Continue to use agile working initiatives such as providing online letters, linking electronic documents and implement mobile working devices. Seek feedback from business owners	Back office business system implemented Use customer feedback as a tool to help shape our future service	March 2025
Take part in the Food Sampling Programme as set out by the UK Health Security Agency (formerly Public Health England) and the Leicestershire Food Best Practice Group	Targeted sampling to verify that food businesses are following their own procedures satisfactorily	Achievement of required food sampling and environmental swabbing programme working with Trading Standards and other Councils in Leicestershire	March 2025

7. Profile of food businesses and compliance levels (as 1 April 2024)

Table 1 Profile of food businesses	Numbers of food businesses
Total food businesses	417
Unrated/new businesses	29 (included in the total above)
Category A premises (those requiring an inspection every 6 months)	0
Category B premises (those requiring an inspection every 12 months)	13
Category C premises (those requiring an inspection every 18 months)	53
Category D premises (those requiring an inspection every 24 months)	122
Category E premises (those requiring an inspection every 36 months)	200

Table 2 * Compliance levels of food businesses	Numbers of food businesses
Non-compliant with urgent improvement required (graded 0 on the FHRS)	1
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	2
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	0
Satisfactory (graded 3 on the FHRS)	20
Good (graded 4 on the FHRS)	36
Very good (graded 5 on the FHRS)	319

* For inclusion within the rating scheme a food business has to sell direct to the consumer and has to have been inspected. For example manufacturers will be excluded (Pladis, Charnwood Foods etc.).



Licensing and Regulatory Committee	Thursday, 20 June 2024	Matter for Information and Decision
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Report Title: **Graffiti and Fly-Posting Policy (June 2024)**

Report Author(s): **Jon Wells (Senior Strategic Development Manager)**

Purpose of Report:	To approve a Graffiti and Fly-Posting Policy which will provide clarity to Officers when dealing with graffiti and fly-posting incidents.
Report Summary:	The Council has a responsibility in partnership with others to the public to keep the borough safe, clean and green. Graffiti and fly-posting can detract from the environment and create a perception of degeneration and a lack of pride in the area. Having a Graffiti and Fly-Posting Policy is good practice and demonstrates the Council's commitment in tackling such problems as and when they arise.
Recommendation(s):	<p>A. That the Graffiti and Fly-Posting Policy provided at Appendix 1 is approved; and</p> <p>B. That delegated authority be given to the Head of Law and Democracy and Monitoring Officer, and the Senior Strategic Development Manager to make minor revisions to the Policy in light of best practice and to revise the fixed penalty notice amounts in line with government recommendations.</p>
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>David Gill (Head of Law and Democracy and Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Jon Wells (Senior Strategic Development Manager) (0116) 257 2692 jon.wells@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1)</p> <p>Our Communities (SO2)</p> <p>Our Economy (SO3)</p> <p>Our Environment (SO4)</p> <p>Our Partners (SO5)</p>
Vision and Values:	<p>Customer & Community Focused (V1)</p> <p>Proud of Everything We Do (V2)</p> <p>Resourceful & Resilient (V4)</p> <p>Proud of Everything We Do (V2)</p>
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	<p>Reputation Damage (CR4)</p> <p>Regulatory Governance (CR6)</p> <p>Economy / Regeneration (CR9)</p>

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:	<ul style="list-style-type: none"> • Planning Team • Community and Wellbeing Team • Corporate Assets Team • Leicestershire County Council • Leicestershire Police
Background Papers:	<ul style="list-style-type: none"> • Clean Neighbourhoods and Environment Act 2005 • Anti-Social Behaviour Act 2003 • The Anti-Social Behaviour, Crime and Policing Act 2014
Appendices:	1. Graffiti and Fly-Posting Policy

1. Background

- 1.1 The Council promotes respect for the environment and strives to protect our communities. Graffiti and fly-posting are illegal and have a detrimental impact on the public realm.
- 1.2 Working in partnership with others is a key way of tackling such issues and the Graffiti and Fly-Posting Policy (the Policy) provided at Appendix 1 outlines the approach the Council and others will take in tackling such problems.

2. The Policy

- 2.1 The Policy identifies key areas of work which include education and prevention, enforcement and removal options. It clarifies how response will be prioritised and proposes a permission process for exceptions such as those for voluntary and charitable purposes. Providing Officers with clarity is essential to ensure they can be effective in their work.

Graffiti and Fly-Posting Policy

June 2024

1. Introduction

Oadby and Wigston Borough Council (OWBC) promotes respect for the environment and strives to protect our communities making them vibrant places to live, work and visit.

The Council has a responsibility in partnership with others to the public to keep the borough safe, clean and green. This Policy sets out how the Council proposes to tackle graffiti and fly-posting to maintain a clean and attractive environment for all to enjoy.

The presence of graffiti and fly-posting detracts from the environment, creates a perception of degeneration and a lack of pride in the area, contributes to a fear of crime and is an example of anti-social behaviour. This Policy is therefore an important building block in establishing the Council's approach, utilising our expertise and the resources of a wide range of partners and working across groups and with other agencies to tackle the problem effectively and efficiently.

OWBC Community Safety Partnership brings together a collection of statutory, non-statutory, voluntary and other organisations who have a real commitment to do everything in their power to have a positive impact on reducing crime and the fear of crime. The Partnership has produced a three year Strategic Plan which sets out priorities which include reducing crime, disorder and anti-social behaviour.

2. Key Work Areas

2.1 Education and Prevention

OWBC will focus work on the following areas:

- a) An anti-graffiti education programme to be implemented with young people for example with the Leicestershire Youth Justice Service.
- b) Will seek that new developments are designed to minimise opportunities for crime, improve the street scene for example by introducing and encouraging landscaping in front of boundary walls and ensuring visual supervision of the public realm and private parking areas by building orientation and window positioning.
- c) Use warning letters and publicity to all businesses considered likely to utilise fly-posting to promote and advertise their businesses.
- d) Apply and use 'cancelled', 'sold out' and 'postponed' stickers where appropriate over fly-posters advertising events for maximum effect.
- e) Patrol areas where there are known graffiti and fly-posting problems.

2.2 Enforcement

Enforcement work will include the following:

- a) Targeting known hotspots to enforce the legislation.
- b) Use of covert and overt monitoring techniques including CCTV.
- c) Encourage residents, businesses and members of the public to report issues and incidents in confidence.
- d) Penalise those responsible where sufficient evidence exists including the use of fixed penalty notices.

2.3 Removal

The treatment and removal responsibilities and obligations will vary depending on land ownership.

2.3.1 OWBC owned land and property.

- a. Graffiti that is racist or offensive will either be removed or made illegible as soon as possible after a report is received. The aim will be to do this within two working days. Other graffiti will be removed within 14 working days.
- b. Fly-posters will be removed, or stickers applied within seven working days.

2.3.2 Leicestershire County owned land and property.

- a. Graffiti will be removed from their equipment and property which typically includes road signs, traffic signal cabinets and street lights using the same criteria as OWBC.
- b. The County Council has their own powers which they will use for any highway contraventions.
- c. Fly-posters will be removed either by the County or OWBC working with the County within seven working days.

2.3.3 Other bodies including statutory undertakers.

- a. Consent will be invited from statutory undertakers to enable the removal of graffiti or fly-posting from their property, where such property is both accessible and when the task does not cause an operational hazard.
- b. The criteria applied by OWBC will be followed.
- c. Any repainting required (for example to remove graffiti) will be the responsibility of the property owner.

2.3.4 Privately owned property

- a. Owners of private property, including businesses, will be encouraged to remove graffiti and fly-posters quickly. If the graffiti is offensive then swift action will be taken to expedite its removal.
- b. Where appropriate, action can be taken against owners requiring the removal of graffiti and fly-posters. Notices can be served and action taken in default to secure compliance. The Police will be consulted as appropriate on any incidents.

3 General Requirements

3.1 Notifications

The Council has a procedure in place to enable the effective notification of graffiti and fly-posting incidents. OWBC and the Police will work together to support the investigation and resolution of such cases.

3.2 Priority Areas

All racist and other grossly offensive graffiti is targeted as top priority. Such graffiti will be reported to the Police.

The Council will take a proportionate view of whether a particular incidence of graffiti and/or fly-posting is detrimental. Relevant factors include: the surface area covered, local complaints and the degree and nature of the graffiti and/or fly-posting problem in the area.

3.3 Permission

In exceptional circumstances the Council may grant permission for fly-posters. Permission will only be granted to those organisations that are voluntary, charitable or community groups, but only where there is limited impact and duration and the event will result in community benefit and is not commercial in nature.

If permission is given this will require the posters to display a name and contact details for the organisation. Locations will be specified and the organisers will be required to take them down after an agreed period.

3.4 General

All incidents and a catalogue of photographs will be recorded on a database. This will enable effective monitoring and programmes of work to be agreed and appropriate liaison with the Police and other agencies through existing arrangements such as the Joint Action Group meetings.

3.5 Enforcement Provisions

Graffiti can be tackled using Community Protection Warnings and Notices. Failure to act can lead to work being carried out in default with any cost recharged and/or a fixed penalty notice being issued.

Fly-posters can be removed or 'cancelled', 'sold out'/'postponed' stickers applied as appropriate. Any fly-posters can also attract a fixed penalty notice.

The current rates for graffiti and fly poster fixed penalty notices are £225 per offence, discounted to £200 if paid within 10 days.

4 Definitions

Graffiti – graffiti is drawings, messages or tags that are scribbled, scratched, painted, written or sprayed, typically onto walls and street furniture.

Offensive graffiti – this is illegal and unauthorised and may contain some or all of the following elements; offensive language, political, racist, religious content of an insulting, inciting or inflammatory nature.

Fly-posting – this is generally taken to be the display of advertising on buildings or street furniture without the consent of the owner. The following are illegal forms of advertising if they are displayed on a building or street furniture;

- a. advertising posters for local events such as nightclubs, pub events or car boot sales.
- b. posters advertising products or businesses (this does not apply to signs which have been granted planning consent).
- c. posters displayed by pressure groups.

Agenda Item 12



Licensing and Regulatory Committee	Tuesday, 20 June 2023	Matter for Information and Decision
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Report Title: **Communication and Consultation Plan for Further Selective Licensing Scheme (2025-2030)**

Report Author(s): **Ben Clark-Monks (Selective Licensing Team Leader)**

Purpose of Report:	This report and appendices outlines the proposed communications plan to engage with residents and stakeholders in relation to potentially designating a further Selective Licensing Scheme within the Borough.
Report Summary:	The report details the requirements for considering a scheme, outlines the area under consideration and channels that will be used to consult with residents and stakeholders.
Recommendation(s):	A. That the contents of the report be noted; and B. That the Proposed Communications and Consultation Plan (set out at Appendix 1 to this report) be approved to allow the consultation process to commence.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	David Gill (Head of Law and Democracy) (0116) 257 2626 david.gill@oadby-wigston.gov.uk Jon Wells (Strategic Manager) (0116) 257 2695 jon.wells@oadby-wigston.gov.uk Ben Clark-Monks (Selective Licensing Team Leader) (0116) 257 2883 ben.clark-monks@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Economy (SO3)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Collaborative & Creative (V3) Resourceful & Resilient (V4)
Report Implications:-	
Legal:	The implications are as set out at paragraphs 1.1, 2.4, 3.2 and 3.4 of this report.
Financial:	The implications are as set out at paragraphs 4.4, 4.5, 4.6
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1)

	Reputation Damage (CR4) Regulatory Governance (CR6) Economy / Regeneration (CR9) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications directly 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:	<ul style="list-style-type: none"> • Robert Helliwell (Marketing and Communications Manager) • Thomas Maccabe (Community Safety and Wellbeing Manager)
Background Papers:	<ul style="list-style-type: none"> • Selective Licensing in the Private Rented Sector - A guide for Local Authorities • Housing Act 2004, Section 80 (9)
Appendices:	1. Proposed Selective Licensing Scheme (2025 - 2030) – Communications and Consultation Plan

1. Background

1.1 The Housing Act 2004. Section 80 (9) requires a Local Authority to widely consult prior to considering designating an area of Selective Licensing within its Borough with two points enshrined within law, these are.

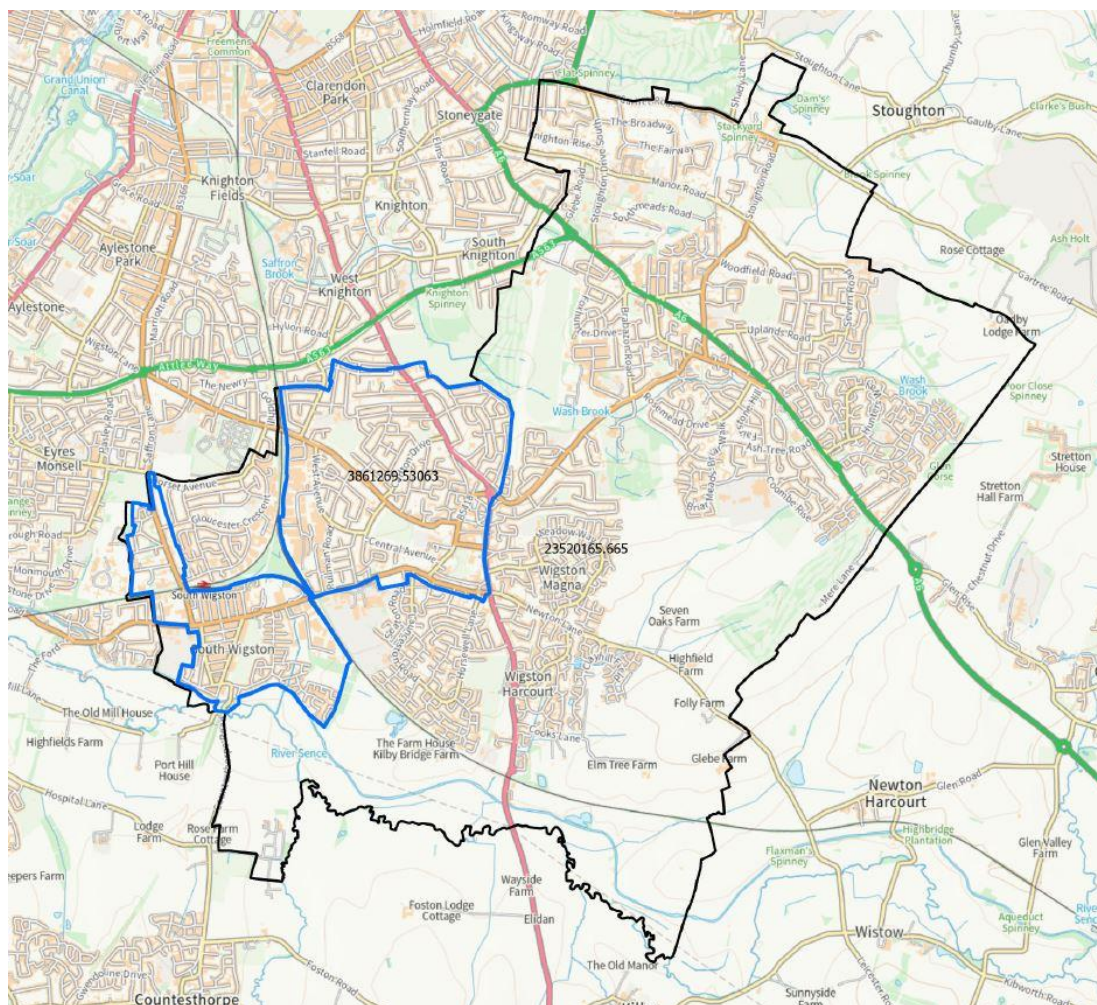
- To take reasonable steps to consult persons who are likely to be affected by the designation
- To consider any representations made in accordance with the consultation and not withdrawn.

1.2 The existing designation in the South Wigston ward is due to expire in May 2025, this consultation process will help to inform decision making on any potential future schemes.

1.3 Subject to the consultation and committee process it would be the intention to build on the success of the existing scheme in more areas of the Borough.

2. Proposed Area

2.1 The potential area under consideration consists of the Blaby Road area of the South Wigston Ward and parts of Wigston All Saints, Wigston St Wolstan's and Wigston Fields, as illustrated in the map below with the proposed area marked in Blue and the wider Borough boundary marked in Black.



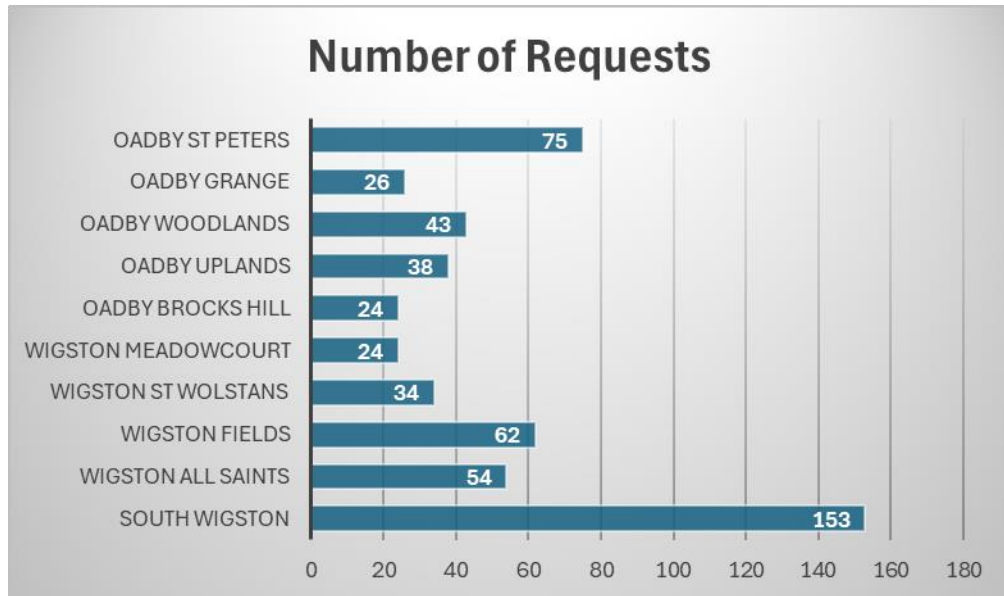
- 2.2 The potential designation accounts for 16.4% of the total geographic area of the Borough
- 2.3 The potential designation could include up to 1000 properties to ensure any designation remains within the 20% of total rental stock within the Borough, which currently equates to approximately 5000 properties.
- 2.4 To successfully designate a scheme you must have at least one of the factors outlined below, the factors in bold are the factors under consideration for this scheme.
 - 2.4.1 **Low housing demand (or is likely to become such an area)** – Not being considered
 - 2.4.2 **A significant and persistent problem caused by anti-social behaviour** – Responses from the Community Safety Partnership survey of residents 22/23 noted that 71% of the residents that responded were concerned about Crime, Anti-Social Behaviour or Community Safety in their area, with 81% of respondents from South Wigston answering yes, this was a concern for them.

With 80% of Wigston Residents stating that Crime and Anti-Social Behaviour had increased or stayed the same over the last 12 months, 85% of South Wigston and 78% of Oadby residents with the same response.

Along with these statistics only 16% of Oadby, 22% of South Wigston and 24% of Wigston residents were satisfied with public services dealing with Crime, Anti-Social Behaviour and Community Safety in their areas, with 41% of respondents in South

Wigston reporting they had been victims of crime or anti-social behaviour in the Borough.

2.4.3 **Poor housing conditions** – Housing standards service requests are a statutory duty required to be investigated by Local Authorities. Below is a table outlining service requests received that relate to Housing divided by Ward between 1st April 2019 and 31st March 2024.



As can be seen by the chart a significant number of request received relate to properties in South Wigston, which is part of the reasoning for the proposed future scheme including Blaby Road to allow for further proactive work to continue in the area, there are also a high number of service requests received from Wigston Fields and All Saints.

An outlier in relation to these figures is Oadby St Peters with the second highest number of requests, which whilst not being considered within this proposal, which will continue to be monitored, to see if this trend continues.

2.4.4 **High levels of migration** – Not being considered

2.4.5 **High levels of crime** – Crime is not typically reported at a ward level, as Leicestershire Police report crime based on their beat team divisions which for the Borough are South Wigston, Wigston and Oadby, below are reported levels between April 2023 and March 2024 compared to population levels, along with a graph from the Police website showing the last three years crime levels for the areas.

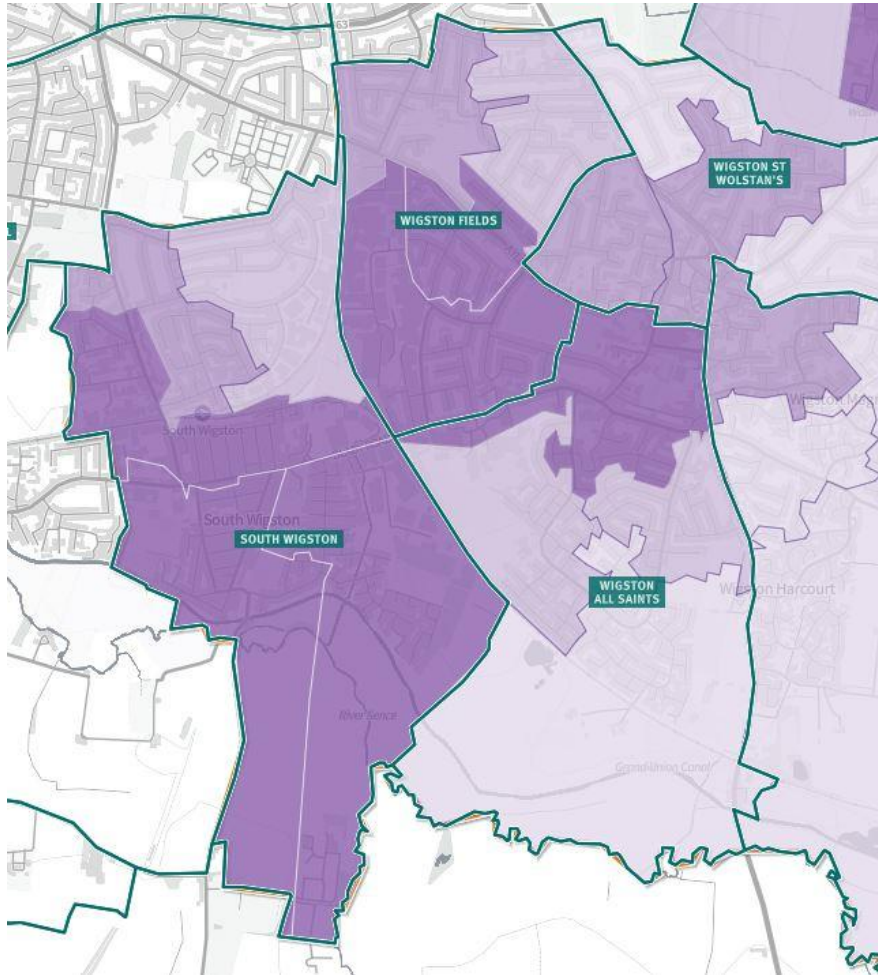
- South Wigston – Within the period from April 2023 to March 2024 there were 922 crimes recorded, with the most recent elector numbers for the ward noted as 6067, meaning 1 in 6 residents have been victims of crime.
- Wigston – Within the period from April 2023 to March 2024 there were 1856 recorded crimes with the most recent elector numbers for the Wigston wards totalling 20,259, meaning 1 in 10 residents have been victims of crime.
- Oadby – Within the period from April 2023 to March 2024 there were 1410 recorded crimes with the most recent elector numbers for the Oadby wards totalling 17,360, meaning 1 in 12 residents have been victims of crime.

2.4.6 **High level of deprivation** - Oadby and Wigston ranks 249 out of 317 on the Index of Multiple Deprivation (IMD) 2019 local authority rank. Oadby has less areas categorised as the most deprived areas nationally in comparison to Wigston. Wigston has five Lower layer Super Output Areas (LSOAs) that are in the 30% most deprived areas nationally. The mean deprivation rating for England is 21.67 and the information below outlines the comparison between national levels and the levels within the potential designation along with a local within Borough comparison.

- South Wigston – Is the most deprived ward within the Borough with an average rating of 21.94 which is above the national average, however when the Fairfield estate is removed as proposed within any new designation this increases to 27.50 demonstrating the increased levels of deprivation within the vicinity of Blaby Road, with the highest score registered in the area being north of Blaby Road with a score of 31.48.
- Wigston Fields – Closely follows South Wigston with an average deprivation score of 21.92 across the four LSOAs within the ward, all of which are proposed to be included in any future potential designation, with the highest score registered at 32.89 in the centre of the ward in the vicinity of Rolleston Road.
- Wigston All Saints – Has an average score of 14.76, however there is a significant range within the All Saints ward as illustrated by the map below with the lowest score in the ward being 5.93 and the highest being 31.27 located in the vicinity of Moat Street, part of this area is proposed to be included within any new designation.
- Wigston St Wolstans – Has the lowest average score within the potential designation at 11.50 with two of the LSOAs in the area having a score in excess of 17 in the vicinity of Wakes Road and Victoria Street with the area around Glenmere Primary having a score of 3.92, similar to All Saints, only part of St Wolstans is proposed to be included to try and capture the more deprived areas of that ward.
- Oadby Uplands – In contrast the average score for the Uplands ward is 7.11 with the highest score of 8.59 in the vicinity of Uplands Road. Oadby Uplands is not proposed to be included within the scheme but has been used as a point of comparison.

2.4.7 Below is a map taken from the department for Health and Social Care’s SHAPE atlas tool which maps deprivation levels across England, with areas of higher deprivation being illustrated in darker shades of purple.

(Continued overleaf)



2.5 Retaining the existing fee structure of £840 per property the project could potentially generate over £800,000 for the Authority, subject to discounts.

2.6 More detailed income projections and a full fee structure will be provided to the committee for consideration along with the consultation responses.

3. The Consultation Process

3.1 The plan at **Appendix 1** outlines the methods the Council will use to engage with residents and stakeholders listed at section 4.1 and 4.2 of this report to widely publicise the scheme as required.

3.2 Section 6 of the Selective Licensing in the private rented sector: a guide for local authorities document, published by the Department for Levelling Up, Housing and Communities outlines the consultation requirements for any considered scheme. The guidance document outlines that the Council must undertake a full consultation for a period of at least **10 weeks**.

3.3 It is essential that the consultation provides a clear and informative outline of the considered designation.

3.4 As the considered designation would account for less than 20% of the total rental stock within the Borough and less than 20% of the total geographic municipal area, it means that any scheme would be considered by the members of the Council and would not require intervention by the Secretary of State for Housing.

3.5 Subject to approval a detailed paper outlining the reason for the proposal will be produced to support the consultation process and provide any parties with all the essential information in relation to the scheme, this will include;

- Map outlining the proposed designation
- Explanation why the scheme is being proposed
- Proposed fees and discounts
- The aims of the considered designation
- Potential benefits of the scheme
- Details outlining how a scheme works, i.e. application process, exemptions, etc.

3.6 The document would be published on the Councils website, with paper copies provided to residents upon request. This approach will ensure that all parties could access the document, whilst minimising the environmental impact and cost implications associated with the consultation.

4. Methods of Communication and Stakeholders

4.1 Any consultation should include consultation with the following groups.

- Local Residents
- Tenants
- Landlords
- Managing Agents
- Business Operators within the designated area

4.2 Further to the groups included within the guidance document the Council will also consult with the following groups to ensure that the consultation will be widely publicised.

- Leicestershire Police (Police Area and Beat Levels)
- Leicestershire Fire and Rescue
- Leicestershire County Council, Social Services (Adult and Children Services)
- All Oadby and Wigston Borough Council Elected Members
- Office of Leicestershire Police and Crime Commissioner
- Office of Member of Parliament for Harborough, Oadby and Wigston Constituency
- Chair of the Oadby and Wigston Community Safety Partnership
- Internal Council Departments that may be impacted by designation (i.e. Housing Options, Community Safety and Economic Regeneration)
- Landlord Groups/Associations (i.e. National Residential Landlord Association and Decent and Safe Homes)

4.3 It is essential that all communication channels are open and easy to access for consultees, to ensure effective and accurate responses to the request for consultation.

4.4 There are costs associated to the consultation but the selected methods have been designed to provide best, greatest outreach whilst ensuring value for money by utilising existing platforms such as GOV delivery and email to reduce costs, **Appendix 1** outlines the specific methods used to engage with each group.

4.5 There are unavoidable costs such as the production and delivery of consultation cards, to ensure the requirement that the Authority consult widely. However these will be delivered by hand to reduce costs and postage has been kept to a minimum with email communication used where it is appropriate to do so.

4.6 It is anticipated that the total costs associated with the consultation is anticipated to be approximately £2500.00 to facilitate the methods noted within 4.4 and 4.5 of this report.

These costs will be covered from existing income generated from via the Selective Licensing Scheme.

4.7 Although consideration has been given to ensure that consultees are able to engage through one of the following channels

- Online (Through the Councils website)
- By phone (Through the Councils Customer Service team or directly to the Private Sector Housing team)
- Face to Face (Through the Councils Appointment Hubs and Residents Forums)
- Email (Through the dedicated Selective Licensing Email address)
- Letter (Delivered to the Council Offices)

5. Further Actions and Next Steps

5.1 All consultation responses will be recorded within the DASH system to ensure that all responses are stored in a central location and consultees will be asked to provide information on how they became aware of the consultation and how they have responded.

5.2 All responses will be anonymised, analysed and where appropriate assigned to categories and responses provided and published on the Council's website.

5.3 Following completion of the consultation, a further report will be brought to the appropriate committees which will include a copy of the information documents and consultation responses and subject to the outcome of the consultation a proposed designation for the consideration of the committee.

5.4 It will then fall to the Licensing and Regulatory Committee to decide whether or not to endorse or propose amendments to any proposed designation, prior to submission to full Council to make a final decision.

Communications and Consultation Plan

South Wigston, Wigston Fields and Wigston Magna

Proposed Selective Licensing Scheme (2025 – 2030)

Consultation Plan

[The Housing Act 2004. Section 80 \(9\)](#) requires a Local Authority to widely consult prior to considering designating an area of Selective Licensing within its Borough with two points enshrined within law, these are.

- To take reasonable steps to consult persons who are likely to be affected by the designation
- To consider any representations made in accordance with the consultation and not withdrawn.

[Section 6 of the Selective Licensing in the private rented sector: a guide for local authorities document](#), published by the Department for Levelling Up, Housing and Communities outlines the consultation requirements for any considered scheme. The guidance document outlines that the Council must undertake a full consultation for a period of at least **10 weeks**. The date for commencement for the consultation will be agreed subject to the approval of the Licensing and Regulatory Committee scheduled for 20/06/24.

Any consultation should include consultation with the following groups.

- Local Residents
- Tenants
- Landlords
- Managing Agents
- Business Operators within the designated area

Further to the groups included within the guidance document the Council will also consult with the following groups to ensure that the consultation is widely publicised.

- Leicestershire Police (Police Area and Beat Levels)
- Leicestershire Fire and Rescue
- Leicestershire County Council, Social Services (Adult and Children Services)
- All Oadby and Wigston Borough Council Elected Members
- Office of Leicestershire Police and Crime Commissioner
- Office of Member of Parliament for Harborough, Oadby and Wigston Constituency
- Chair of the Oadby and Wigston Community Safety Partnership
- Internal Council Departments that may be impacted by designation (i.e. Housing Options, Community Safety and Economic Regeneration)
- Landlord Groups/Associations (i.e. National Residential Landlord Association and Decent and Safe Homes)

- Housing Professionals (i.e Shelter)

The plan outlining the methods and nature the Council use to engage with the groups listed to widely publicise the scheme is outlined within the communication plan below.

It is essential that the consultation provides a clear and informative outline of the considered designation, as the considered designation would account for less than 20% of the total rental stock within the Borough and less than 20% of the total geographic municipal area, which means that any scheme will be considered by the members of the Council and would not require intervention by the Secretary of State for Housing. Further information on the proposed area, proposed fees and discounts and the aims of the considered designation, will be published on the Councils website, with paper copies provided to residents upon request. This approach will ensure that those individuals that are able to review the information digitally are able to do so, whilst ensuring that individuals that are unable to are still able to access the essential information, whilst limiting the environmental impact

The Council will ensure that feedback can be provided through the following channels.

- Online (Through the Councils website)
- By phone (Through the Councils Customer Service team)
- Face to Face (Through the Councils Appointment Hubs and Residents Forums)
- Email (Through the dedicated Selective Licensing Email address)
- Letter (Delivered to the Council Offices)

Following completion of the consultation period the results from the consultation and summary responses will be published on the Councils website and presented to the Licensing and Regulatory Committee showing how those comments have either been acted on or not and the justifications for doing so.

Communication Plan

The table below outlines the various consultees that are being contacted, the methods and timeframes of how this is being undertaken.

Method of contact	Nature of communication	Target / Specific Audience	Timescales and period	Method of Delivery	Potential/Actual numbers targeted
Residents and businesses within impacted areas					
Consultation Methods with variable engagement					
Consultation postcard provided to all residences and businesses within the South Wigston, Wigston Magna and Wigston Fields ward.	Postal	All residents and businesses within impacted wards to encourage comments and feedback	Delivery to commence following approval and lifting of purdah, subject to lead in times from printers Commenced by August 2024	For efficiency deliveries will be made by hand.	Number of residences 10,761 Number of residents 18,440
Presentations to be delivered at South Wigston and Wigston residents forums	Face to Face	Residents of impacted wards to encourage comments and feedback	Attendance at the first cycle of residents forums following approval and the lifting of purdah	Face to face presentation to residents in attendance delivered by the Selective Licensing team leader	Dependant on engagement at these event, to be logged upon completion and reported back to committee
Two dedicated landlord and agents events	Face to Face	Landlords and Estate Agents	To be arranged following approval and the lifting of purdah, subject to	Face to face presentation to residents in attendance delivered by the Selective Licensing team leader	Dependant on engagement at these event, to be logged upon completion and reported back to committee

			availability of the Civic Suite		
Business groups and members of the public					
Make officers available for face to face or video appointments	Face to face or Video Call	All residents, landlords or other parties that wish to engage face to face	Ongoing throughout consultation period	Appointments that can be booked through our customer services team through the main switchboard number	Dependant on engagement to be logged upon completion and reported back to committee
Article within OWbiz newsletter	Email	Businesses within the Borough	Next newsletter following approval and lifting of purdah	Gov Delivery Platform	1185 subscribers
Article on Gov Delivery Platform to following mailing lists <ul style="list-style-type: none"> • Citizens Panel • Consultations and Surveys • Council News and Information 	Email	Members of the public	Following approval of plan by committee and lifting of purdah Completed by August 2024	Gov Delivery Platform	9986 Subscribers
Publication on the Councils Social Media Platforms	Social Media	Members of the public	Completed by July 2024 following purdah	Facebook, X	X – 2682 followers Facebook – 4500 followers
Dedicated webpage	Website	All parties	Completed by July 2024 following purdah	Council Website	Dependant on engagement to be logged upon completion and

					reported back to committee
Elected Offices					
Direct communication to all OWBC elected members, through members bulletin	Email	All Elected members for Oadby and Wigston Borough Council	Completed by July 2024 following purdah	Gov Delivery Platform	26 Members
Direct communication to elected member for Harborough, Oadby and Wigston	Email	Member of parliament for Harborough, Oadby and Wigston	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Name of member of parliament, subject to result of general election 4/7/24
Direct communication to office of Police and Crime Commissioner	Email	Office of Police and Crime Commissioner for Leicestershire Police	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Rupert Matthews
Chair of Community Safety Partnership	Email	Chair of Oadby and Wigston Community Safety Partnership	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Kevin Loydall
Landlords and Landlord Group/Organisations					
Direct contact via email with existing licence holders	Email	Existing Licenced Landlords	Following approval of plan by committee	Email from Selective.Licensing@oadby-wigston.gov.uk	687 landlords

Article with the Private Sector Housing newsletter	Email	All subscribers to Private Sector Housing News (Landlords and Agents across Leicestershire)	Completed by August 2024	Gov Delivery Platform	574 Subscribers
Direct communication to National Residential Landlords Association (NRLA)	Letter	National Residential Landlords Association (NRLA)	Completed by August 2024	Letter Posted 2 nd Class	N/A
Direct communication to the British Landlord Association (BLA)	Letter	British Landlord Association (BLA)	Completed by August 2024	Letter Posted 2nd Class	N/A
Direct communication to Decent and Safe Homes (DASH)	Email	Decent and Safe Homes (DASH)	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	N/A
Direct communication with Shelter	Letter	Shelter	Completed by August 2024	Letter Posted 2nd Class	N/A
Direct communication with PropertyMark	Letter	PropertyMark	Completed by August 2024	Letter Posted 2nd Class	N/A

Professional Services					
Direct communication with Leicestershire Police Inspector for Harborough, Oadby and Wigston Policing area	Email	Neighbourhood Policing Commander	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Inspector Liz Perry
Direct communication with Leicestershire Police Sergeant for Oadby, Wigston and South Wigston Beat Teams	Email	Leicestershire Police Sergeant for Oadby, Wigston and South Wigston Beat Teams	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Sergeant Mark Body
Direct communication with Leicestershire Fire and Rescue, Fire Protection Team	Email	Leicestershire Fire and Rescue, Fire Protection Team	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Ash Hajat Community Safety Team Leader
Attendance at Joint Action Group Meeting (JAG)	Face to Face	Various professional services	Completed by September 2024	Face to face presentation to JAG members	Approximately 15 members
Presentation to Community Safety Partnership	Face to Face	External Council body	Completed by September 2024	Face to face presentation to board members	Approximately 10 members
Direct communication with internal Housing Options Manager	Email	Oadby and Wigston Borough Council, Housing Options Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Louise Taylor

Direct communication with internal Housing Manager	Email	Oadby and Wigston Borough Council, Housing Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chris Eyre
Direct communication with internal Community Safety and Wellbeing Manager	Email	Oadby and Wigston Borough Council, Community Safety and Wellbeing Manager	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Tom Maccabe
Direct communication with internal Economic Regeneration team	Email	Oadby and Wigston Borough Council, Head of Built Environment	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Adrian Thorpe
Direct communication with internal Financial Inclusion Officer	Email	Oadby and Wigston Borough Council, Financial Inclusion Officer	Completed by August 2024	Email from Selective.Licensing@oadby-wigston.gov.uk	1 – Chetna Solanki-Mistry
Article in Staff Newsletter	Email	All Oadby and Wigston Borough Council staff registered	Completed by August 2024	Gov Delivery Platform	156 Subscribers
Presentation and dedicated training the internal customer services team.	Face to Face	Oadby and Wigston Borough Council staff	Early July 2024	Face to face presentation	14 staff members
Total Potential Consultees				38,277	