



TO COUNCILLOR:

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

F S Broadley (Vice-Chair)
H E Darling
F S Ghattoraya
C S Gore
S Z Haq

G G Hunt
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 & Time: Tuesday, 26 November 2024, 7.00 pm
Venue: Civic Suite 2, Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ
Contact: Democratic Services
t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices
Oadby
18 November 2024

Anne E Court
Chief Executive



Meeting ID: 2726

ITEM NO.

AGENDA

PAGE NO'S

Meeting Live Broadcast | Information and Link

This meeting will be broadcast live.

Press & Public Access:

A direct link to the live broadcast of the meeting's proceedings on the Council's Civico platform is below.

<https://civico.net/oadby-wigston/19603-Service-Delivery-Committee>

1. Apologies for Absence

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



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@Oadby_Wigston

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 - 5

To read, confirm and approve 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**

6 - 7

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. **Community Health & Wellbeing Plan**

8 - 52

Report of the Strategic Director and the Community Safety & Wellbeing Manager

8. **Corporate Performance Update (Q2 2024/25)**

53 - 154

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 CIVIC SUITE 2, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON TUESDAY, 3 SEPTEMBER 2024 COMMENCING AT TIME NOT SPECIFIED

PRESENT

G A Boulter Chair
F S Broadley Vice-Chair



Meeting ID: 2708

COUNCILLORS

R H Adams
N Alam
S S Athwal
J K Chohan
J K Ford
C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

OFFICERS IN ATTENDANCE

C Eyre	Legal & Democratic Services Manager / Deputy Monitoring Officer
D M Gill	Housing Manager
T Hatton	Head of Law & Democracy / Monitoring Officer
T Neal	Head of Customer Service & Transformation
K Robson	Strategic Director
A Thorpe	Democratic & Electoral Services Officer
	Head of Built Environment

9. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors L A Bentley, H E Darling, F S Ghattoraya and G G Hunt.

10. APPOINTMENT OF SUBSTITUTES

Councillors J K Chohan and J K Ford substituted for Councillors L A Bentley and H E Darling.

11. DECLARATIONS OF INTEREST

None.

12. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 11 June 2024 be taken as read, confirmed and approved.

13. 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 11 June 2024 be noted.

14. PETITIONS AND DEPUTATIONS

None.

15. CORPORATE PERFORMANCE UPDATE (Q1 2024/25)

The Committee gave consideration to the report and appendices (as set out in pages 8 - 78 of the agenda reports pack), which provided an update on the progress made during Q1 of the 2024/25 financial year towards achieving the priorities of the Council's Strategic Objectives.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The performance of the Council against its Corporate Objectives in delivering services be noted.

THE MEETING CLOSED AT 8.50 pm

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 03 September 2024

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	5. - Action List Arising from the Previous Meeting	Dave Gill to check availability of family swim sessions. <i>Due by Nov-24</i>	DaGi	Complete
	Cllr Martin commented that the new family swims at Parklands are still not suitable to families as they are during work/school hours.	David Gill has confirmed that there are four family swim sessions on Saturdays & Sundays.		
2.	7. - Corporate Performance Update (Q1 2024/25)	Adrian Thorpe to check and provide answers to the queries <i>Due by Nov-24</i>	AdTh	Complete
	Members asked where planning appeals had been lost, were these Officer or Member decisions? and were any costs incurred?	Adrian Thorpe has reported that the appeals referred to were Officer decisions and that there were no cost implications.		
3.	7. - Corporate Performance Update (Q1 2024/25)	Trish Hatton to check the amount is correct and confirm with Cllr Haq. <i>Due by Nov-24</i>	TrHa	Complete
	Cllr Haq queried the amount of Council Tax summonses in June 2024 as it seems comparatively high.	Trish Hatton emailed Cllrs Haq to confirm the number of summons in June was correct and explained the reasons why.		
4.	7. - Corporate Performance Update (Q1 2024/25)	David Gill to arrange this <i>Due by Nov-24</i>	DaGi	Complete
	Cllr Bill Boulter requested future Car Park Civil	These figures will be included in the Quarterly Service Update Report.		

Enforcement reports to include information on numbers of FPNs issued, paid & appealed.	
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* All actions listed are those which are informally raised by Members during the course of debate upon a given item of business which do not form part of - but may be additional, incidental or ancillary to - any motion(s) carried. These actions are for the attention of the responsible Officer(s).



Service Delivery Committee	Tuesday, 26 November 2024	Matter for Information
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Report Title: **Community Health & Wellbeing Plan (2024-2027)**

Report Author(s): **Teresa Neal (Strategic Director)**

Purpose of Report:	To present to the Committee Oadby & Wigston’s Community Health & Wellbeing Plan for 2024-2027.
Report Summary:	<p>The purpose of the Community Health and Wellbeing Plan is:</p> <ol style="list-style-type: none"> 1. To understand the local needs concerning health and wellbeing and the variance to England, other areas of the County or across the footprint covered by the Plan. 2. To ensure we have plans to drive improvement to the health and wellbeing of local populations and to manage any risks to this arising. 3. To both inform the Joint Health and Wellbeing Strategy (through identification of local needs) and respond to Joint Health and Wellbeing Strategy priorities at a neighbourhood level. <p>To do this, we have gathered information to help us understand local need, inequity and outcomes, looked at local healthcare services to understand the patterns of access to community hospitals, outpatient, elective and day case treatment, and have considered housing growth planned for the local area, ensuring there are plans in place to support this growth.</p>
Recommendation(s):	That the content of the report and appendices be noted.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p> <p>Dave Gill (Head of Law & Democracy / Monitoring Officer) (0116) 257 2626 dave.gill@oadby-wigston.gov.uk</p> <p>Tom Maccabe (Community Safety & Wellbeing Manager) (0116) 257 2611 thomas.maccabe@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1) Our Communities (SO2) Our Economy (SO3) Our Partners (SO5)</p>
Vision and Values:	<p>"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)</p>

Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Key Supplier / Partnership Failure (CR2) Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. Initial EA Screening (See Appendices)
Human Rights:	There are no implications arising from 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:	There has been extensive data and evidence collection to inform the Community Health & Wellbeing Plan, this evidence and drafts of the plan have been shared with key partners such as Public Health, Leicestershire County Council, Education, Police, NHS, GP Practices and voluntary sector organisations.
Background Papers:	None.
Appendices:	1. Community Health & Wellbeing Plan (2024-2027) 2. Equality Assessment (Initial Screening) (November 2024)

1. Background

- 1.1 In January 2021, the Department for Health and Social Care (DHSC) published proposals through the White Paper: 'Integration and Innovation: Working together to improve health and social care for all', to develop the NHS long term plan and bring forward measures for statutory Integrated Care Systems (ICS). The ICS for Leicester, Leicestershire and Rutland (LLR) was established in July 2022.
- 1.2 Partnership working has been established across the system (LLR collectively), place (Leicester, Leicestershire, and Rutland separately) and neighbourhood (at locality level). The NHS long term plan highlights the importance of joint working. The White Paper outlines a duty for the NHS and Local Authorities to collaborate with the introduction of Health and Care Partnerships to support integration to address health, public health and social care needs, with a key responsibility being to support place based joint work.
- 1.3 As part of the ICS's requirement for the development of a Place Based Plan, a Joint Health and Wellbeing Strategy (JHWS) has been created, which sets out the strategic vision and priorities for health and wellbeing across the county of Leicestershire over the next ten years. This strategy will help to shape our response across Leicestershire and ensures we are tackling many of the common factors across the county that contribute to poor health outcomes.



1.4 However, we also acknowledge that some needs are better identified and tackled at a neighbourhood level. Our borough council, voluntary sector and primary care networks, along with many other local services, operate at more localised levels to improve health outcomes. Therefore, Community Health and Wellbeing Plans (CHWPs) are also being developed, which identify local needs and actions that, alongside the county and system wide work, will help to improve people’s overall health and wellbeing. The CHWPs are a collaborative summary of the health and wellbeing needs experienced by the population living in our seven neighbourhoods across Leicestershire and the collective efforts we intend to make to ensure everyone gets the best chance at a healthy, independent life.

2. Information

2.1 Our Community Health and Wellbeing Plan for the Borough of Oadby & Wigston brings together a wide range of partners with the common purpose of improving the health and wellbeing of the local population. Forming partnerships between health and care organisations on a local footprint is key to planning and delivering joined up services to improve the lives of people who live and work in the area. By working together in collaboration, we have agreed a set of priorities that all partners across Oadby & Wigston Borough recognise and support. We remain committed to making a real change by focusing on these key priorities and tackling health inequalities which are present within our population.

3. Our Local Priorities

We developed our priorities via a multi-agency working group.

The data and insights around the life stages and current health and wellbeing of Oadby & Wigston residents were shared and discussed with our steering group, whose members comprised representatives from health, social care, public health, primary care, Oadby & Wigston Borough Council and the voluntary sector.

3.1 Stakeholder Event

In November 2023, we held a stakeholder event to bring together a wider range of professionals working with residents of the district. Representatives included those from the steering group plus colleagues from local schools, additional community and voluntary sector services including Local Area Coordinators, Healthwatch, Leicestershire Police and Leicestershire Partnership Trust.

3.2 Prioritisation Exercise

Following the stakeholder event, and also taking the data previously considered, a longlist of priorities was drawn up, which was then further streamlined using the following criteria:

- Is there robust evidence of effective interventions in this priority area?
- Is there robust evidence of interventions that are cost-effective (value for money)?
- Are improvements in outcomes measurable?
- Does this priority area focus on reducing health inequalities for example by targeting vulnerable groups, deprived areas etc?
- How many people will benefit from action in this priority area?
- Does the priority area address an area where Oadby & Wigston is performing significantly worse than national averages?
- How many of the JHWS Principles does this priority support?

A sub-group of the steering group was established to review the longlisted priorities against these criteria. The group had representatives from primary care, the voluntary sector, public health, Oadby & Wigston Borough Council and the Integrated Care Board (ICB).

Following this prioritisation exercise, a shortlist of 5 priorities with three 'golden threads' was established. These were then taken back to the steering group and shared with all stakeholders who had been involved in the event in November in order to gather any further feedback or concerns.

3.3 **Our Priorities Are as Follows:**

- Housing Quality: seek to improve the quality of new and existing housing to enable our community to live healthier lives
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risky Behaviours in Teenagers & Young Adults
- Mental Health
 - Encouraging a 'whole family' approach to managing mental health and wellbeing
 - Reducing health inequalities for those experiencing chronic mental health issues
 - Men's mental health
 - Children & Young People

In addition to the priorities above, we recognised that there were themes that had been evident throughout the life course stages we had reviewed and the discussions with stakeholders that will need to run throughout all of the work we do:

- **Communications** – we want to communicate better with residents, with colleagues and hear from them too. We need a better understanding between partners about the range of services available and how to support people to access them with the required referral criteria and processes.
- **Mental Health** – we recognise that mental health can impact upon people at any life stage so in addition to the specific mental health priorities above, we will consider physical and mental health equally in all we do.
- **Social Isolation** – again, we recognise that social isolation can and does impact upon people at all ages. We want to support everybody in Oadby & Wigston to be well connected and well supported to live the happiest and healthiest lives possible.

In addition to these golden threads running throughout the Community Health and Wellbeing Plan, we will remain focused on those groups within Oadby & Wigston who are more at risk of experiencing health inequalities. This includes but is not limited to:

- Ethnic minorities
- Those for whom English is a second language
- Carers
- People with disabilities
- Those on low incomes or experiencing poverty

The new Partnership, is different from the old Health and Wellbeing District Boards as there is a recognition that none of this work is taking place in isolation in Oadby & Wigston. For all of the priorities above, we will ensure that we will link in as appropriate with work already underway at Leicestershire or LLR levels to ensure that we are not duplicating our efforts and resources.

A highlight report across all priorities will be provided to the Staying Healthy Partnership Board on a quarterly basis. The Leicestershire Health and Wellbeing Board will also receive an annual update on behalf of all of the Community Health and Wellbeing Plans that have been developed in Leicestershire districts.

4. Delivery

The delivery of the Oadby & Wigston Community Health & Wellbeing Plan will be overseen by a newly established Partnership Group. This will be an expanded version of the steering group that has developed the plan.

Every priority will have a Lead and, where required, we will establish a Delivery Group for each priority. Membership of the delivery groups will include all partners involved in delivery of the action plan for the particular priority. It is anticipated that delivery will also be closely linked to the emerging Integrated Neighbourhood Team meetings within the Borough.

The Strategic Director will Chair the Group, Trustee from Helping Hands will be the vice-chair and Cllr Rosemarie Adams will be the lead member. She will attend the partnership meetings and be key in feeding back to members the progress against the plan. The first

meeting of the newly formed Health and Wellbeing Partnership will take place on 19 November.

Over the last two years Blaby District Council has delivered our Community Health and Wellbeing and our Sport and Physical Activity services through a service level agreement arrangement. There is an in-principal agreement from them to continue to do this for 2025/26. This of course will be dependant of cost, for the current financial year Oadby & Wigston paid Blaby £48,500 for this service.



The Borough of Oadby & Wigston's Community Health & Wellbeing Plan 2024-2027

Foreword

Our Community Health and Wellbeing Plan for the Borough of Oadby & Wigston brings together a wide range of partners with the common purpose of improving the health and wellbeing of the local population. Forming partnerships between health and care organisations on a local footprint is key to planning and delivering joined up services to improve the lives of people who live and work in the area. By working together in collaboration, we have agreed a set of priorities that all partners across Oadby & Wigston Borough recognise and support. We remain committed to making a real change by focusing on these key priorities and tackling health inequalities which are present within our population. This plan recognises and acknowledges the importance of creating engaged and cohesive communities by building trust and gaining a deeper understanding of their needs if we are to make a difference. Tackling the wider determinants of health to address the root causes of health and wellbeing is at the heart of everything we do. We are united as partners, and we are proud to support our organisations in this journey as we move forward over the next three years.

Signatures to be added

Anne Court, Chief Executive - Oadby & Wigston Borough Council

Caroline Trevithick, Chief Executive - Leicester, Leicestershire & Rutland ICB

We would like to express our thanks and appreciation to our Leicestershire County Council Public Health colleagues for their valuable input and support into the development of the Borough of Oadby & Wigston Community Health and Wellbeing Plan.

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Introduction

Executive Summary

In January 2021, the Department for Health and Social Care (DHSC) published proposals through the White Paper: 'Integration and Innovation: Working together to improve health and social care for all', to develop the NHS long term plan and bring forward measures for statutory Integrated Care Systems (ICS). The ICS for Leicester, Leicestershire and Rutland (LLR) was established in July 2022.

Partnership working has been established across the system (LLR collectively), place (Leicester, Leicestershire, and Rutland separately) and neighbourhood (at locality level). The NHS long term plan highlights the importance of joint working. The White Paper outlines a duty for the NHS and Local Authorities to collaborate with the introduction of Health and Care Partnerships to support integration to address health, public health and social care needs, with a key responsibility being to support place based joint work.

As part of the ICS's requirement for the development of a Place Based Plan, a Joint Health and Wellbeing Strategy (JHWS) has been created, which sets out the strategic vision and priorities for health and wellbeing across the county of Leicestershire over the next ten years. This strategy will help to shape our response across Leicestershire and ensures we are tackling many of the common factors across the county that contribute to poor health outcomes.

However, we also acknowledge that some needs are better identified and tackled at a neighbourhood level. Our borough council, voluntary sector and primary care networks, along with many other local services, operate at more localised levels to improve health outcomes. Therefore, Community Health and Wellbeing Plans (CHWPs) are also being developed, which identify local needs and actions that, alongside the county and system wide work, will help to improve people's overall health and wellbeing. The CHWPs are a collaborative summary of the health and wellbeing needs experienced by the population living in our seven neighbourhoods across Leicestershire and the collective efforts we intend to make to ensure everyone gets the best chance at a healthy, independent life. Many people and agencies have contributed to this Plan, and we are extremely grateful to them all for their valuable input and collaboration.

This range of strategies and plans form our strategic response to our population's health and care needs across the LLR area and is a vital part of our joint planning for integration, prevention and improvement.

Whilst this Plan sets out priorities for the next three years, we have looked at the housing growth projections for the neighbourhoods for a longer period to ensure we are considering the longer-term needs for future populations. We know that our GP practices will be challenged by the increasing numbers of people moving to many of the areas. We must

ensure that the primary care offer grows alongside housing to support residents to access provision when needed. At the same time, we need to reduce the reliance on primary care and the need for clinical intervention when not required. We can do this by supporting people to make healthy lifestyle choices and ensuring access to sports and leisure services, support and social groups, and an integrated approach to prevention and intervention.

Purpose of this document

The purpose of the Community Health and Wellbeing Plan is:

1. To understand the local needs concerning health and wellbeing and the variance to England, other areas of the County or across the footprint covered by the Plan.
2. To ensure we have plans to drive improvement to the health and wellbeing of local populations and to manage any risks to this arising.
3. To both inform the Joint Health and Wellbeing Strategy (through identification of local needs) and respond to Joint Health and Wellbeing Strategy priorities at a neighbourhood level.

To do this, we have gathered information to help us understand local need, inequity and outcomes, looked at local healthcare services to understand the patterns of access to community hospitals, outpatient, elective and day case treatment, and have considered housing growth planned for the local area, ensuring there are plans in place to support this growth.

Where possible, our priorities and actions will fit with our principles of:

- Understanding local need
- Embedding prevention in all that we do
- Enabling independence and self-care
- Bringing care closer to home
- Supporting Covid-19 pandemic recovery

Key enablers to help us achieve this are:

- Working together where we can add value or reduce duplication through a joint approach
- Clear and coordinated planning and delivery
- Effective communication and engagement
- Utilising local partnerships

The Plan is directly linked to longer term major NHS strategic priorities for Leicester, Leicestershire, and Rutland (LLR). It depends on other complex organisational and national programmes requiring closer working with local and national partners at all levels to ensure we successfully deliver this Plan for the people of Oadby & Wigston. To support this, we

have established the Oadby & Wigston Community Health and Wellbeing Partnership to oversee decision making and delivery of the actions within this document.

Drivers

National Drivers

The 2019 NHS Long Term¹ plan covers a ten year period and was developed at the request of the Government. The Long Term Plan includes seven priorities which look at different things that the NHS wants to make better and is based on what the public and staff think the NHS needs. The vision is that local area partners work closely together to develop local improvement plans that help us to spend NHS money to help local people.

The seven national priorities of the Long Term Plan that the local NHS and Council partners are working towards are as follows:

1. Ensuring the NHS works in the best way possible so that people can get help more efficiently and they can get care close to where they live when they need it
2. Getting better at helping people to stay well
3. Making care better
4. Supporting our staff better and looking at the things which make their jobs hard
5. Putting more money into new technology and online services and systems
6. Using extra money to make sure the NHS works well in the future
7. New ways that the NHS and Local Councils work more closely together through an approach called an Integrated Care System (ICS). The Leicester, Leicestershire, and Rutland Partnership is an ICS.

Primary Care Networks (PCNs) formed in July 2019, building on core primary care services to enable greater proactive, personalised, coordinated and more integrated health and social care for local communities. The Network Contract Direct Enhanced Service (DES)² includes funding for more health professionals as well as enabling the development of more integrated community teams that provide tailored care for local patients. This new model of care will also allow GPs to focus more on people with complex health needs.

Health and Social Care Integration: joining up care for people, places, and populations (2022)³ is a White Paper that sets out key measures that enable local areas to make Integrated Health and Social Care a reality for everyone, regardless of the location they live in and what condition they may have. This policy involves planning to join up care for our patients and service users, helping staff to support the increasing numbers of people with care needs and organisations delivering these services to the local populations.

Fit for the Future: The Health Value of Wellbeing and Leisure Services⁴. District council services impact many aspects of local communities, underlining the key role in determining public health. This district councils' network document highlights the importance of districts in the

¹ [NHS Long Term Plan » The NHS Long Term Plan](#)

² [NHS England » Network Contract Directed Enhanced Service \(DES\)](#)

³ [Health and social care integration: joining up care for people, places and populations - GOV.UK \(www.gov.uk\)](#)

⁴ [Fit for the Future: The Health Value of Wellbeing and Leisure Services \(districtcouncils.info\)](#)

health and wellbeing and early intervention for the populations they serve. It emphasises the importance of integration with healthcare and wider Partners.

The Fuller Report⁵ was commissioned in November 2021 to provide specific and practical advice to all ICSs, as they assumed new statutory form, on how they could accelerate implementation of integrated primary care (incorporating the current four pillars of general practice, community pharmacy, dentistry and optometry), out of hospital care and prevention ambitions in the NHS Long Term Plan in their own geographies. It sets out a vision for the future of primary care which focuses on four main areas: neighbourhood teams aligned to local communities; streamlined and flexible access for people who require same-day urgent access; proactive, personalised care with support from a multi-disciplinary team in neighbourhoods for people with more complex needs, and a more ambitious and joined-up approach to prevention at all levels.

Local Context

The Leicestershire Joint Health and Wellbeing Strategy (JHWS) 2022-2032⁶ has an overall vision of “Giving everyone in Leicestershire the opportunity to thrive and live happy, healthy lives”. A life course approach has been used to identify high level strategic, multi-organisational priorities for the next ten years and provide clear accountability to the Leicestershire Health and Wellbeing Board (HWB).

Figure 1: The JHWS road map



⁵ [NHS England » Next steps for integrating primary care: Fuller stocktake report](#)

⁶ [Joint Health & Wellbeing Strategy | LSR Online \(lstr-online.org\)](#)

The Leicestershire HWB has approved a ‘do, sponsor, watch’ approach to allow the Board to proactively set the agenda around key integration and partnership priority areas whilst allowing partners to continue to deliver and drive change through their subgroups and organisations without blockages across the system. The approach is summarised below:

- Do – The JHWS will identify 1-2 key action priorities in each life course stage. The HWB will ensure the appropriate spotlight on these areas to ensure effective and efficient multiagency delivery and accountability for progress on these priorities.
- Sponsor – Additional key work streams, including from the HWB sub-groups and LLR ICS design groups/collaboratives, will be supported by a sponsor from the HWB who is accountable for ensuring outcomes are delivered.
- Watch – Workstreams, including specific health pathways, organisational service reviews, and support for carers and dementia, are still crucial to preventing and reducing health inequalities but are more aligned to a single organisation. This work is business as usual and may include areas that are already ongoing, only escalating to the HWB when required.

The Public Health Strategy 2022-2027⁷. Leicestershire’s Public Health team is integral to Leicestershire County Council’s efforts to improve the health and wellbeing of our residents and the broader County Council’s prevention ‘offer’. The service mission and aim is “To protect and improve the health and quality of life of everyone in Leicestershire. We will achieve this through our commitment to the Council’s core values and behaviours which set out the vision for the Council’s work”. This strategy is not intended to duplicate key strategies such as Leicestershire County Council’s Strategic Plan or the JHWS. Public Health has responsibilities for commissioning services such as sexual health, substance misuse treatment services, school nursing, health visitors and NHS health checks. Partnership working and leadership is as important as the services provided. A range of organisations need to work together to make a joint contribution to good health, e.g., reducing health inequalities, improving air quality and providing safer communities.

LLR Health Inequalities Framework (May 2021) outlines how LLR organisations will work and take collective action in places to improve healthy life expectancy across LLR, by tackling not just the direct causes of health inequalities, but also the wider determinants of health. This framework is locally implemented across each place through an evidence-based and partnership approach to inform local action. This approach is called Population Health Management (PHM).

Building Better Hospitals (2019)⁸ is a significant programme of work led by the University Hospitals Leicester (UHL) NHS Trust and will mean fundamental changes in hospital provision across Leicester. There are many reasons why these changes at Leicester’s

⁷ [Public Health Strategy 2022-2027](#)

⁸ [Building Better Hospitals for the Future in Leicester \(betterhospitalsleicester.nhs.uk\)](#)

hospitals are needed. Some of these reflect population health trends, while some relate more to the running of the hospitals themselves.

Better Care Together⁹ was formed in 2014 and is a partnership which brought together the three NHS trusts and three clinical commissioning groups (now the Integrated Care Board (ICB) in LLR working alongside a range of other independent, voluntary and community sector providers and local councils.

Emerging Borough of Oadby & Wigston New Local Plan (2020-2041)

Planning involves making decisions about the future of our cities, towns and countryside. This is vital to balance our desire to develop the areas where we live and work with ensuring the surrounding environment isn't negatively affected for everyone. It includes considering the sustainable needs of future communities.

Local planning authorities must prepare a local plan which sets planning policies in a local authority area. These are very important when deciding planning applications.

Local plans must be positively prepared, justified, effective and consistent with national policy in accordance with section 20 of the [Planning and Compulsory Purchase Act 2004 \(as amended\)](#) and the [National Planning Policy Framework](#).

Oadby and Wigston Borough Council adopted its current Local Plan in 2019, which plans for the period 2011 to 2031.

The Council have started and are midway through preparing a new Local Plan for the period 2020-2041. The Council continues to engage with all key stakeholders and delivery partners in its development, in order to ensure that it reflects the health and wellbeing needs of the Borough.

Other supporting local strategies

There are a range of complementary supporting strategies that align to this plan. For example, the Oadby & Wigston Borough Council's Environment Strategy, Housing Strategy and Selective Licensing and Enforcement Policy.

Other supporting Place based strategies – there are a range of complementary supporting strategies at Leicestershire County level that align to this plan. For example:

- Active Together Physical Activity Framework 2022 - 2031
- Healthy Weight
- Substance misuse
- Healthy Workplace

⁹ [About us \(bettercareleicester.nhs.uk\)](#)

- Carers
- Mental Health
- Smoking cessation

Strategic Vision & Approach

Strategic Vision & Goal

We want everyone in Oadby & Wigston to live happy, healthy, long lives without illness or disease for as long as possible. However, to achieve this, we must consider the social model of health (as defined by Dahlgren and Whitehead (1991)¹⁰) which highlights the significant impact of the wider determinants of health (including social, economic and environmental factors) on people’s mental and physical health. It also identifies all but age, sex and hereditary factors are modifiable to change and therefore lying within the scope of this plan, particularly in relation to primary prevention.

Figure 2: The Dahlgren-Whitehead Health Inequalities Rainbow



Our Strategic Approach

Evidence shows us that clinical care only contributes towards 20% of health outcomes, therefore improving the wider determinants of health (the “causes of the causes”) will have a much more significant effect on improving health outcomes and reducing inequities in health compared to NHS interventions alone. However, modifying these risk factors will take time to evolve and improve.

¹⁰ European strategies for tackling social inequities in health – levelling up part 2 (WHO report, PDF), 1991, Dahlgren and Whitehead, https://www.euro.who.int/_data/assets/pdf_file/0018/103824/E89384.pdf



Our strategic approach for the next three years has five priority areas for action which are listed later in this report. These priorities are not standalone; they are mutually supported and may have interrelated actions where relevant to ensure the greatest overall impact on health and wellbeing outcomes.

Partnership Approach and Governance

Integration and collaboration are critical aspects of this Plan. By working together as an Integrated Care System, we can achieve a lot more and have a much more significant impact on the lives and outcomes of the people that we serve. This Plan has been developed collaboratively by the Oadby & Wigston Community Health and Wellbeing Partnership steering group, which was established in June 2023 and includes partners from the Public Sector, Health Service and Voluntary Sector who all share collective accountability for the delivery of partnership priorities.

To develop the Plan for Oadby & Wigston, we have used a variety of information sources to create a robust needs assessment. Examples of sources of information used include:

- Evidence obtained from engagement with the local population.
- National data sets on health and care outcomes, including the Public Health Outcomes Framework, the Social Care Outcomes Framework and NHS metrics (including overall levels of healthy life expectancy), but also the prevalence of specific diseases and uptake of screening programmes and immunisations.
- Local and national performance and uptake data on health and care services.
- Geographical mapping of Health and Care Strategic Assets to understand the pockets of deprivation and provide a deeper population profile of people in receipt of local health and care services.

These insights into Oadby & Wigston’s current health and wellbeing were shared and discussed at the steering group to understand emerging themes. A workshop took place in November 2023 to ensure that as many stakeholders as possible fed into the Plan and to add

to, develop and challenge the list of emerging themes. The workshops resulted in a longlist of fourteen priorities. A [prioritisation exercise](#) was undertaken with members of the steering group to determine which priorities would be shortlisted.

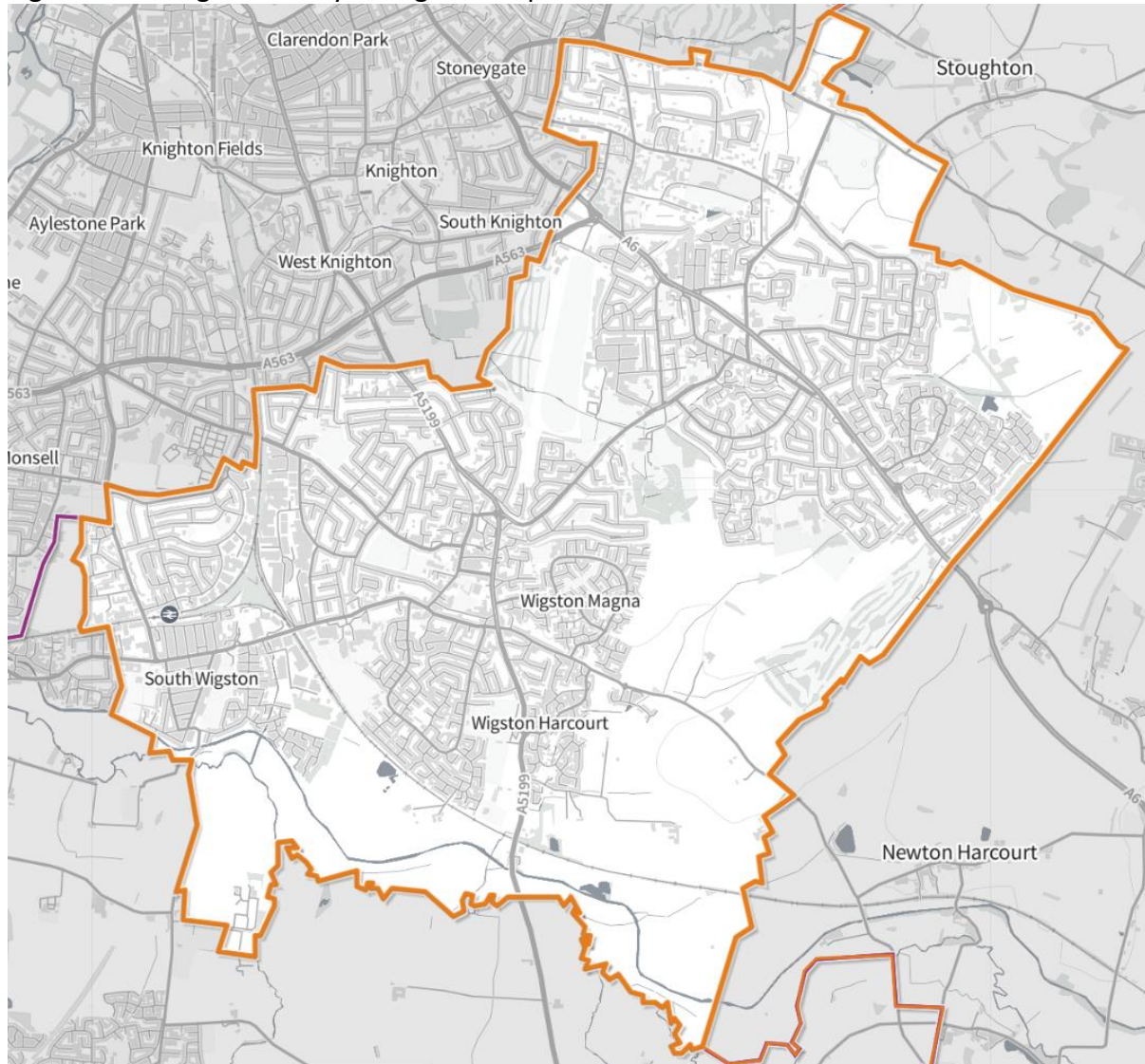
The Oadby & Wigston Partnership will ensure the appropriate spotlight on these areas to ensure effective and efficient multiagency delivery and accountability for progress on these priorities. The Partnership does not have any formal strategic decision-making authority. However, it will make recommendations to their respective organisations, the Staying Healthy Partnership Board (SHP) for Leicestershire County and the Health and Wellbeing Board (HWB) for Leicestershire County, to inform decision making. The Partnership will receive progress reports against the delivery plan at every meeting.

Plan Implementation and Monitoring

This document sets out the health and wellbeing priorities and principles to be progressed in Oadby & Wigston over the coming three years to 2027. Whilst we have been careful to select priorities for the Plan that reflect present and future need, these may inevitably change over time. For this reason, our Partnership action planning will be reviewed annually to ensure these priorities are still the right ones and enable us to make a noticeable difference for the population. The Oadby & Wigston Community Health & Wellbeing Partnership will develop a dashboard to monitor progress and provide regular progress updates to stakeholders.

Oadby & Wigston is one of the seven Districts within Leicestershire. The Borough lies southeast of the city of Leicester and borders three other local authority boundaries: City of Leicester, Harborough District and Blaby District.

Figure 4: Borough of Oadby & Wigston map



Oadby and Wigston is a relatively compact highly urbanised Borough with three main centres of Oadby, Wigston and South Wigston. The Borough has an area of around nine square miles, of which approximately two thirds is urban in nature. There are green flag areas including Blaby Road Park, the Peace Memorial Park, Brocks Hill Country Park and Leicester University's Botanic Gardens, all of which give important access to green space for residents. In addition, there are walking routes accessible within and from the borough, such as those along the waterways of the Grand Union Canal, or St. Wistan's Pilgrimage Walk to and from Wistow in Harborough.

There are good transport links to and from the three main towns in the Borough: Oadby, Wigston Town & South Wigston. All three towns have major bus routes to and from Leicester City, and out towards the County. South Wigston also has a train station on a route with

trains running between Birmingham and Peterborough. Popular routes include Leicester to South Wigston, Peterborough to South Wigston, Birmingham to South Wigston, Nuneaton to South Wigston, and Ely to South Wigston.

According to the 2021 Census, the population of Oadby & Wigston is around 57,700, which is an increase of around 2.8% since the last census in 2011 and a smaller increase than seen for England on average. Oadby & Wigston is among the 30% most densely populated English local authority areas.

The key findings of the 2021 census are as follows:

- Population growth was lower in Oadby and Wigston than across the East Midlands
- Between the last two censuses, the average (median) age of Oadby and Wigston increased by one year, from 41 to 42 years of age
- The share of residents aged between 50 and 64 years increased by 1.1 percentage points between 2011 and 2021
- Oadby and Wigston stood out from other areas for housing: The percentage of households in the social rented sector increased in Oadby and Wigston, but fell across the East Midlands.
- In 2021, 27.9% of Oadby and Wigston residents identified their ethnic group within the "Asian, Asian British or Asian Welsh" category, up from 22.3% in 2011. The 5.6 percentage-point change was the largest increase among high-level ethnic groups in this area
- 45,700 Oadby and Wigston residents said they were born in England. This represented 79.1% of the local population, which is a decrease of 3.9% from the 2011 census
- Oadby and Wigston saw the East Midlands' second-largest percentage-point rise in the proportion of lone-parent households (from 9.0% in 2011 to 10.5% in 2021).
- Oadby and Wigston saw the East Midlands' second-largest percentage-point rise (behind Leicester City) in the proportion of people who were economically inactive because they were looking after their family or home (from 2.8% in 2011 to 4.2% in 2021).
- 30.2% of Oadby and Wigston residents reported having "No religion", up from 23.2% in 2011. The rise of 7.0 percentage points was the largest increase of all broad religious groups in Oadby and Wigston.

34.6 per cent of the Borough's population are Christian. The largest non-Christian religious groups are Hindu (10 per cent), Muslim (11.2 per cent) and Sikh (7.5 per cent).

Religion	OWBC Value (per cent)	National Average (per cent)
Christian	34.6	46.2
Buddhist	0.3	0.5
Hindu	10.0	1.7
Jewish	0.2	0.5
Muslim	11.2	6.5
Sikh	7.5	0.9
Other	0.6	0.6
No religion	30.2	37.2
Religion not stated	5.4	6.0

Table 1: The Religious Composition of the Borough (Census 2021).

The Borough of Oadby and Wigston’s current [Local Plan \(2019\)](#) is the Council’s principal planning policy document and sets out the Vision, Spatial Objectives, Spatial Strategy and Planning Policies for development for the entire Borough area, for the period up to 2031. The Council’s spatial strategy within the current Plan makes provision for 2,960 new additional homes between 2011 and 2031.

The Council is also positively planning for growth up to 2041 through the preparation of its [emerging New Local Plan](#). This document, once adopted, will replace the current Local Plan and will make provision for additional homes between 2020 to 2041 in the Borough of Oadby and Wigston.

Health and Care Services and Usage in Oadby & Wigston

Primary Care

There are eight GP Practices within the Borough; seven of which are part of Oadby & Wigston PCN. Oadby & Wigston PCN has a registered population of over 55,000 patients. The other practice in Oadby & Wigston is Severn Surgery, serving over 10,500 patients and it is part of Watermead PCN. From October 2022, practices provide an enhanced access service covering the hours of 6.30am to 8pm Monday to Friday and 9am to 5pm on Saturdays.

The Additional Roles Reimbursement Scheme (ARRS) provides funding for additional roles to create bespoke multi-disciplinary teams, (e.g. social prescribers, clinical pharmacists, mental health practitioners, physician’s associates, nurse associates, first contact physiotherapists). Practices are also trying to maximise the use of these roles to increase GP capacity.

In addition there are eight dental practices, thirteen pharmacies and eleven optometry practices within the borough.

Secondary Care

There are no NHS community or secondary care hospitals within the Borough, although Spire Hospital is just within the border with Leicester City.

Acute Hospitals

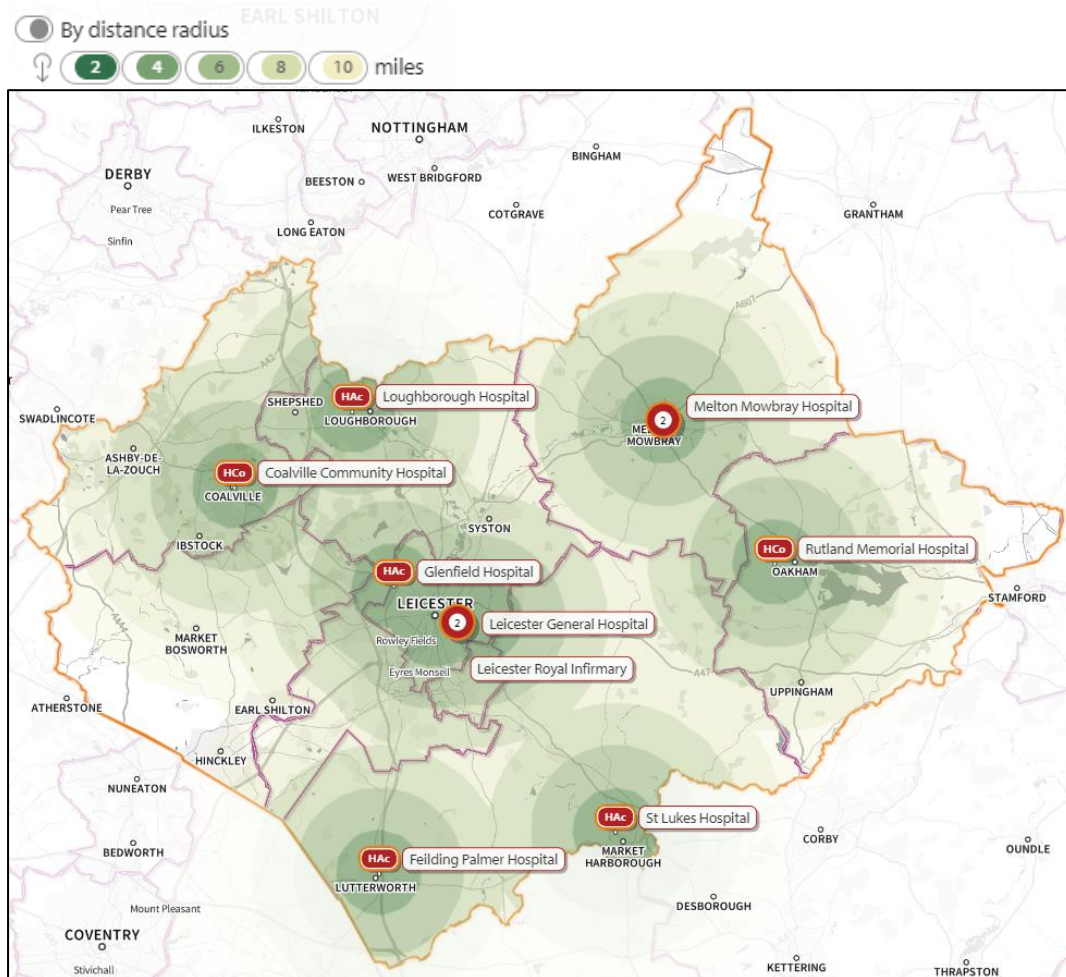
The nearest acute hospitals for Oadby & Wigston residents are the General Hospital and Leicester Royal Infirmary, within Leicester City boundaries, and most secondary care accessed by residents is with University Hospitals Leicester NHS Trust (UHL).

UHL is one of the biggest and busiest NHS Trusts in the country, serving the residents of LLR, and increasingly provides specialist services over a much wider area. UHL is nationally and internationally renowned for specialist treatment and services in cardio-respiratory diseases, ECMO, cancer, and renal disorders, reaching a further two to three million patients from the rest of the country. The trust activity is spread across the General, Glenfield and Royal Infirmary hospital sites. It has its own Children's Hospital and works closely with partners at the University of Leicester and De Montfort University.

Community Hospitals

Although there are no Community Hospitals within the Borough, residents may also choose to travel to Community Hospitals in other areas

Figure 5: Distance to University of Leicester Hospital Sites (SHAPE Atlas 2024)



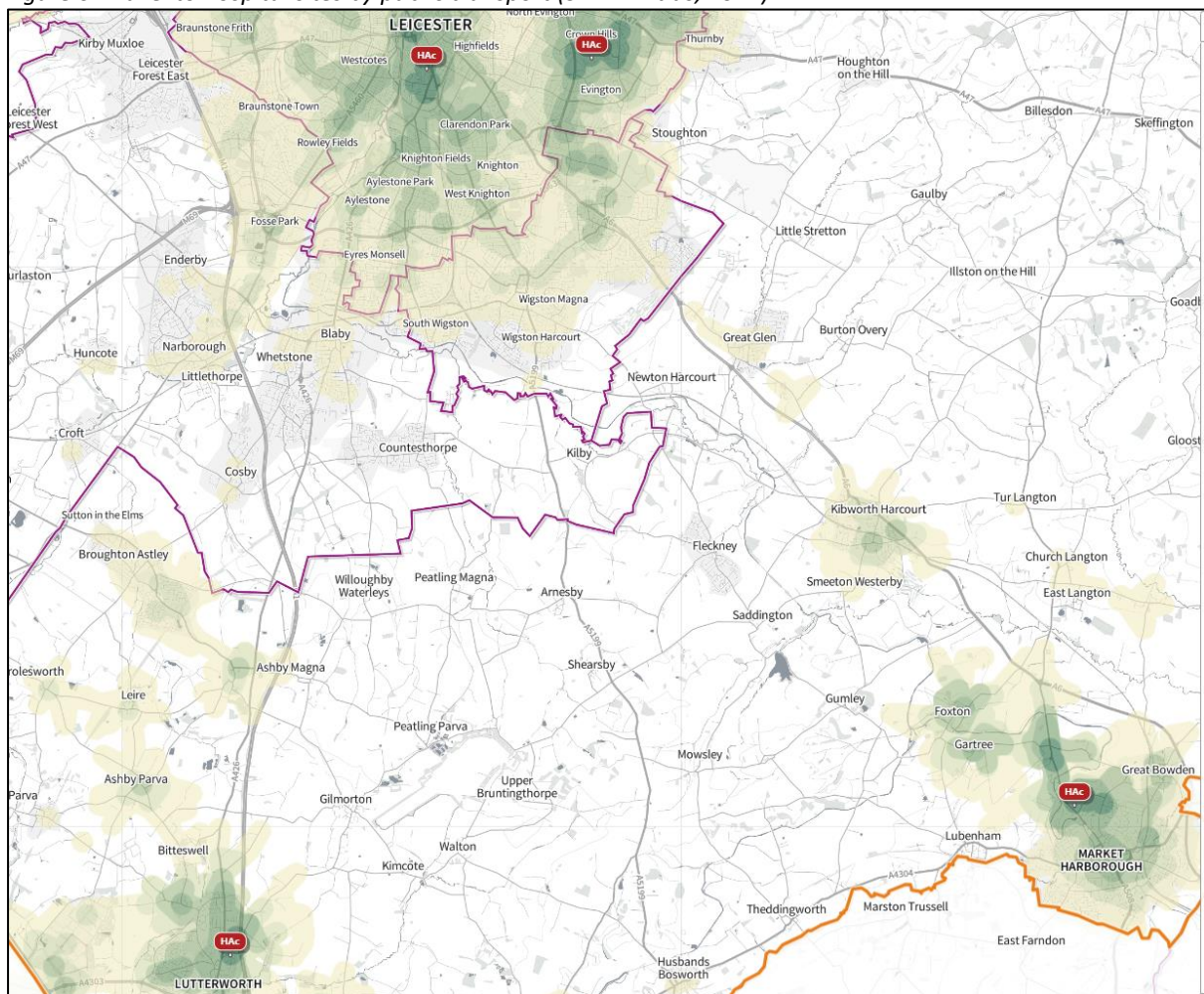
Feilding Palmer and St Luke's hospitals in Harborough are the closest to residents in the south of the Borough especially, and offer the most direct public transport routes. St Luke's hospital has two inpatient wards; one for community step down and one for stroke rehabilitation with inpatient therapies and Speech and Language therapy to support the wards. In addition, St Luke's hospital houses seven outpatient clinical rooms, two group therapy rooms, two Podiatry rooms and space for Physiotherapy. Breast cancer screening services, endoscopy and other diagnostics take place at St Luke's and a range of specialisms from University Hospitals Leicester provide outpatient clinics from the site, including Urology, Ophthalmology, Geriatric Medicine, Fracture Clinic and General Paediatrics'. In addition, the Treatment Centre houses a number of mental health and community services provided by Leicestershire Partnership Trust, including but not limited to Adult Mental Health & Learning Disabilities, Community Paediatrics, Health Visiting, Speech and Language Therapy and Podiatry.

Feilding Palmer Community Hospital in Lutterworth is in the centre of Lutterworth on Gilmorton Road. There are several outpatient services that take place from Feilding Palmer Hospital, including but not limited to Dermatology, Dietetics, Mental Health, ADHD services and Pulmonary and Cardio Rehab.

In October 2020, the Integrated Care Board approved a Decision Making Business Case (DMBC), following a 12 week consultation, to permanently close the inpatient beds at Feilding Palmer Hospital. The inpatient beds had been temporarily closed in summer 2020 due to the Covid-19 pandemic in response to a review against the national Infection Prevention and Control (IPC) guidance. The DMBC outlines the ICB's plans to maximise access to health services for the local community by refurbishing the hospital to provide more outpatient and community services to enable care to take place closer to home. The full DMBC can be found using the following hyperlink: [LLR-ICB-Board-papers-10-October-2024-FINAL.pdf](#)

Access to hospitals via public transport is likely to be more challenging to those living in the south of the borough, as illustrated in the map below:

Figure 6: Travel to hospital sites by public transport (SHAPE Atlas, 2024)



Oadby Urgent Treatment Centre

The Oadby Urgent Treatment Centre (UTC) is located on The Parade in Oadby and available to support patients with their urgent care needs when their GP practice is closed, and they need urgent treatment, including cuts and minor injuries such as sprains.

The Oadby Urgent Treatment Centre is suitable for urgent care needs but not emergency attention. Treatment at Oadby Urgent Treatment Centre can be accessed via a referral from NHS 111, a GP or the Clinical Navigation Hub, and patients can also walk-in without an appointment.

Local Authority & Voluntary Sector Services

Leicestershire County Council provides many critical services to the population of Leicestershire, including Adult Social Care, Public Health, Children's services, Adults and Communities services (including Adult Learning), Environmental and Transport services.

In addition, **Oadby & Wigston Borough Council** provides a range of services including but not limited to, benefits and support, waste and recycling, housing, building control, community safety, voluntary and community sector support and environmental services.

Several **hosted services** are also delivered across LLR but hosted by District Councils or other organisations who are commissioned for delivery. For example, two key services hosted by Blaby District Council are Lightbulb and the Housing Enablement Team. Lightbulb offers disabilities facility grants for the whole of Leicestershire, providing aids and adaptations to enable adults and children to stay at home independently. The Housing Enablement Team operates across the whole of LLR. It covers all the UHL hospitals, all community hospitals in Leicestershire, the Bradgate Mental Health Unit, and the mental health rehabilitation sites at The Willow and Stewart House. The service helps resolve tenancy issues and ensures homes are safe by organising repairs and resolving hoarding cases. The service can also offer practical support in terms of ensuring homes are heated, food is available, and that people have the essentials to move into a property. Both of these services support timely discharge from hospital by ensuring patients' homes are safe for them to return to.

A considerable number of **Voluntary Sector** services within Oadby & Wigston Borough are provided at both a local and national level. Key local services include Helping Hands, Leicester South Foodbank, School Sports Partnership South Leicestershire, LLR Mind,

There are two council **leisure centres** in Oadby (Parklands) and Wigston (Wigston Leisure Centre). In addition, there are a number of privately run gyms with access to the public available, including Leicester University's Roger Bettles Sports Centre and Pure Gym in Oadby.

Oadby & Wigston Borough Council have established three residents' forums, one operating in each of the three localities of Oadby, Wigston and South Wigston, giving residents the opportunity to have their say on what is important to them in their local area.

CORE20 PLUS 5

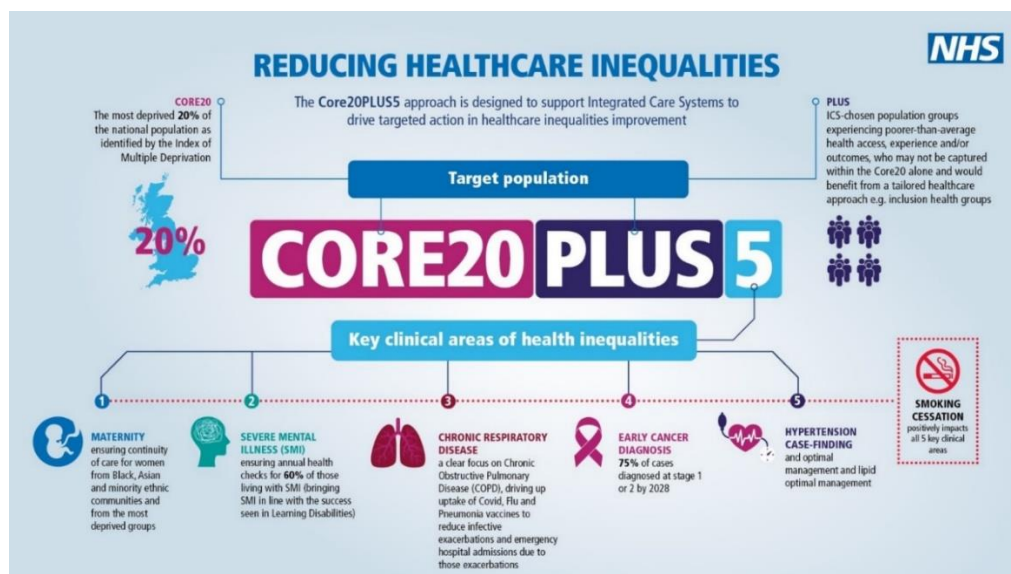
Core20PLUS5 is an NHS England approach for adults¹¹ and children¹² to inform action to reduce healthcare inequalities at both national and system level. The approach defines a target population – the ‘Core20PLUS’ – and identifies ‘5’ focus clinical areas requiring accelerated improvement.

‘**Core20**’ relates to the most deprived 20% of the national population as identified by the Index of Multiple Deprivation.

‘**PLUS**’ population groups are those identified at a local level. Populations NHS England would expect to see identified in these groups are ethnic minority communities; people with a learning disability and autistic people; people with multiple long-term health conditions; other groups that share protected characteristics as defined by the Equality Act 2010; groups experiencing social exclusion, (known as inclusion health groups) and coastal communities (where there may be small areas of high deprivation hidden amongst relative affluence). Inclusion health groups include people experiencing homelessness, drug and alcohol dependence, vulnerable migrants, Gypsy, Roma and Traveller communities, sex workers, people in contact with the justice system, victims of modern slavery and other socially excluded groups.

‘**5**’ relates to the five clinical areas of focus which require accelerated improvement that sit within national programmes; national and regional teams coordinate activity across local systems to achieve national aims. For adults the five clinical areas are Maternity, Severe Mental Illness (SMI), Chronic Respiratory Disease, Early Cancer Diagnosis and Hypertension Case Finding.

Figure 7: CORE20PLUS 5 Infographic (Source: [NICE](#))

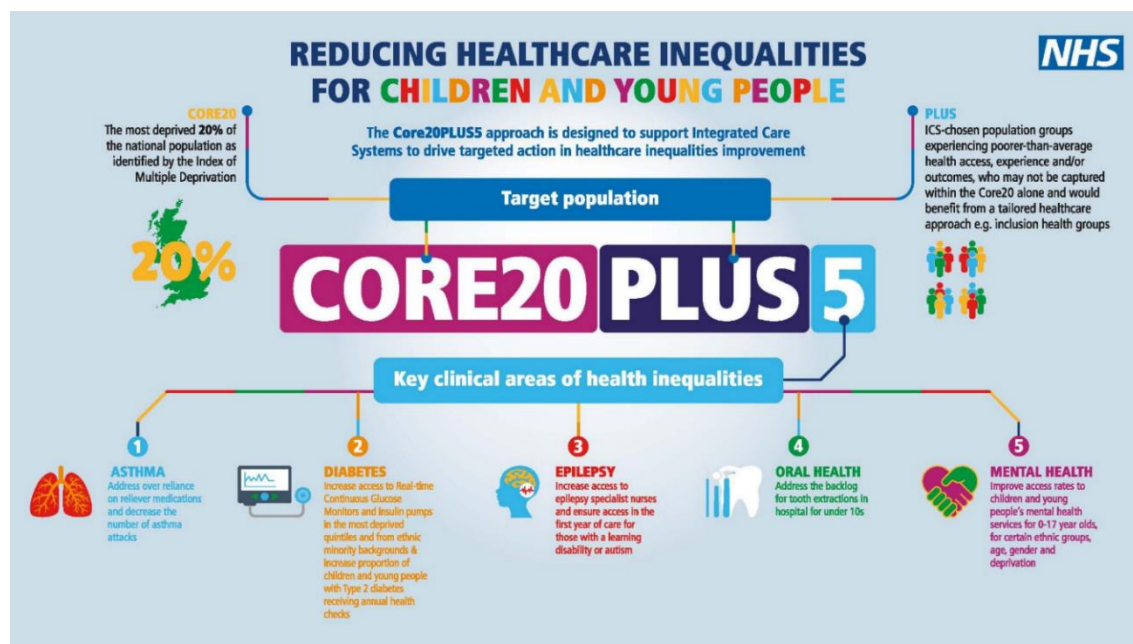


¹¹ [NHS England » Core20PLUS5 \(adults\) – an approach to reducing healthcare inequalities](#)

¹² [NHS England » Core20PLUS5 – An approach to reducing health inequalities for children and young people](#)

For children and young people (0-18) there is additional focus on young carers, looked after children/care leavers and those in contact with the justice system in the PLUS population. The 5 clinical areas are Asthma, Diabetes, Epilepsy, Oral Health and Mental Health.

Figure 8: CORE20PLUS5 Children and Young People (Source: [NHS England](https://www.nhs.uk))



Health Inequalities in Oadby & Wigston

Health inequalities are defined as avoidable, unfair and systematic differences in health between different groups of people. There are different types of health inequality, for example inequality in healthy life expectancy, or inequality in avoidable mortality.

These differences are usually determined by a number of factors, categorised into four types by The Kings Fund:

- socio-economic factors, for example, income
- geography, for example, region or whether urban or rural
- specific characteristics including those protected in law, such as sex, ethnicity or disability
- socially excluded groups, for example, people experiencing homelessness.

Ultimately, these differences can lead to differing outcomes for people, and people can experience different combinations of these factors, which will in turn have differing health implications for them.

In recent years health inequalities have been further exacerbated by the Covid-19 pandemic, which has taken a disproportionate toll on groups already facing the worst health outcomes. For example, nationally, the mortality rate from Covid-19 in the most deprived areas has been more than double that of the least deprived. In addition, some ethnic minority communities and people with disabilities have seen significantly higher Covid-19 mortality rates than the rest of the population. The economic and social consequences of the pandemic response have worsened these inequalities further, with young people, informal carers, those in crowded housing, on low wage, and frontline workers experiencing a more significant disadvantage and transmission of the virus. We also know that older and more clinically vulnerable people have experienced extended periods of physical deconditioning through limited activity and social isolation, which may have longer-term impacts on their health and wellbeing.

Within Oadby & Wigston, we know that there are variances in health outcomes between different areas of the Borough. In 2018, it was identified that males born in Oadby & Wigston had the 4th largest inequality in life expectancy at birth in England (13.5 years), and this had been increasing over time. For females, inequality in life expectancy at birth was 9.5 years, representing the 22nd largest inequality in England, and in comparison to the national average of 7.3 years.

In 2019 a Health Summit for Oadby & Wigston was held in order to raise awareness of the inequalities within the Borough, discuss them as a multi-disciplinary group and begin to identify potential solutions to form an action plan to address and reduce inequalities. Fifty-four individuals from a range of health, social care and third sector organisations as well as members of the public were in attendance. Following the health summit a number of semi-structured interviews and focus groups were held with key local individuals, healthcare professionals and local residents in order to develop a more detailed understanding of the wider issues and potential solutions.

Nine themes were drawn from the Health Summit, interviews and focus groups:

1. The differences between the three communities of Oadby, Wigston and South Wigston
2. Services: access to, changes to and closures/cuts
3. Communication & Collaboration – with people and between organisations
4. Education & Employment – varying access and opportunities of the communities within the Borough
5. Engagement – how professionals engage with the residents of the Borough, and how they engage with services
6. Individual Beliefs & Behaviours and how these affect lives in different ways
7. Local Environment – the importance of the physical and built environment, pollution and transport and the impact it can have on health and wellbeing
8. Population Demographics: fundamental differences in the population demographics of Oadby, Wigston and South Wigston
9. Mental Health: discussed as key to many of the changes/improvements to be made

A number of recommendations were made as a result of this work, which were to be considered by commissioners and providers:

- Develop a further understanding of Oadby & Wigston as three separate communities
- Review Oadby & Wigston Health & Wellbeing Board
- Connecting the three communities of Oadby & Wigston better physically – consider public transport options
- Community Engagement Events to increase communication, collaboration and co-operation between organisations
- Improve health education – link to the education sector in health and wellbeing work
- Fully maximise social prescribing, and embed Making Every Contact Count (MECC) across all partner agencies
- Improve communication across organisations and with residents
- Redevelop South Wigston Health Centre
- Develop Community spaces to support social prescribing & community development

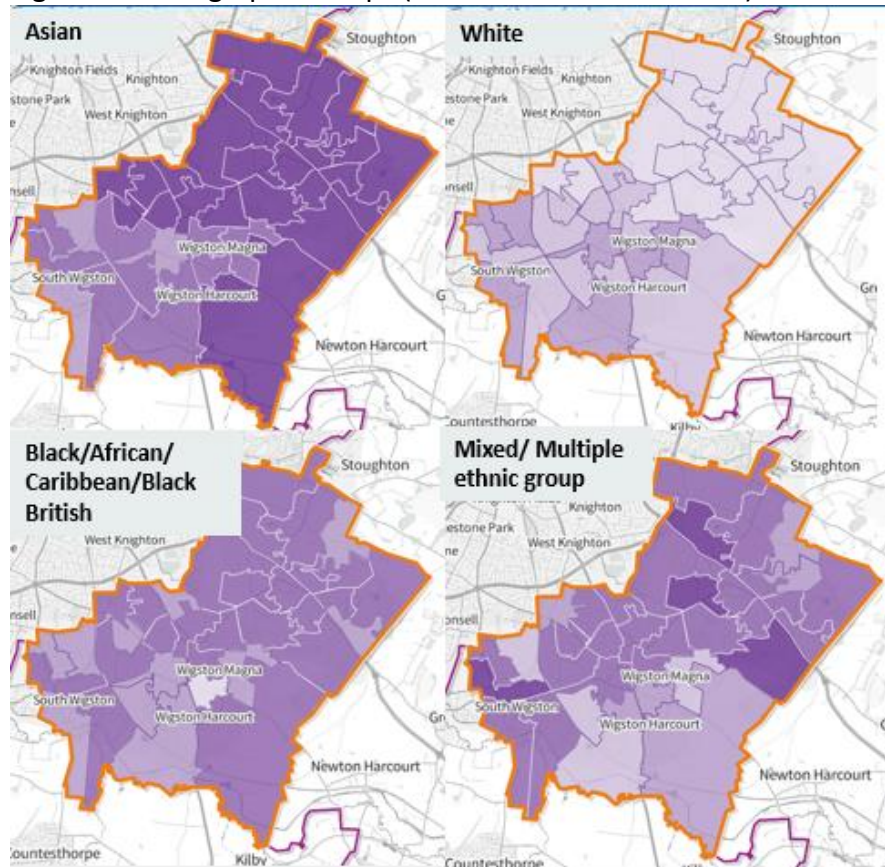
In developing this Community Health & Wellbeing Plan, the steering group revisited the information from the health summit and associated themes and recommendations above. It was felt that a number of them are still relevant, with progress having been hampered in some cases due to the Covid-19 pandemic.

When we look at current life expectancy, we can see that these figures have now improved since the data which prompted the work in 2019, but there is still evidence of the same inequalities.

Updated life expectancy data (2018-20) shows males (79.5) is similar to the national average (79.4) and life expectancy at birth for females (84.6) is significantly better than the national average (83.1) but differences in outcomes within the borough still exist.

In addition to life expectancy data, we know that there are significant differences in the populations of Oadby & Wigston when looking at other measures. For example, the population of Wigston is overall older than that of Oadby, with more of the population in the over 65 age group. Oadby has a higher proportion of residents from Black and Minority Ethnic group than Wigston, as illustrated in the maps below

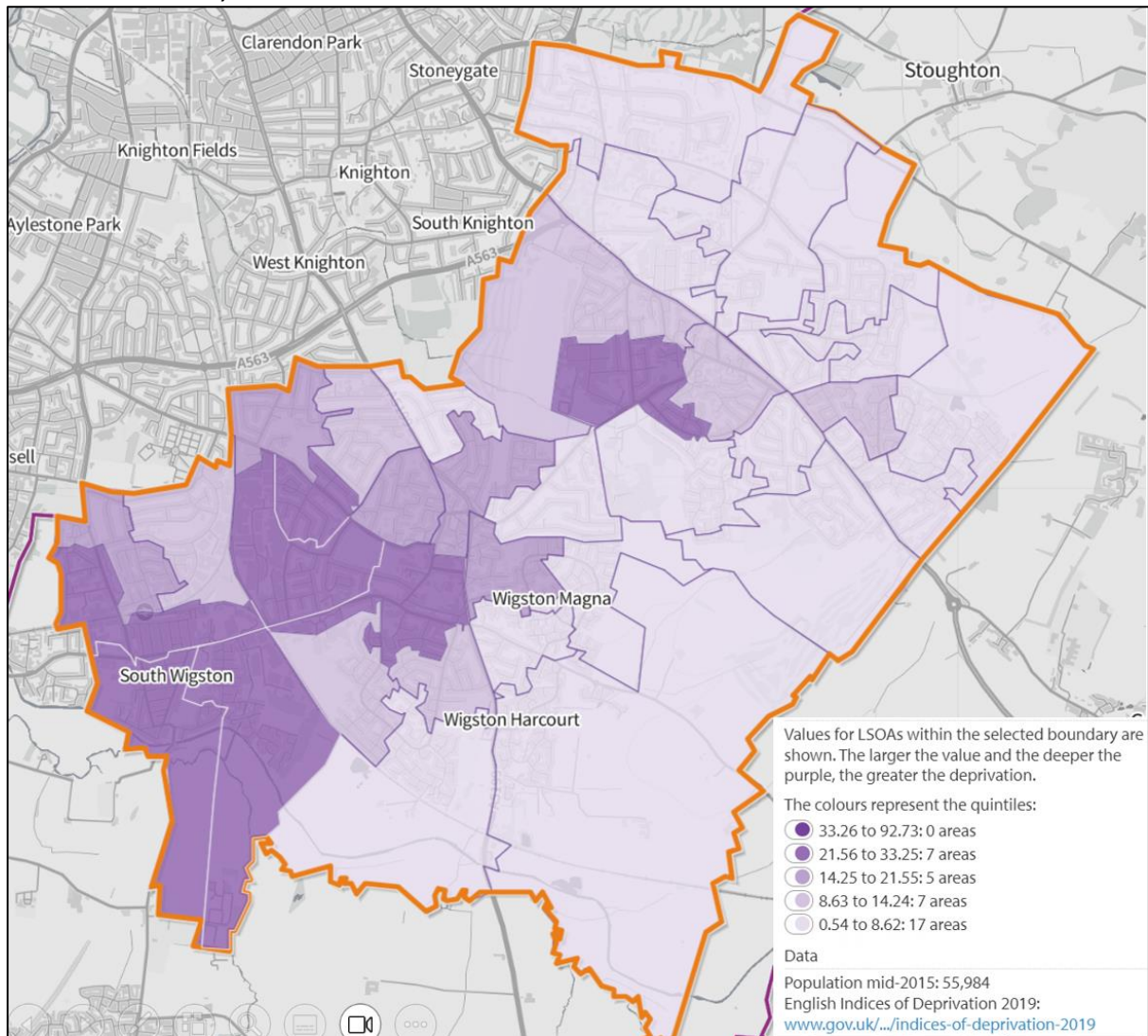
Figure 9: Demographics Maps (Source: SHAPE Atlas 2024)



Data on deprivation by the 36 Lower Supra Output Areas (LSOAs) within the Borough show that 7 are in the second most deprived quintile and 17 were in the 20 percent of least income deprived areas. Wigston Town is the MSOA with the second highest level of residents that are registered as disabled in Leicestershire (LCC Health Inequalities JSNA).

This all paints the picture of differences in outcomes for different communities within the Borough. In addition to the data, stakeholders have been at pains to emphasise during the development of this plan, the continued distinction between the three communities in Oadby, Wigston Town and South Wigston and the marked differences in deprivation and outcomes and we can see between them. As a Partnership, we will be mindful of how we deliver this plan and the differences in approach and resources that may be required for the different communities of Oadby & Wigston.

Figure 10: Indices of Multiple Deprivation by LSOA in Oadby & Wigston borough (source: SHAPE Atlas 2024)



The Life Course in Oadby & Wigston

Best Start in Life

We want our children and young people to have the best start for a long, healthy and happy life. We want them to fulfil their potential, by providing the best circumstances for educational attainment, emotional wellbeing and resilience and life skills, so that they may go on to thrive and contribute to their communities. We know that the circumstances into which children are born and people grow and develop, in terms of their families, communities and environments, have a significant impact upon their health and wellbeing outcomes later in life.

Where are we now?

Public health data shows that children and young people are in line with or just above the England average for a number of measures, such as Under 18s conception rate, infant mortality and Year 6 prevalence of obesity. However some children in Oadby & Wigston are living in poverty. There are 2127 children living in relative low income families in the district in financial year ending (FYE) 2022 which is 20.2% of the child population. There are 1778 living in absolute low income families in the same year, which is 16.9% of the child population. Oadby & Wigston has the highest percentage of children living in relative or low income families of all the Leicestershire Districts.

Feedback from stakeholders in development of this plan indicated that there are an above average number children in receipt of food parcels in Oadby & Wigston in comparison with the national average. Data from the 2021 Census indicates that Oadby and Wigston saw the East Midlands' second-largest percentage-point rise in the proportion of lone-parent households (from 9.0% in 2011 to 10.5% in 2021), which can mean that these families have fewer resources. In comparison, across the East Midlands, the percentage of lone-parent households increased from 9.9% to 10.3%, while the percentage in nearby Blaby increased from 9.1% to 9.6%.

Although there is no official data in regards to smoking and vaping in children, local discussions identified this as an emerging issue and many expressed growing concern around risky behaviours in older children and teenagers in the borough. It was felt that this was compounded by a lack of activities and resources for this age group locally, and partners recognise that one of the best way of supporting teenagers and young people is to provide support to the whole family, as parental wellness can impact upon the whole family unit

Breastfeeding initiation is in line with regional and national averages when considered at a Borough level, but at MSOA level some data from Public Health highlights lower than average prevalence of breastmilk as a first feed in South Wigston and Wigston Town MSOAs.

Outcomes for children and young people in the Borough often reflect the health inequalities described above. For example, South Wigston and Wigston Town are worse than England in relation to the child poverty domain and other MSOAs within the Borough.

What do we want to achieve?

We will work together to better understand how we can support children and young people to have the best start in life, also looking to support the wider family unit with building healthy habits for all and supporting a “Whole Family Approach” to mental health. The Whole Family Approach is a family-led strategy that provides adults and children with the tools to set, plan for, and achieve their goals together. It focuses equally, and intentionally, on services and opportunities for the child and the adults in their lives; it attends to the needs of parents/ caregivers and their children simultaneously. We will seek to understand a perceived rise in risky behaviours in teenagers and young adults, and work together as a partnership in order to try and remedy causes.

Staying Healthy, Safe & Well

Prevention is always better than cure, and good health and wellbeing are assets to individuals, communities, and the wider population. It improves health and care outcomes and saves money across the whole system.

We want people in Oadby & Wigston to live happy, healthy lives, free of disease and illness for as long as possible. This approach must consider not just physical health and clinical care, which only contributes about 20% towards health outcomes, but also mental health and recognising the importance of community, family and the wider determinants of health.

In addition to physical health, we know that good mental health can have a significant impact on peoples' ability to live healthy and happy lives. The impacts of poor mental health are far reaching, including lower levels of employment, reduced social contributions and decreased life expectancy. The NHS 5-year forward view for mental health and, recently, the NHS Long-term plan have highlighted that mental health has been proportionally underfunded and had insufficient focus through statutory services.

The national strategies set out a commitment to achieve parity of esteem of funding and outcomes between what has traditionally been framed as offers to meet mental health needs in comparison to physical health needs. A sizeable investment programme was put in place for enhancing and increasing offers targeting mental health needs including:

- Accessible mental health self-management, guidance and support
- Joining up mental health, physical health, broader care, and voluntary sector around local geographical areas
- Increasing access and strengthening offers for children, young people, women and families before, during, and after pregnancy
- Earlier intervention for people presenting with early signs of psychosis
- Psychological offers for the full range of defined mental health conditions
- Increasing retention and attainment of employment for people with mental health illness

Where are we now?

Public Health data shows that Oadby and Wigston has the highest level of inactive residents when compared to the other districts in Leicestershire and in comparison to England averages. The percentage of physically active adults (19+) in Oadby & Wigston is 59.6% (Fingertips 2022/23), which is significantly worse than the England average (67.1%).

According to Sport England data, all of the MSOAs in Oadby & Wigston are in the top 20 wards in Leicestershire with the most inactive residents. On average, the percentage for inactivity for the County is 26.37% , in OW its 30.7%.

Data from 2019/20 indicates that Oadby & Wigston had a lower percentage of residents walking for travel at least three days per week (11.7%) than both the East Midlands region (13.2%) and England (15.1%). It is reasonable to expect that this might have decreased further since 2019/20 with the increase in working from home since the pandemic.

Stakeholders fed back to us that there may be barriers to physical activity around physical access to facilities, cost pressures and accessibility for different communities.

The Sport England Active Lives Adult Survey in 2021 indicated that the percentage of adults who feel lonely often, always or some of the time in Oadby and Wigston (23.74%) was the highest in Leicestershire (21.1%) at higher than the figure for England (22.26%). This does seem to have improved, as the last survey from November 22 had no respondents from Oadby & Wigston saying they felt lonely always. Other data, such as the Age UK Loneliness Map indicates that there are some areas within the borough where people are at very high risk of loneliness.

Although there are many different datasets for loneliness, and as an issue it is complicated and difficult to measure, stakeholders agreed that loneliness and isolation is an issue that residents may need support with across all life stages.

In speaking to our stakeholders and partners in the development of this plan, we know that the COVID-19 pandemic has impacted residents within the Borough. Services such as South Leicestershire Foodbank have seen increasing demand for food parcels, and the most common reasons for referral so far this financial year are to do with debts, costs or expenses or the impact of new or existing mental or physical health conditions.

The cost-of-living crisis is impacting all demographic groups within the population. Due to increased travel costs, people may not be willing/able to travel to access required services. Fuel poverty will mean people have to choose between heating their homes or putting food on the table; this will have a profound negative impact on the physical well-being of the population, especially the vulnerable, elderly and those living with multiple long-term conditions.

The impact on the population's mental health is already being seen with increases in the number and acuity of people presenting with mental health issues, many of whom have never been in contact with services. Concern and worry around personal finances are resulting in a significant increase in cases of stress, anxiety and depression.

Turning Point data (2022/23) shows that 353 referrals were received for adults, which converted to 193 people in treatment. Most of the treatments provided were for Alcohol (47.2%) and Opiates (35.3%). 26.4% of people successfully completed their treatment. 96.9% of those who received treatment were 18-64 years old.

What do we want to achieve?

We want to increase the number of physically active adults within the Borough, ensuring that people are being appropriately referred to structured programmes where appropriate but more widely providing the right opportunities and environment for people to live active, healthy lives.

We also want to support residents’ mental health, reducing loneliness and social isolation. We will work with partners to target groups or areas of the borough where these problems may be more prevalent. We will also take a whole family approach to mental health and wellness, in recognition that a happy, healthy family unit can impact upon any one individual within it.

Living & Supported Well

As people age, become unwell or develop one or more Long Term Conditions (LTCs), they must be supported to live as independently as possible, for as long as possible, while maximising their quality of life. Due to an ageing population, there will be a corresponding anticipated increase in health conditions related to age, such as dementia, falls, cardiovascular disease and mobility issues. The more LTCs people have, the more significant health and social care support they will require. With a targeted population health management approach, we can focus on supporting those with disabilities and multiple LTCs (at any age) to help them live as well as possible for as long as possible and prevent or slow further decline into ill health.

Where are we now?

According to the 2021 Census, 21.32% of the population in Oadby and Wigston are 65 and over; this is higher than the average for England (18.41%) but similar to Leicestershire (20.79%). Although the population of Oadby & Wigston is growing more slowly than other parts of the County, there is still a large increase expected in the population of people aged 65 and over to 2040 - there is a projected increase of 23% in the total population aged 65 and over by 2040. This is below the projected 43% increase for Leicestershire County overall.

We can expect to see an increase in the number of health conditions associated with ageing due to the projected increase of the population over 65.

Condition	Growth in Number of patients over 65s from 2020 - 2040	% Growth in patients over 65s from 2020 - 2040
Dementia	375	36.9%
Falls	918	27%
Cardiovascular Disease	1010	25.6%
Obesity	805	21.6%

Mobility	768	31.3%
Limiting Long Term Illness (little limitation)	774	24.6%
Limiting Long Term Illness (a lot of limitation)	849	30.9%
Depression	243	22.8%
Diabetes	329	21.5%

The Office for Health Improvement and Disparities reports that Oadby and Wigston have the highest percentage of reported long-term musculoskeletal (MSK) problems (20.6%) in comparison to other Leicestershire districts (average 17.4%) and England (17%). The Office for Health Improvement and Disparities defines long-term conditions as those that last or are expected to last 12 months or more. MSK conditions include arthritis, fibromyalgia, back, spine and neck pain and any other MSK conditions. Prevalence of long term MSK problems increases with factors such as age, deprivation and ethnicity, with the Pakistani community reporting a higher prevalence than the average for all groups combined. The same report linked this to a lack of physical activity which, as detailed above, is low within the Borough.

Cancer diagnosed at stages 1 and 2, bowel cancer screening and decreasing cancer screening rates overall are of concern. In 2021, the percentage of Cancers diagnosed at stages 1 & 2, was 43.5%, significantly worse than East Midlands (52.9%) and England (54.4%).

Estimated dementia diagnosis rates (aged 65 and over) is 58.6% in Oadby & Wigston, which is significantly worse (lower) than the East Midlands (65.2%) and England average (63%). This indicator is also shown as decreasing and getting worse.

What do we want to achieve?

We want to work in partnership in order to better understand the reasons behind some of this data for Oadby & Wigston, to improve levels of cancer screening and early diagnosis, dementia diagnosis and also reduce the number of people with long term MSK conditions, whilst also supporting those who already have those problems. We will interrogate the data further, speak to residents and work as partners in health and wellbeing for Oadby & Wigston on these priorities.

Dying Well

Whilst the end stages of life can be difficult to talk about, it is arguably just as important that we plan and provide care to the same level that we do in the other life stages. We want to

support the residents of Oadby & Wigston to ensure that everyone has a choice about their care, treatment, and that our loved ones and carers are well supported. Care should be a dignified, personalised approach for the individual, their friends and family.

Where are we now?

Oadby & Wigston performs similarly to or better (lower) than England for Under 75 Mortality at a Borough level, although there are exceptions at an MSOA level where South Wigston and Wigston Town have much poorer outcomes than others across a range of indicators.

The majority of deaths of 75-84 year olds take place in a hospital (46.1%). Similar numbers of deaths of 85+ year olds occur in care homes (37.3%) and hospital (36.3%)

What do we want to achieve?

We will engage with, promote and participate in the development of the Leicester, Leicestershire & Rutland End of Life Strategy which is due to be published at the end of 2024. Through the detailed consultation and scoping that is taking place in the development of this plan, we will have a better idea of what residents want and need in relation to end of life care, and where more support may be required.

Wider Determinants of Health

The wider determinants of health are a diverse range of social, economic and environmental factors which influence people's mental and physical health. Systematic variation in these factors constitutes social inequality, which in turn is an important driver of health inequalities. Factors affecting the wider determinants of health range from the built environment, quality of green spaces and housing, educational attainment, crime and employment can all be factors.

Where are we now?

As described in previous sections, there are inequalities in outcomes between different communities in the Borough, some of which are quite pronounced.

Oadby & Wigston's Index of Multiple Deprivation (IMD) score has an average of 12.96 (favourable to the England mean of 21.67), but there is some variation at MSOA level. Whilst most MSOAs are in the least deprived quintile, there are a number of areas around South Wigston, Wigston Fields and Oadby St Peters which are in the fourth most deprived quintile.

The picture is similar when looking at income deprivation by MSOA, although there is one area in South Wigston in the most deprived quintile by this measure¹³. When looking at income deprivation affecting older people, Wigston Town has significantly higher numbers of older people living in poverty when compared with Leicestershire and England.

¹³ [English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019)

Data around barriers to housing services highlight Oadby Grange & Wigston Meadowcourt wards as being in the greatest area of need. The average house price for the district in May 2021 was £239,475; this has risen 8.7 % since May 2020. There is variation in price across the district, however - the average house price for the county overall is £254,111 which means that the average house price is over 8.6 times the mean annual salary of Oadby & Wigston residents, and over 9.3 times the median average salary of Oadby & Wigston residents.

Data around air quality and noise pollution from traffic highlight some of the major routes through the borough as being vulnerable to air pollution. Although there are currently no air quality management areas within the borough, there has been some pilot work undertaken already with schools on Blaby Road.

Our stakeholders provided feedback around some poor quality housing within the Borough. This has been an area of work for the local authority for some time now, in having a selective licensing area in South Wigston.

The number of premises licensed to sell alcohol per square kilometre for Oadby & Wigston in 2021/22 is 4.1. This is significantly higher (worse) than the England value of 1.3 per square kilometre.

What do we want to achieve?

We will work as partners in order to continue to address the health inequalities that exist within the Borough. We will continue to work collaboratively with key partners including Oadby and Wigston Borough Council to improve the quality of new and existing housing developments in order to ensure that we are doing all that we can to give residents safe and secure places to live that encourages them all to live the healthiest life possible.

Our Local Priorities

Developing priorities via a Multi-Agency working group

The data and insights around the life stages and current health and wellbeing of Oadby & Wigston residents were shared and discussed with our steering group, whose members comprised representatives from health, social care, public health, primary care, Oadby & Wigston Borough Council and the voluntary sector.

Stakeholder event

In November 2023, we held a stakeholder event to bring together a wider range of professionals working with residents of the district. Representatives included those from the steering group plus colleagues from local schools, additional community and voluntary sector services including Local Area Coordinators, Healthwatch, Leicestershire Police and Leicestershire Partnership Trust.

Prioritisation exercise

Following the stakeholder event, and also taking the data previously considered, a longlist of priorities was drawn up, which was then further streamlined using the following criteria:

1. Is there robust evidence of effective interventions in this priority area?
2. Is there robust evidence of interventions that are cost-effective (value for money)?
3. Are improvements in outcomes measurable?
4. Does this priority area focus on reducing health inequalities for example by targeting vulnerable groups, deprived areas etc?
5. How many people will benefit from action in this priority area?
6. Does the priority area address an area where Oadby & Wigston is performing significantly worse than national averages?
7. How many of the JHWS Principles does this priority support?

A sub-group of the steering group was established to review the longlisted priorities against these criteria. The group had representatives from primary care, the voluntary sector, public health, Oadby & Wigston Borough Council and the Integrated Care Board (ICB).

Following this prioritisation exercise, a shortlist of 5 priorities with three 'golden threads' was established. These were then taken back to the steering group and shared with all stakeholders who had been involved in the event in November in order to gather any further feedback or concerns.

The final set of priorities are as follows:

- Housing Quality: seek to improve the quality of new and existing housing to enable our community to live healthier lives
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risky Behaviours in Teenagers & Young Adults
- Mental Health
 - Encouraging a 'whole family' approach to managing mental health and wellbeing
 - Reducing health inequalities for those experiencing chronic mental health issues
 - Men's mental health
 - Children & Young People

In addition to the priorities above, we recognised that there were themes that had been evident throughout the life course stages we had reviewed and the discussions with stakeholders that will need to run throughout all of the work we do:

- Communications – we want to communicate better with residents, with colleagues and hear from them too. We need a better understanding between partners about

the range of services available and how to support people to access them with the required referral criteria and processes.

- Mental health – we recognise that mental health can impact upon people at any life stage so in addition to the specific mental health priorities above, we will consider physical and mental health equally in all we do
- Social isolation – again, we recognise that social isolation can and does impact upon people at all ages. We want to support everybody in Oadby & Wigston to be well connected and well supported to live the happiest and healthiest lives possible.

In addition to these golden threads running throughout the Community Health and Wellbeing Plan, we will remain focused on those groups within Oadby & Wigston who are more at risk of experiencing health inequalities. This includes but is not limited to:

- Ethnic minorities
- Those for whom English is a second language
- Carers
- People with disabilities
- Those on low incomes or experiencing poverty

As a Partnership, we also recognise that none of this work is taking place in isolation in Oadby & Wigston. For all of the priorities above, we will ensure that we will link in as appropriate with work already underway at Leicestershire or LLR levels to ensure that we are not duplicating our efforts and resources.

Delivery

The delivery of the Oadby & Wigston Community Health & Wellbeing Plan will be overseen by a newly established **Partnership Group**. This will be an expanded version of the steering group that has developed the plan.

Every priority will have a Lead and, where required, we will establish a **Delivery Group** for each priority. Membership of the delivery groups will include all partners involved in delivery of the action plan for the particular priority. It is anticipated that delivery will also be closely linked to the emerging **Integrated Neighbourhood Team** meetings within the Borough.

Timescales

Once established, the delivery groups will review the feedback from the priority workshops, and the data associated with the priority to create the local action plan for delivery (to include a monitoring dashboard), using SMART performance measures. This will take place over the first two months. The action plan will be delivered over a 12-month timeframe.

Monitoring and Reporting

A template for the action delivery plan will be provided to the delivery groups to populate with the identified actions and presented to the Partnership group for agreement. Alongside this will be a monitoring 'highlight report' which will use the Red, Amber, Green rating

system to demonstrate progress (Red = significantly behind, Amber = slightly behind, Green = on track for delivery).

Once the agreed actions are at the delivery stage, quarterly highlight reports will be presented to the Partnership. This will ensure there is the appropriate spotlight on the priority areas to ensure effective and efficient multiagency delivery and accountability for progress on these priorities.

Governance

As the Oadby & Wigston Partnership group does not have any formal strategic decision-making authority, a highlight report across all the priorities will be provided to the Staying Healthy Partnership Board on a quarterly basis. The Leicestershire Health and Wellbeing Board will also receive an annual update on behalf of all of the Community Health & Wellbeing Plans that have been developed in the Leicestershire districts.

Annual Reviews

Over the three-year period of this plan, at the end of each 12-month action plan cycle, a review of the data will take place to identify whether there are any areas of significant change in the borough. If required, a review of the action plan priorities will take place. An annual summary will be produced at the end of each 12-month cycle.

Stakeholders

Integration and collaboration are key aspects of this plan. The following Stakeholders have been involved in the development of this document, among others:

Oadby & Wigston Borough Council (OWBC)
Leicestershire Adult Social Care (ASC)
Leicestershire Police
Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)
Leicestershire Partnership Trust (LPT)
Leicestershire County Council Public Health
Leicestershire County Council Adult and Social Care
Primary Care Networks (PCNs)
Active Blaby
LLR Healthwatch
Leicestershire Fire and Rescue Service
Oadby & Wigston Primary Care Network
Watermead Primary Care Network
Everyone Active
Leicester South Foodbank
Woodland Grange Primary School
Turning Point
OWLS Academy Trust
Leicestershire GATE



EQUALITY ASSESSMENT

PART 1 - INITIAL SCREENING

Name of Policy/Function:		This is new
Community Health & Wellbeing Plan		

Date of screening	4 th November 2024
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1. Briefly describe its aims & objectives

Our Community Health and Wellbeing Plan for the Borough of Oadby & Wigston brings together a wide range of partners with the common purpose of improving the health and wellbeing of the local population. Forming partnerships between health and care organisations on a local footprint is key to planning and delivering joined up services to improve the lives of people who live and work in the area. By working together in collaboration, we have agreed a set of priorities that all partners across Oadby & Wigston Borough recognise and support. We remain committed to making a real change by focusing on these key priorities and tackling health inequalities which are present within our population. This plan recognises and acknowledges the importance of creating engaged and cohesive communities by building trust and gaining a deeper understanding of their needs if we are to make a difference.

2. Are there external considerations?

e.g. Legislation/government directive etc

In January 2021, the Department for Health and Social Care (DHSC) published proposals through the White Paper: 'Integration and Innovation: Working together to improve health and social care for all', to develop the NHS long term plan and bring forward measures for statutory Integrated Care Systems (ICS). The ICS for Leicester, Leicestershire and Rutland (LLR) was established in July 2022.

As part of the ICS's requirement for the development of a Place Based Plan, a Joint Health and Wellbeing Strategy (JHWS) has been created, which sets out the strategic vision and priorities for health and wellbeing across the county of Leicestershire over the next ten years.

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

Integration and collaboration are key aspects of this plan. The following Stakeholders have been involved in the development of this document, among others:

Oadby & Wigston Borough Council (OWBC)
Leicestershire Adult Social Care (ASC)
Leicestershire Police
Leicester, Leicestershire and Rutland Integrated Care Board (LLR ICB)
Leicestershire Partnership Trust (LPT)
Leicestershire County Council Public Health
Leicestershire County Council Adult and Social Care
Primary Care Networks (PCNs)
Active Blaby
LLR Healthwatch
Leicestershire Fire and Rescue Service
Oadby & Wigston Primary Care Network
Watermead Primary Care Network
Everyone Active
Leicester South Foodbank
Woodland Grange Primary School
Turning Point
OWLS Academy Trust
Leicestershire GATE

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

The priorities the partnership will be focusing on for all residents of Oadby & Wigston are:-

- Housing Quality: seek to improve the quality of new and existing housing to enable our community to live healthier lives
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risky Behaviours in Teenagers & Young Adults
- Mental Health
 - Encouraging a 'whole family' approach to managing mental health and wellbeing
 - Reducing health inequalities for those experiencing chronic mental health issues
 - Men's mental health
 - Children & Young People

5. Has any consultation/research been carried out?

Extensive evidence and data have been collected from numerous sources to inform the development of the plan and a whole range of partners have been consulted with, including the list above, of the content of the plan and what the final priorities should be.

This included a stakeholder event.

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

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

None
A key element of the plan is to tackle the health inequalities.

7. Could a particular group be affected differently in either a negative or positive way?

Positive – *It could benefit*

Negative – *It could disadvantage*

Neutral – *Neither positive nor negative impact or not sure.*

	Type of impact, reason & any evidence
Disability	Positive
Race (including Gypsy & Traveller)	Positive
Age	Positive
Gender Reassignment	Positive
Sex	Positive
Sexual Orientation	Positive
Religion/Belief	Positive
Marriage and Civil Partnership	Positive
Pregnancy and Maternity	Positive

8. Could other socio-economic groups be affected?

e.g. carers, ex-offenders, low incomes, homeless?

Yes they could but only in a positive way as the plan focuses on groups where health inequalities exist.

9. Are there any human rights implications?

No (If yes, please explain)

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

Yes (If yes, how will this be done?)

A large amount of the plan is about communicating with our communities regarding their health and wellbeing and ensuring key groups access health appointments. That prevention messages are shared and that the community is sign posted to the right help and support.

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

i.e. not discriminatory under anti-discrimination legislation

N/A

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

N/A

13. Is a Part 2 full Equality Assessment required?

No

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

N/A

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

We are satisfied that an initial screening has been carried out and a full equality assessment **is not required*** (please delete as appropriate).

Completed by: Teresa Neal

Date: 4th November 2024

Countersigned by: Tom Maccabe

Date: 6th November 2024

Screened by:  Mark Smith

Date: 8 November 2024

Please forward an electronic copy to our Equalities Lead mark.smith@oadby-wigston.gov.uk

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

Agenda Item 8



Service Delivery Committee	Tuesday, 26 November 2024	Matter for Information
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Report Title: **Corporate Performance Update (Q2 2024/25)**

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

Purpose of Report:	To provide an update on progress during Quarter 2 of the 2024/25 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 - 2027. The report updates Members on the Council's key performance indicators with appendices for information on service updates, and future events.
Report Summary:	<p>This report contains information on the Council's performance in relation to continuous improvement KPIs, statutory KPIs and Corporate Strategy KPI's.</p> <p>There are 21 Continuous Improvement KPI's. 20 are to be reported for Quarter 2 2024-2025.</p> <p>There are 38 statutory KPI's. 34 are to be reported for Quarter 2 2024-2025.</p> <p>There are 42 Corporate Strategy KPI's. 16 are to be reported for Quarter 2 2024-2025.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system.</p>
Recommendation(s):	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>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p> <p>Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1)</p> <p>Our Communities (SO2)</p> <p>Our Communities (SO2)</p> <p>Our Environment (SO4)</p> <p>Our Partners (SO5)</p>
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> <p>Resourceful & Resilient (V4)</p>

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 Strategy (2024 -2027)
Appendices:	<ol style="list-style-type: none"> 1. Corporate Strategy KPI's – 2024/27 2. Operational Update 3. Customer Service Statistical Analysis 4. Bi-annual Complaints Report 5. Forward Planning Events Calendar 6. Building Control Performance Report 7. Building Control Service Delivery Plan 8. Lightbulb Performance Dashboard 9. Home Gadget Performance Dashboard 10. Housing Respiratory Illness Dashboard 11. Safe Spaces Performance Dashboard

1. Introduction

1.1 As part of the Council's ongoing development to performance management and reporting, we report on KPIs in three areas:

- Continuous improvement KPIs
- Statutory KPIs (that have to be delivered as part of legislative or legal duty as a Council alongside the standard Finance Framework)
- Corporate Strategy 2024/27 KPIs

1.2 The Council has produced 21 new Continuous Improvement Key Performance Measures for 2024/25, and these measures relate to the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027).

- 1.3 The Council has produced 38 Statutory Improvement Key Performance Measures for 2024/2025, and these measures relate to the strategic objectives in the Council's vision and Corporate Strategy (2024 – 2027). Statutory KPIs refer to those that the Council has to report and measure from a legislative or legal need or need to report to a particular body.
- 1.4 The Council has produced 42 Corporate Strategy Key Performance Measures for strategy period 2024/2027, and these measures relate to the strategic objectives in the Council's vision. The targets have been set over a three-year period and therefore not all targets are reportable for this Q2 2024/25. All targets will be reported on over the three-year period.
- 1.5 All measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the strategic 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. 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 strategic objectives as set out in the Council's vision and Corporate Strategy (2024-2025).
- 2.2 There are five main objectives, with these being:
 - Our Environment
 - Our Communities
 - Our Economy
 - Our Council
 - Our Partners
- 2.3 KPI's are categorised by each 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 21 indicators, 20 were due for reporting as at the end of Quarter 2 (2024-2025).

Of the **20**:

19 were Green status

1 were Amber status

0 was Red status

This equates to 95% Green, 5% Amber and 0% Red status.

In comparison the first quarter of 2024-2025 (April, May, June) percentages were as follows: 90% Green, 10% Amber and 0% Red status.

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

Performance Chart – Continuous Improvement KPI’s - By Service Area

Quarter Two 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	19	95%	1	5%	0	0%
Department						
Built Environment	4	100%	0	0%	0	0%
Customer Service & Transformation	7	100%	0	0%	0	0%
Finance & Resources	3	100%	0	0%	0	0%
Law & Democracy	5	83%	1	17%	0	0%

2.5 Statutory Key Performance Indicators

Out of the 38 indicators, 34 were due for reporting as at the end of Quarter 2 2024-2025. Of the **34**:

31 were Green status

3 were Amber status

0 were Red status

This equates to 91% Green, 9% Amber and 0% Red status.

In comparison the first quarter of 2024-2025 (April, May, June) percentages were as follows: 84% Green, 16% Amber and 0% Red status.

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

Performance Chart - Statutory KPI’s - By Service Area

Quarter Two 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	31	91%	3	9%	0	0%
Department						
Built Environment	17	94%	1	6%	0	0%
Customer Service & Transformation	8	89%	1	11%	0	0%
Finance & Resources	3	100%	0	0%	0	0%
Law & Democracy	3	75%	1	25%	0	0%

2.6 Corporate Strategy Key Performance Indicators

Out of the 42 indicators, 16 were due for reporting as at the end of Quarter 2 2024-2025. Of the 16:

- 16** were Green status
- 0** were Amber status
- 0** were Red status

This equates to 100% Green, 0% Amber and 0% Red status.

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

Performance Chart – Corporate Strategy KPI’s - By Service Area

Quarter Two 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	16	100%	0	0%	0	0%
Department						
Built Environment	3	100%	0	0%	0	0%
Customer Service & Transformation	5	100%	0	0%	0	0%
Finance & Resources	2	100%	0	0%	0	0%
Law & Democracy	6	100%	0	0%	0	0%

3. Built Environment Update

3.1 Exception Reporting – Built Environment

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

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 2 Commentary	Forecast
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale	90% (TSM)	77.48% (444 out of 573 jobs) The low performance is attributed to our current contractors giving priority to other works and contracts, citing their need to secure work with new clients due to their current arrangements coming to an end.	Amber

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

4. 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 2 2024-2025.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

5. 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

There is no exception reporting for Quarter 2 2024-2025

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 2 Commentary	Forecast
OC1 (s)	Council Tax Collection rate	97.5%	Target 57.31% Actual 55.22% Work on the collection rate improvement action plan continues, other service improvements are ongoing	Amber

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

6. 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 2 Commentary	Forecast
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OC11	Improve the licensing application process through the digitisation of the application forms	To reduce paper applications for various licences to reduce pressure on the Licensing Team and Customer Service	Integration of forms is still taking a considerable amount of time to progress with NWLDC.	Amber
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Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 2 Commentary	Forecast
OCOM 21 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	High risk businesses prioritised, slight backlog with triage of new businesses. Work to commence in Q3 for low risk premise visits and updates	Amber

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 2 2024-2025.

2024-25 Corporate Strategy KPI's

Reference	Main Strategy Objective	Corporate Strategy Target	Target Date	Responsible Staff	Strategic Objective	Service
S01-01	High quality, value for money services	Corporate Performance Management Framework is completed and operational	Quarterly Updates Reporting from Q2	Sarah Driscoll	Our Council	Customer Service & Transformation
S01-02	High connectivity with businesses and residents	Digital Strategy Approved	Q2 2025/26	Rob Helliwell/Ben Wilson	Our Council	Customer Service & Transformation
S01-03	High quality, value for money services	Sustainability Plan delivered	Quarterly Updates Reporting from Q2	Colleen Warren	Our Council	Finance
S01-04	High quality, value for money services	At least 85% of in-year planned service reviews are completed	Q4 2024/25	Sally Moseley	Our Council	Customer Service & Transformation
S01-05	Be the local voice of residents and businesses	At least 85% of in-year targets achieved in the Customer Experience Strategy	Q4 2024/25	Trish Hatton	Our Council	Customer Service & Transformation

S01-06	Be the local voice of residents and businesses	Revised Communication Strategy is approved	Q1 2025/26	Rob Helliwell	Our Council	Customer Service & Transformation
S01-07	High quality, value for money services	Asset Management Framework is approved	Q4 2024/25	Stuart Marbrook	Our Council	Law & Democracy
S01-08	High quality, value for money services	At least 85% of in-year targets achieved in the Procurement Policy	Q4 2024/25	Ben Wilson	Our Council	Customer Service & Transformation
S01-09	High quality, value for money services	Organisational Strategy is approved	Q1 2024/25	Sal Khan	Our Council	Finance
S01-10	High quality, value for money services	New Commercialisation Strategy is approved	Q4 2024/25	Colleen Warren	Our Council	Finance
S02-01	Support activities or actions that enhance the health and well-being of the borough.	At least 85% of agreed in-year health and wellbeing activities are delivered	Annually Q4 2024/25	Tom Maccabe	Our Communities	Law & Democracy

S02-02	Support activities or actions that enhance the health and well-being of the borough.	Create action plan to maximise residents' access to benefits	Q4 2024/25	Claire Werra	Our Communities	Customer Service & Transformation
S02-03	To provide good, affordable and efficient housing for everyone	Adopt the new Local Plan	Q3 2026/27	Jamie Carr	Our Communities	Built Environment
S02-04	Support activities or actions that enhance the health and wellbeing of the borough.	Provide annual activity report on the work undertaken, working with stakeholders to support Town Centres	Q1 2025/26	Adrian Thorpe	Our Communities	Built Environment
S02-05	To provide good, affordable and efficient housing for everyone	Housing Business Plan approved	Q3 2025/26	Chris Eyre	Our Communities	Built Environment

S02-06	To provide good, affordable and efficient housing for everyone	Approve the overall strategic plan to improve conditions for private sector housing tenants	Q1 2025/26	Jon Wells	Our Communities	Law & Democracy
S02-07	Provide a clean and safe space for everyone	Approve new Community Safety Action Plan	Q2 2024/25	Tom Maccabe	Our Communities	Law & Democracy
S02-08	Provide a clean and safe space for everyone	Implement improvements from the Safer Streets Bid to our CCTV facilities	Q3 2024/25	Tom Maccabe	Our Communities	Law & Democracy
S03-01	To support economic growth that is focused on our town centres	At least 85% of the in-year Economic Regeneration Strategy is implemented	Annually Q4	Adrian Thorpe	Our Economy	Built Environment
S03-02	To support economic growth that is focused on our town centres.	Approve the Masterplans for Oadby & South Wigston	Q4 2024/25	Adrian Thorpe	Our Economy	Built Environment

S03-03	To make the borough an inviting place to visit.	At least 85% of the in-year Car Parking Strategy is implemented	Q4 2024/25	Stuart Marbrook	Our Economy	Law & Democracy
S03-04	To support economic growth that is focused on our town centres.	Produce progress and next steps report on the development of a BID within the borough	Q3 2024/25	Adrian Thorpe	Our Economy	Built Environment
S03-05	To help provide good employment opportunities.	Introduce a new Business Incentivisation Scheme	Q1 2025/26	Teresa Neal	Our Economy	Customer Service & Transformation
S03-06	To make the borough an inviting place to visit.	100% of the agreed UKSPF Programme is implemented	Q4 2024/25	Adrian Thorpe	Our Economy	Built Environment

S03-07	To make the borough an inviting place to visit.	Provide annual report on the progress made in the Leicestershire Building Control Partnership	Annually Q1 2025/26	Teresa Neal	Our Economy	Built Environment
S03-08	To help provide good employment opportunities.	Finalise the draft of the new Local Plan	Q3 2026/27	Jamie Carr	Our Economy	Built Environment
S04-01	To ensure that we are a carbon conscious borough.	At least 85% of the in-year Climate Change Strategy and Action Plan is implemented	Annually Q4	Chris Harrison	Our Environment	Built Environment
S04-02	To ensure that we are a carbon conscious borough.	Approved Engagement Strategy to help maximise recycling collection	Q3 2024/25	Dave Gill	Our Environment	Law & Democracy

S04-03	To ensure that we are a carbon conscious borough.	Introduce new alternate-weekly waste collection regime	Q3 2024/25	Ben Wilson/ Jon Wells	Our Environment	Law & Democracy
S04-04	To ensure that we are a carbon conscious borough.	Monitor progress against the Weekly Food Waste Collection Programme	Q4 2025/26	Dave Gill	Our Environment	Law & Democracy
S04-05	To be seen to be green.	Approve Parks and Green Space Strategy	Target to be set Awaiting the outcome of the Playing Pitch Strategy	Stuart Marbrook	Our Environment	Law & Democracy
S04-06	To be seen to be green.	Finalise and adopt new policies for: <ul style="list-style-type: none"> • Street cleansing • Grass cutting • Litter bin emptying 	Q3 2024/25	Stuart Marbrook/ Sally Moseley	Our Environment	Law & Democracy

S04-07	To be seen to be green.	Go live with the E-Clean & Green Website presence	Q4 2024/25	Dave Gill	Our Environment	Law & Democracy
S04-08	To ensure that we are a carbon conscious borough.	Produce annual report detailing partnership working activities to achieve net zero targets	Annually Q1 2025/26	Chris Harrison	Our Environment	Built Environment
S04-09	To be seen to be green.	Brocks Hill activity plan is developed	Q4 2024/25	Dave Gill	Our Environment	Law & Democracy
S05-01	To develop, maintain and enhance partnerships to help support delivery of our objectives	Develop and implement new Partnership Toolkit	Q4 2024/25	Teresa Neal	Our Partners	Law & Democracy

S05-02	To ensure that we are engaged and listening to all sections of our community.	Maintain Resident Forums on a quarterly basis	Quarterly Updates Reporting from Q1	Tom Maccabe	Our Partners	Law & Democracy
S05-03	To develop, maintain and enhance partnerships to help support delivery of our objectives	Monitor and report on work with the Universities Partnership	Annually Q4	Teresa Neal	Our Partners	Law & Democracy
S05-04	To ensure that we are engaged and listening to all sections of our community.	Stage a Community and Volunteering Event	Q3 2024/25	Rob Helliwell	Our Partners	Customer Service & Transformation
S05-05	To ensure that we are engaged and listening to all sections of our community.	Provide a report and plan covering the steps needed to increase volunteering	Q4 2024/25	Tom Maccabe	Our Partners	Law & Democracy

S05-06	To develop, maintain and enhance partnerships to help support delivery of our objectives	Provide annual report on the Lightbulb activities	Annually Q4	Teresa Neal	Our Partners	Built Environment
S05-07	To develop, maintain and enhance partnerships to help support delivery of our objectives	Provide annual progress report on the partnership opportunities and successes	Annually Q4	Teresa Neal	Our Partners	Law & Democracy



Service Delivery Committee

Operational Updates – Quarter One (2024/2025)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 2, 71 out of 76 Planning Applications were decided in time or within an agreed extension of time. Of the 5 appeals decided by the Planning Inspectorate, 2 appeal decisions were overturned (i.e. lost by the Council), with 3 dismissed (i.e. won by the Council). In relation to Planning Enforcement and Tree Enforcement, there were no appeals made against any of the decisions made.

In addition to statutory targets and KPI's the department is currently meeting all of its internal service standards. Average response times for planning application enquiries were within the target of 10 working days and the average time to validate valid applications was within the target of 15 working days. That being said, the averages for both have increased over the past few months as expected as a result of the implementation of service transformation within the Team.

The new Local Plan (draft plan) is due to be reported to Members in December 2024 with a recommendation that Members approve pre-submission public consultation and subsequent submission to the secretary of state for public examination. Due to the planning framework changes proposed by Government, the new Local Plan production timetable has been condensed by 3 months, which has put a significant additional burden on the team. However, we are still working to a deadline of submitting our Plan for Examination by June 2025 so that it can be examined under the existing planning Legislation.

Climate Change

Following publication of the Council's Climate Change strategy a short-term Action Plan will need to be finalised to include climate related actions that we are already doing and planned future action. It will co-ordinate these in one document and will cover both internal and wider borough activities. Work is on-going for key teams across the council to input into the Action Plan after consultation with CMT. Consultation on this document with Members through the Working Group will follow.

At the last Place Shaping and Climate Change Working Group (11th September 2024) Members were informed of the Flex D project, with the Council working with other districts to install a fully funded solar canopy and EV chargepoint hub at Sandhurst Street Carpark. The project aims to promote the widespread adoption of electric vehicles, with the charging hubs part of the County wide commitment to develop an integrated chargepoint network. Furthermore, installing chargepoints at Sandhurst Street will increase charging capacity at Oadby to similar levels at Wigston and South Wigston.

A third phase of the group buying Solar Together scheme launched in June with iChoosr and district partners through Green Living Leicestershire, has now closed to registrations. After registration residents decide if they want to accept the offer of solar PV and/or battery



storage before installation begins. In Oadby and Wigston there have been 41 solar installations from the last two schemes potentially saving over 28 tonnes of carbon per year.

Qualifying householders can access funding to upgrade heating or improve home insulation through the government's Energy Company Obligation (ECO) scheme. Green Living Leicestershire are working together to widen access to this funding through Flexible Eligibility to support low income or vulnerable households to access energy efficiency improvements via ECO funding

Finally, we are exploring options to install solar PV on Council Buildings by working with community energy co-operative Green Fox as part of a wider LCC project to accelerate net zero action.

Housing Homelessness Management

Homelessness is a statutory service that continues to be under significant strain. External factors associated with the cost-of-living crisis and housing market conditions are increasing the levels of homelessness and the risks associated with homelessness for the people of Oadby and Wigston.

In total there are 168 applicants (+3 increase on Q1) who are currently owed a form of duty through the homelessness service. These applicants are divided into the following categories;

- **Prevention duty (14 applicants).** Applicants are eligible if they are in danger of losing their home, the council must try and help the applicant keep their current home and take reasonable steps to stop them from becoming homeless.

The prevention duty is owed to all eligible applicants who are threatened with homelessness regardless of priority need, intentionality or local connection. An applicant will be deemed to be threatened with homelessness if they are likely to become homeless within 56 days. An example of this would be if a tenant has received a valid notice from their landlord.

- **Relief duty (53 applicants).** The council will take a homeless application from an applicant and the housing options officer will carry out a full housing needs assessment for the applicant and their household.

The council will work together with the applicant and take reasonable steps to help them secure suitable accommodation. This does not mean the council has to house the applicant, but that it will take reasonable steps to help the applicant find somewhere suitable to live.

- **Main duty (101 applicants).** When the relief duty comes to an end, if the applicant has not been able to secure accommodation, the council will assess whether the applicant is owed the main housing duty. A main housing duty is owed if the applicant remains homeless, are in priority need, and have not made themselves intentionally homeless.



Temporary Accommodation

Within the three Homelessness categories there are 81 applicants (households) who the Council owe a duty to provide temporary accommodation. These are households who are homeless, are in priority need, unintentionally homeless, and eligible to live in the UK/ recourse to public funds.

These households are currently being temporary accommodated as follows;

- **60 households** are in B&B accommodation
- **14 households** are in council housing stock
- **4 households** are in hostel accommodation
- **3 households** are in private lease accommodation

The current number of people being accommodated represents a 42.1% increase on the last reported figures (Q1 2024-25 = 57 applicants in temporary accommodation).

In Q1 we advised that if homelessness was to continue to increase, the number of people being placed into temporary accommodation at the end of Q4 was projected to have risen to 87 households.

Due to the significant and unexpected increase in numbers in Q2 we now estimating that the number being accommodated could reach 100 households by the end of March 2025.

In Q2 9 households moved out of temporary into settled accommodation. However, 34 new applicants moved into temporary accommodation.

Housing repairs procurement

The final stage of the Council's procurement of a repairs contractor was completed in September 2024. Having received three bids for the tender, one contractor was chosen as the preferred contractor, having outscored their competitors following an evaluation of bids.

The contractor, Gap Property and Electrical Services (Gap), were invited to give a presentation to a panel consisting of Councillors, Tenants and Housing Officers. The presentation brief was for the contractor to demonstrate their;

1. **Operational Ability** - experience in delivering a complete day to day property repairs service.
2. **Tenant Communications** - communication with tenants in respect of delivering a day-to-day repairs service.
3. **Customer Service** - definition of good customer service, implementing managing and monitoring customer satisfaction.
4. **Back Office Ability** - to manage 3,000 phone calls per year.
5. **Information and IT** - logging, recording and providing data relating to operational information.
6. **Contract Management** - management and delivery of key performance indicators.
The Panel can ask questions, seek clarity or delve further into the contractor's responses in relation to these key themes.

Following the presentation and a question and answer session, the panel concluded that it was satisfied to support the award of the Responsive Repairs contract to Gap. Through the



procurement process we have secured the services of a partner who will deliver on the key objectives of providing a responsive repairs service and that they share our values of being customer and community focused, proud of the delivery of services and work in a collaborative way.

Gap are Leicestershire based company with their main office situated in Glenfield. They have a workforce of approximately 80 staff, the majority of which are from the Leicestershire area.

Our current contractor arrangements will end on the 31st January 2025. With Gap taking over on the 1st February 2025.

Tenant Satisfaction Measures (TSMs)

Tenant Satisfaction Measures (TSMs) which are designed to assess and monitor how well landlords are doing in providing good quality homes and services, and to gather information on how and where those services can be improved.

The introduction of Tenant Satisfaction Measures requires us to:

- Collect and report performance against the Tenant Satisfaction Measures
- Annually submit our performance against the Tenant Satisfaction Measures to the Regulator of Social Housing
- Annually publish our performance against the Tenant Satisfaction Measures including how we meet the regulator's requirements

The TSM measures also show how we meet the health and safety requirements that need to be in place to ensure we keep our tenants' homes safe.

12 of the 22 TSMs are tenant perception measures collected through tenant perception surveys, carried out periodically, providing a snapshot of tenant's general views of landlord performance.

At the end of Q2 we have surveyed approximately 200 tenants

Complaints

At the end of Q2 the housing team have received 18 stage one complaints.

- 5 x Repairs and Maintenance (including contractor) complaints
- 3 x Tenancy complaints
- 6 x Estate complaints
- 1 x Lettings
- 3 x Homelessness

Information regarding these can be found in the bi-annual complaints report (Appendix 4). As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman has instructed landlords to conduct a self-assessment against the code annually. The self-assessment is an opportunity for the Council to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. The Council must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.



The Housing Team has developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the self-assessment. The SIP will be maintained and overseen by the Housing Manager although all services within the Housing Service will be involved in the delivery and success of the SIP. The Housing Ombudsman requires landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.

CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Revenues and Benefits

Benefits

The Benefits team is responsible for the administration of Housing Benefit, Council Tax Support and Discretionary Payments.

Processing times for changes in circumstances remains below the Leicestershire average.

The Team have been supporting Customer Services in verifying applicants' details for the Household Support Fund.

Benefits Performance

Speed of processing new claims HB/CTS	Q2 Actual
Target 28 days	18.43 days

Benchmarking with other local councils shows that our new claims processing times are average.

Speed of processing Change in Circumstances	Q2 Actual
Target 10 days	2.13 days

Benefit Calls

Quarter 2	Jul	Aug	Sep
Number of calls	259	265	268
Number of calls answered	252	261	262
Percentage answered	97.29%	98.49%	97.76%
Number of abandoned calls	7	4	6
Average wait time before abandonment (m:ss)	0:18	0:13	0:22

Finance Inclusion Officer

The Financial Inclusion Officer (FIO) works to support families and individuals who are facing financial hardship. Referrals are made to the FOI from Benefits, Council Tax, Recovery, NNDR and Housing teams.



The FIO supports customers to make claims for additional funding, through Discretionary Payments or the Household Support Fund.

Further to Organisational Changes, the FIO also now completes visits to help determine if a customer is entitled to a Council Tax Disabled Band Reduction.

FIO referrals Q2	Jul	Aug	Sep
Number of referrals completed	45	37	57

Business Rates

The Business Rates Team is responsible for the administration and collection of over £12.6m of National Non-Domestic Rates. The Team has a duty to correctly bill over 1,400 non-domestic properties.

The Team has a number of assessments held with the Valuation Office Agency, where they have raised Billing Authority Reports to amend the Rating List or bring new assessments into Rating, for example, the VOA have attended Brocks Hill Offices to assess for Rating. Once these amendments are received the team are trying to produce bills timely, to ensure in year collection.

Business Rates Calls

Quarter 2	Jul	Aug	Sep
Number of calls	42	57	51
Number of calls answered	40	53	47
Percentage answered	95.28%	92.98%	92.15%
Number of abandoned calls	2	4	4
Average wait time before abandonment (m:ss)	2:53	1:10	6:28

Council Tax and Recovery

The Council Tax Team is responsible for administering and collecting £41.2m of Council Tax. Revenue is collected on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council. The team have a duty to ensure the correct billing of over 24,500 households within the borough.

The Recovery Team are responsible for collecting unpaid Council Tax, Business Rates and Housing Benefit Overpayments. The Team issue reminders, final notices, summons and liability orders to customers for unpaid Council Tax and Business Rates.

Q2 Council Tax Recovery	Jul	Aug	Sep
Reminders	107	422	342
Finals	15	49	49
Summonses	310	82	135



Liability Orders	492	240	73
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Q2 NNDR Recovery	Jul	Aug	Sep
Reminders	16	17	27
Finals	13	18	21
Summonses	8	17	15
Liability Orders	4	4	6

Council Tax Calls

The Customer Services Team answer the first tier of Council Tax calls, this include enquires such as occupations and vacations of properties, simple discount/exemption and billing enquiries. The more complex queries are transferred onto the Council Tax Team.

Quarter 2	Jul	Aug	Sep
Number of calls	133	94	148
Number of calls answered	118	86	138
Percentage answered	88.72%	91.48%	93.24%
Number of abandoned calls	15	8	10
Average wait time before abandonment (m:ss)	2:20	1:21	2:25

Recovery Calls

The Council Tax Recovery Team deal with calls regarding unpaid Council Tax and overpaid Housing Benefit.

Recovery

Quarter 2	Jul	Aug	Sep
Number of calls	569	473	400
Number of calls answered	520	446	362
Percentage answered	91.38%	94.29%	90.50%
Number of abandoned calls	49	27	38
Average wait time before abandonment (m:ss)	2:55	1:59	3:03

Collection Rates



Performance of the Council Tax and Business Rates Team is measured through a comprehensive series of indicators. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

Percentage of Debit Collected (Cumulative)	Jul %	Aug %	Sep %
Council Tax			
Target Rate	38.71	47.95	57.31
Actual Collection Rate	37.47	46.45	55.22
Actual Collection Rate 2023/2024	37.89	46.79	55.98
National Non-Domestic Rates (NDR)			
Target Rate	38.05	46.83	55.92
Actual Collection Rate	39.74	48.17	56.52
Actual Collection Rate 2023/24	40.83	48.21	55.90

Property Statistics

The number of properties within the Borough continues to rise month on month.

The timely working of NDR VOA Schedules of amendment to List and balancing totals and number of hereditaments ensures we bill accurately against the current 2023 Ratings List.

Q2	Jul	Aug	Sep
No of Council Tax properties	24,418	24,450	24,472
No of Council Tax Direct Debits	19,018	19,093	19,069
No of Single Person Discounts	7,636	7,664	7,659
No of Businesses	1,415	1,421	1,421

IT Team

Throughout Q2, the IT team have prioritised the election system, processes and ensuring the infrastructure, software and hardware were functional throughout the planned PCC election and then the General election in Q2.

The Teams attention has also been focussing on maintain the service standards whilst the organisation went through staffing changes. There has also been a significant period of 'change freeze' to prevent unforeseen issues that may have arisen so that the organisation could prioritise the elections running smoothly, of which post-election, required general patching and updating of key elements thereafter.



The section has replaced the mobile phone contract to a more suitable and cost-effective model, that went live in August. There has also been some minor system upgrades that were required for service areas – notably Academy & IDOX.

Members Cyber Security training was delivered in September to ensure awareness of the risks of IT threats. A mop up session for any members that were unable to attend will be scheduled shortly, this will be a mandatory session held face to face in the offices. The yearly external IT Security audit has been defined and booked in to start in October.

See key information of service delivery below:

	Type	Jul	Aug	Sept
Number of contacts	Service Desk	68	75	70
	Email	15	14	17
	Walk in / Phone	30	30	35

Standard	Target	Jul	Aug	Sep
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	1 day	0.9 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%	99% - 2 hours issue with VPN connection
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

Major changes completed by IT team	July	Aug	Sep
	Change freeze due to Elections	Round of system patching and updating following change freeze	Mobile phone sim roll out. Maintain service provision

Communications and Marketing

Our email subscription service

Measure	Q2 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	12996	+4.8%	30.9%



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 24,472 household properties in the borough.

Measure	Q2 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	79.1%	-0.5%
Open rate	49.2%	-0.7%
Bulletins sent (in quarter)	45	-6
Emails delivered (in quarter)	170,163	+2%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	104	N/A
Community & Voluntary Sector	3121	+1.6%
Community Safety, Crime & Anti-Social Behaviour	1401	+4.6%
Consultations & Surveys	3218	+1.4%
Council News & Information	6941	+1%
Health, Wellbeing, Sport & Leisure	4828	+1.4%
News for Businesses	1201	+0.5%
News for Council Tenants*	1029	+2.3%
Planning	189	+97%
Private Sector Housing News	573	N/A
Recycling, Refuse & Bin Collections	6047	+1.2%
Sports Clubs	13	N/A
What's On & Events	3633	+2.4%

* 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.

[Solar Together is back for Oadby & Wigston residents!](#)

[Oadby & Wigston parks recognised among country's best after scooping 17th Green Flag Awards](#)



[New Brocks Hill play area opens at family-favourite country park](#)

[AccessAble accessibility guides for Oadby & Wigston](#)

[Oadby Food Festival to showcase borough's rich international food offering and celebrate local community](#)

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	4391	+9
Number of posts	117	-10.7%
Post reach*	183,254	+38.3%
Engagement – reactions, comments, likes and shares	2,100	+16.6%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2692	-1
Number of posts	57	+11.7%
Post impressions*	15,100	-6.2%
Engagement – reactions, comments, likes and shares	142	-12.3%

*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.

Policy, Performance and Transformation

The Policy, Performance, and Transformation Manager has continued to work with both the Clean and Green team and the Revenues and Benefits team as part of the ongoing Service Review process. As a result of these reviews, the Revenues and Benefits team has successfully implemented a new workflow system which will improve the processing of their work. Meanwhile, the Clean and Green review has led to a redesign of the Clean service, including the creation of updated round sheets for crews and a list of litter bins scheduled for removal. This was necessary given the reduced staffing levels following recent organisational change.



Additionally, compliance responsibilities include overseeing complaints, preparing biannual complaints report and data protection tasks. A new system called House on the Hill is currently being implemented, which is expected to streamline compliance processes and free up resources.

Work has also resumed on the Customer Service Excellence Award, with evidence being gathered and the assessment day being organised.

HR Team Update

Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q2 (30.09.24)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q2 (30.09.23)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	174	164.78	182	173.69
Number of Temporary Staff (Agency Workers)	3	3	4	4
Total	177	167.78	186	177.69

There has been a slight reduction in the number of agency workers within the previous 12 months and it is expected to reduce again following some recruitment.

In addition to the agency workers listed above there were also 368 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

Reason for cover	Number of agency days worked
Sickness	68
Annual Leave/Contractual Bank holidays in lieu	140
Replacement for Permanent Staff	71
Extra Agency staff to cover extra Monday & Tuesday rounds & compost	89
Total	368



There is an expected reduction in the number of agency workers for the remainder of 24/25 and then on an ongoing basis following the move to fortnightly bin collections on 1 September 2024. This is partly because we no longer require extra agency staff to cover Monday & Tuesday rounds and compost.

Staff Turnover

As you will see from the table below staff turnover has continued to decrease over the previous 3 years although we are slightly above the median local government rate of 14%.

Staff Turnover - Yearly comparison			
	2023/24	2022/23	2021/22
Average Head Count for the period	177.5	178	171
Number of Leavers	28	29	32
Staff Turnover	15.77%	16.29%	18.71%

Staff Sickness

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Service Area		
Quarterly Comparison		
	Q2 2024/25	Q2 2023/24
Teams	Sick Days between 1/07/24 – 30/09/24	Sick Days between 1/07/23 – 30/09/23
Clean & Green *	97	127
Community & Wellbeing	1	0
Corporate Assets	9	5
Customer Services	8	30.5
Economic Regeneration	0	2
Finance	3	1
Housing	36	62
IT, Projects & Procurement	2	13
Legal & Democratic Services	0	1
Planning Policy & Development	0	1
Policy, Performance & Transformation	3	0.5
Regulatory Services	18.5	4.5
Revenue & Benefits	54	75
Waste Services *	166	72
SLT	3	0
Total	400.5	394.5

*Some of the absence in these areas relate to leavers who have either left the organisation through either redundancy or ill health retirement or will be shortly.

Our sickness absence is consistently high in areas where we employ manual workers (Waste/Clean & Green/Housing).



Absence is also high in the Revenue & Benefits team but this has reduced slightly which is in part due to the recent service transformation.

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Sickness Reason - Quarterly Comparison		
Sickness Reason	Q2 2024/25 Sick Days between 1/07/24 – 30/09/24	Q2 2023/24 Sick Days between 1/07/23 – 30/09/23
Accident		
Auto-immune Diseases	3	31
Chest/Respiratory Conditions	3	3.5
Covid	9	15
Coughs, Colds and Flu	30	15
Eye/Ear/Nose and Mouth/Dental (including Sinusitis)	24	7
Fatigue	6	3
Fracture/Sprains	2	12
Gastro-Intestinal problems	3	0
Genito-urinary/gynaecological	2	2
Headache/migraine	2.5	8.5
Heart/Blood Pressure/Circulation	1	0
Joint Disorders (including Osteo-arthritis)	48	0
Mental Health Conditions (including stress, depression and anxiety)	158	86
Musculoskeletal Problems (including back, neck and upper limb problems)	53	40
Operation/Surgery	0	56
Other	47	111.5
Sickness, nausea and diarrhoea	9	4
Total	400.5	394.5

Our single most common reasons for absence have included mental health conditions, musculoskeletal issues, joint disorders and coughs and colds. Some of this is linked to specific individuals who have now left the organisation or was linked to an ongoing employee relations case that was ongoing at the time.

The Office of National Statistics highlights that minor illnesses followed musculoskeletal issues and mental health conditions were the most reported reasons for sickness in 2022, so we are fairly consistent with the national averages.

Equality, Diversity & Inclusion

Gender Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Gender Split as at end of Q2 (30.09.24)



Male	89
Female	85
Total	174

We are fairly equally split between males and females which is unusual compared to the national local government profile which is that 74% are female and 26% are male. We also have a high number of females in senior roles within the Council.

Full-time/Part-time Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Full-time/Part-time Split as at end of Q2 (30.09.24)
Full-time	148
Part-time	26
Total	174

We have approximately 14% of employees who work part-time which is fairly low compared to the national average which is 24%.

Ethnicity Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Ethnicity Split as at end of Q2 (30.09.24)
Asian - Indian	14
Asian – any other background	1
Black African	0
Mixed (White and Asian)	2
White – any other background	1
White – British	99
Any other background	1
Undeclared or preferred not to say	56
Total	174

As we have a lot of data missing in this area this is difficult to compare the national local government ethnicity profile. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black. We have a higher proportion of Asian employees and a lower proportion of Black employees due to our local demographics.

Age Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Age Split as at end of Q2 (30.09.24)
16-24	11
25-34	36
35-44	35



45-54	37
55-64	49
65+	6
Total	174

This is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64.

Disability Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Disability Split as at end of Q2 (30.09.24)
Disabled	16
Not Disabled/Undeclared/Prefer not to say	158
Total	174

According to the Office for National Statistics 17.7% of the population are disabled but the national local government disability profile is that only 5.1% of local government employees are disabled. We believe that there are more disabled employees, that haven't declared this information but either way we appear to be slightly higher than the local government average.

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

We continue to work with the Food Standards Agency (FSA) to ensure all high-risk food businesses are regulated effectively. We have two officers who are competent to undertake such inspections under the Food Standards Agency Code of Practice. There is still a backlog of inspections which we are working hard to recover. This is not helped as additional work is now being picked up by these officers following the departure of a colleague in June. The FSA have conducted an audit for Q2 which was satisfactory.

During quarter 2, 19 inspections took place. 6 new businesses have registered with all 6 triaged, 4 classed as high risk and require a full inspection as they are full catering establishments.

Overall compliance rates are high, with 91% of all registered food businesses achieving a score of 3 (generally satisfactory) and 70% achieving a score of 5 (very good). In terms of the poorer performers there are 3 who fall below the generally satisfactory standard and work continues with these to improve standards. Overall, there are now 32 new food businesses registered that require an inspection.

There have been 22 food and health and safety complaints investigated in this period and a presentation will be given to a future Licensing and Regulatory Committee to provide more information on this area of work.



The team are continuing to work with the FSA, the Food Crime Unit, and Trading Standards in relation to food being sold and repacked without the correct labelling or controls in place and joint visits are taking place.

In the second quarter no welfare burials were handled. A team member attended a meeting and briefing with Professor Catherine Mason, Senior Coroner for Leicester City and South Leicestershire. The purpose of this to ensure consistency in approach with the way welfare burials are handled across the county and to clarify the Coroner role and responsibilities regarding the cause of death and any necessary investigation which may impact on the way we handle the case.

A case was heard at the Magistrate's Court relating to unlawful work carried out by a trader at a time when Covid restrictions were still in place. This has been a protracted case with the defendant falsely claiming they had permission from this Council to work when this wasn't the case. Leicestershire County Council are the lead agency supported by Environmental Health who have provided evidence and statements to support the action. The trader has now finally pleaded guilty and sentencing will take place in Q3.

Following the approval of the Graffiti and Fly Posting Policy by the Licensing and Regulatory Committee, the Regulatory Services Team have been handling more complaints and taking a more proactive approach with fly poster enforcement. A company who regularly use fly posters to advertise their services in our area are now under investigation. Action will be taken against the person witnessed putting the posters up and the company whose services are being advertised.

The team have handled a large number of abandoned vehicle complaints with two vehicles lifted by our contractor for storage and then destruction.

A presentation on the Blaby Road air quality pilot progress given to the Licensing and Regulatory Committee in September 2024 was well received. It is hoped with support from the school that the project will continue into the next academic year. We are now working closely with the NHS and Public Health to better understand the referral and treatment pathways and challenges for children around viral wheeze and asthma. The data we obtain will help to inform future projects and workstreams.

The air quality Annual Status Report (ASR) has been accepted by Defra and is now available publicly on our website. Work is taking place to look at the monitoring equipment, its maintenance, servicing and calibration requirements to obtain the best value going forward.

One of our apprentices is now concluding her studies and it is hoped in Q3 she will have qualified and then can progress to support the team in regulatory compliance work.

Overall, the Environmental Health team have seen a 30% increase in service requests during Q2.

Private Sector Housing

The team are dealing with 100 ongoing cases linked with empty homes, disrepair, energy standards and houses in multiple occupation.

Selective Licensing Scheme

Summary in the table below



Number of rented properties	840
Applications received	888
Number of exemptions	0
Empty homes undergoing renovation	14
Licenses pending	22
Licenses issued	765
Licenses withdrawn	101
Income	£644,924.01
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

Empty Homes

Work continues to drive a reduction in empty homes with the revenues team applying empty homes premiums where appropriate and exploring other premiums to encourage reoccupation or disposal of properties.

The Ratings and Recovery Officer who will be an integral part of the empty homes working group and we are currently exploring additional voluntary capacity from a recent graduate looking for experience in an Environmental Health role, who would pick up the lower risk short term empty homes with the Ratings and Recovery Officer.

Energy Grants Projects

We are successfully delivering the Social Housing Decarbonisation Fund (SHDF), (energy saving measures such as solar panels, cavity wall and loft insulation), and measures have been installed into 72 bungalows across the Borough. Our tenants are currently being surveyed as we hope to produce evidence of savings arising from the works. The project so far has been a real success working with our tenants, across two departments and should give some very real and tangible outcomes for our tenants.

Following the general election we have been awaiting communication from the Department for Energy Security and Net Zero (DESNZ) in relation to the new Labour government's commitment to energy grants. We have now received confirmation from DESNZ that following a slight redesign new energy grant projects have been announced, these projects are:

- Warm Homes: Local Grant – This project will replace the previous LAD and HUG schemes and merge them back into a single grant project. It is likely the project will last between 3-5 years as opposed to a 1 or 2 year delivery windows, which will allow Councils to better plan and structure resources.
- Warm Homes: Social Homes – This project will replace the Social Housing decarbonisation fund and is scheduled to run until September 2028 and will widely mirror the existing delivery.

Licensing



The hairdressers and barbers project is now complete. A total of 101 premise and personal licenses have now been issued.

The temporary measures introduced during covid for Pavement Licenses have now been made permanent. A countywide group has met to agree the future process (we administer and keep the fee and county act as a consultee) and our fees and charges have now been updated to reflect the changes.

20 spot checks have been conducted of our licensed drivers some following local intelligence and reports, others just spot checks. 8 interviews have been held as a result and in each case the drivers have been issued with penalty points as permitted under our Policy (for example offences such as not displaying the correct signs, cleanliness of the vehicle, failure to use indicators when turning, improper conduct).

Joint inspections at our approved MOT garages have resulted in 4 vehicles being suspended.

All Premise Licence inspections due this year have been completed.

Q2 licenses processed

New and renewal vehicles	102
New and renewal drivers	58
New and renewal operators	0
Street collections	1
Small society lottery	0
House to house	3
Other licences	8 (5 relate to animal welfare)
Licensing Act	21

Community Lottery

The lottery started on 5 August 2023. There are 27 good causes currently signed up and 382 tickets sold approximately each week which is generating £12,168 in annual revenue for our voluntary and community sector.

There will be a celebration of volunteer's evening awards evening to be held at Brocks Hill on 29 November 2024 supported by the Community Lottery.

We are now required to provide quarterly returns to the Gambling Commission. The Q2 return will be made in October 2024.

Corporate Assets

Staffing:

We have completed the recruitment for vacancies following the restructure of the service, however we still have limited resources in the clean and green side due to staff absences.

Training:

Following 1-2-1's conducted in August 2024 and new starters, a full training programme is currently being arranged to provide cross cover arrangements between the Clean and Green service.

Clean and Green Team have supported the following events:



East Midlands in bloom July 2024 – 14th Consecutive Gold Award and a discretionary East Midlands in Bloom Award for the least littered entry, beating areas across the region for cleanliness and upkeep and lack of litter, vandalism and graffiti.

- Olympics in the park in 8th July 24
- Green Flag Award – Brocks Hill Country Park and Wigston Peace Memorial Park achieved the prestigious Green Flag Award for the 17th Consecutive year.
- Oadby Food Festival 31st August 24
- Oadby Motor Festival in August 24

New additions:

July 2024 the new Junior play area on Brocks Hill park was opened to the public.

August 2024 Freer Park has seen the arrival and installation of new play equipment, Basketball Goal, Mini Goal Table Tennis Table and a Teqball Table. The curved Teqball table is the first specially-designed table introduced to the Borough. Improving football skills, physical fitness, along with lots of fun.

Parks

A detailed survey of our parks has been undertaken this had identified 26 defects that need addressing, by the 22nd November 42% of these defects will have been actioned and completed. With the remaining 58% of the defects being actioned and completed by mid-December.

Cleansing and Grounds:

We are currently undertaking a Cleansing review which was showcased at the last committee meeting held on 24th September. Our next phase of the review will be to remove bins across the borough and introduce the new round sheets. Once this review is completed, we will be continuing with the Grounds Maintenance Review.

Complaints, FOI, Members Enquiries and Dash

Area	FOI	Complaints-stage 1	Members Enquiries	DASH
Cemetery	0	0	1	0
Allotments	1	1	4	14
Parking	3	1	1	16
Pavilions	0	0	2	0
Cleansing	0	0	3	128
Green	0	0	12	80
Other	5	3	6	18
Total	9	5	29	258



Corporate Assets received 301 enquiries through the above channels, the majority through our DASH reporting system. Numerous further enquiries came direct to CA team through calls, and other communication channels. We also receive numerous emails via love clean streets, (July 19, Aug 40 and Sept 40 requests) we will be working closely with the Wombles to devise a streamer reporting system.

Vehicles & Equipment:

This financial year we have replaced the below vehicles and equipment:

Sports and Fine Turf and Supervisor 13 plate vehicles replaced with Ford Transit Connect – overdue replacement.

One Green and Park Maintenance 09 plate Ford Transit Tipper, replaced with a like for like 1.5 year old vehicle saving £10k

Two Fiat Doblo 16 plate Cleansing Parks and Open Space vehicles have been replaced with Isuzu D-Max utility vehicles.

Wessex RMX Batwing Rotary Trailed Mower – to replace 10y old equipment. This equipment provides a better cut and splay.

A 5-year replacement program has been developed.

Parking:

Following a parking inspection report, we have gone out to tender to reline and or line mark off-street car parks across the Borough. A program is currently being devised and will commence with Sandhurst Street, East Street and Wigston Leisure Centre.

Across the Borough the parking machine card readers are problematic with a long waiting time for parts. We will be trialling a new type card reader outside Parklands Leisure Centre, if successful rolling out across the Borough.

Quarter 2 Penalty Charge Notice issued and income.

2024	PCN's issued	Income
July	78	£2,356.00
Aug	89	£2,502.84
Sept	93	£2,455.17
Total	260	£7,314.01

Ministry of Justice Community Payback:

We are currently working with the Leicestershire and Rutland Probation Service, they are currently working in the Peace Memorial Park, then moving on to Aylestone Lane and Wigston Road Allotments to clear vacant plots.

Pavilions - Freer Centre:

Operational plans are currently being put into place for members of the public to be able to hire the Freer Centre for one off family occasion, we will shortly be going live. This will then roll out to other pavilions across the Borough.

Community and Wellbeing



Leisure Services – supplied by SLM Ltd

The Summer Period of July through September is always a difficult one to predict for activity use as this is very weather dependent, if the weather is poor we can expect an increase in the people attending the indoor leisure environment, however this can also be countered with more people looking to go away on holiday etc looking for better weather, that said it has been an average summer for the leisure centres.

Review:

It is pleasing to note that gym use and group exercise classes had a good increase like for like on last year, although September could have been better, however the increase in Gym use was tempered with reduction in sports and activities particularly soft play as the weather was better than last year so more people looked to participate in other activities outside of the centres.

An average attendance of 70,237 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was 71,784 customers per month coming through the doors. The main decrease we have seen were in August and September whereas noted above the weather has been better than it was the same period last year so less people came to use the centres, we also note that Swimming lesson numbers are down on last year which particularly impacts on user numbers as shown with spectator visits dropping commensurately.

Description	Jul-24	Aug-24	Sep-24	Total	Jul-23	Aug-23	Sep-23	Total	Variance
Swimming	30,798	30,220	27,492	88,510	29,977	30,659	28,614	89,250	-740
Gym/Fitness Classes	24,094	23,302	24,950	72,346	23,641	24,350	21,120	69,111	3,235
Sports/Activities	5,136	6,013	3,236	14,385	5,573	6,329	6,887	18,789	-4,404
Activity Total	60,028	59,535	55,678	175,241	59,191	61,338	56,621	177,150	-1,909
Spectators	12,018	11,881	11,572	35,471	12,860	12,790	12,551	38,201	-2,730
Grand Total	72,046	71,416	67,250	210,712	72,051	74,128	69,172	215,351	-4,639

Membership:

Over the last Quarter the trend on core activities has continued to be downward until September with monthly fitness and Swimming lessons. Gym / Fitness Members down 44 from the same period last year and Swimming Lessons 192. Swimming Lessons do normally take a hit over the summer where there are many other activities for parents to be engaging children in and this will often return in September as they get back into a routine with School etc. It is pleasing to report however that there has been a marked increase in Gym membership in September where recovery has been strong particularly at Parklands where customers have been getting excited at the £60,000 plus investment going in.

Membership	Jul-24	Aug-24	Sep-24	Average	Jul-23	Aug-23	Sep-23	Average	Variance



Gym	4,316	4,392	4,450	4,386		4,431	4,427	4,431	4,430	-44
Swim Lessons	2,769	2,761	2,783	2,771		2,902	2,992	2,995	2,963	-192
Total	7,085	7,153	7,233	7,157		7,333	7,419	7,426	7,393	-236

Community Well-Being:

The Leisure Centres had yet another great quarter where we continue to deliver on this year's Community Well Being Plan and the addition of further colleagues into our community wellbeing team. We have seen increases across the board in all health and wellbeing categories, hitting targeted groups from young people to ageing adults and people with health inequality issues.

Children & Young People

- We provided FREE swimming sessions across the school holidays for 1,788 children.
- The HAF Junior Gym membership programme had a total of 30 users at Parklands during the summer break. This programme has been such a success that many other Everyone active sites have started to run this programme.
- There are currently 34 care experience young people (who have left care) and 3 cared for children (currently in care) with memberships that are accessing the gyms in the across Parklands & Wigston.
- In the Oadby & Wigston contract we have had 1 referral through the LCFC violence reduction programme.
- Going into the next quarter we will be looking to launch an 'Adopt a School' programme so we can encourage young people and their families to access health & wellbeing opportunities in the leisure centres.

Healthy Ageing

- Through Q2 the senior sessions have been fantastic with 636 attendances. These include Senior Kurling, Senior Badminton and Walking Football and Pickleball.
- The pickleball sessions at Parklands on the Wednesday struggled to pick up, so we have moved the sessions to a Monday at 1pm.
- The walking football at Parklands has really picked up in this quarter with 62 attendances.
- In Q2 3 staff members at Wigston Pools & Fitness completed their walk leader training.

Healthy Communities

- Through the summer in Q2 we supported Fosse Park with their 'Ready, Set... Summer' campaign. Everyone Active supported this campaign by delivering activities such as basketball, pickleball, boccia, resistance band training at the popular shopping destination. Also on offer were family-oriented classes in yoga, fitness combat, dance and circuits. These sessions helped more than 200 people of all ages to get active at Fosse Park during the school holidays this summer. As part of the



summer activities, Everyone Active also ran a competition to win a free 12-month membership, which was won by Mary-Beth Simpkins.

- Through this quarter we have supported 3 sessions of the family days at Brocks Hill in partnership with imaginariam creations.
- The Activity team supported Wigston with an outreach sports event in support of the Olympic games. To support this, we delivered pickleball and a variety of Olympic games such as javelin and discus.



Healthy Lives

- Through Q2 we have had 14 referrals, with 8 consultations complete, with all 8 taking out memberships for the scheme.
- The Parkinson's membership offer currently has 67 members, with 3 more added since Q1.
- The steady steps maintainers had 115 attendances this quarter.
- The Heartsmart cardiac rehab programme had 992 attendances across the 4 weekly sessions

Healthy Workplaces

- Through Q2 the Activity & wellbeing manager completed the Level 2 and 3 workplace health champion training.
- In this quarter we hosted an East v West region football match at the Harborough town ground, with the East coming out victorious.

	JUL-SEP	JUL-SEP		
Targeted Groups	2023-24	2024-25	Variance	% Variance
Exercise Referral	2,389	2,420	31	1%
Children and Young People	22,529	17,331	-5,197	-23%
Community	810	3,125	2,315	286%
Older Adults	2,129	2,058	-71	-3%
Total	27,857	24,934	-2,922	-10%

- The table shows a like for like on the previous year of 10% less, however this is all down to the Soft Play and Children's parties reducing and the majority of this in September as the better weather compared to last year discouraged users from that activity, all other activities are performing strongly year on year.



Other:

This is on top of the below activities we deliver for free in the local community.

- Free Weekly Children's soft play sessions for the Memphis Charity Group.
- Free Coffee for VASL Carers
- Free Memberships for PARS

We have provided for over £13,000 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 well being benefits of the whole community.

General:

In general although it is disappointing to report on numbers dropping, we are confident in the understanding that a large proportion of this was based on customer choice being driven by weather and the particular difference in it like for like in September of this year to last.

Our commitment to work with in the local community continues and we will push the customer service level of our delivery to local people with our aim to become the customer number one choice for activity, we will be working closely with the authority over the coming months to develop further their community wellbeing plan and where we in particular can impact that further with our community based activities which are growing significantly month on month.

We continue to be pleased with the centres delivering a vital community role and engaging with many thousands of people throughout the year and that although facing many challenges in our delivery and competing on a level playing field with our competitors our teams dedication and drive to succeed is second to none and shows in the results of our delivery.

Health and Wellbeing

The final draft Community Health & Wellbeing Plan, which has been produced by the Integrated Care Board, has been sent to partners for comment. The plan's priorities include:

- Housing quality
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risk Behaviours in Teenagers & Young Adults
- Mental Health
 - Encouraging a 'whole family' approach to managing mental health and wellbeing
 - Reducing health inequalities for those experiencing chronic mental health issues
 - Men's mental health
 - Children & Young People

Leads for each priority are being progressed and the first Community Health and Wellbeing Partnership meeting has initially been agreed to take place on 19 November. The



Partnership will convene quarterly and will provide a forum to feedback updates linked to the Plan. The Partnership meeting will replace the existing Health and Wellbeing Board with Member, Cllr Rosemarie Adams attending. With this, the two planned Health and Wellbeing Boards dated 18 February 2025 and 20 May 2025 will be cancelled via Mod.Gov. A draft terms of reference has been circulated to partners to highlight aims, objectives and responsibilities. Partners invited to attend the Partnership meeting include the Integrated Care Board, Public Health, NHS, University Hospitals of Leicester and the Primary Care Network to name but a few.

Teresa Neal has written a Community Health and Wellbeing report which compliments this update.

Following the Community Health and Wellbeing Plan work and local insights, officers have been supporting partners to set up a food pantry in South Wigston. We have worked with a Feed the Hungry to use HAF funding from Leicestershire County Council to run a weekly food pantry from beginning to July to end of October at Elliott Hall. Over this quarter, we have had on average 18 residents use the pantry every week and it has reached 28 members. This was just a trial period and partners are now looking at longer term funding and how they can increase the offer to all residents in the borough.

Through NHS data sets, it has been identified that certain screening uptake in Oadby and Wigston is below the England average. We are working with NHS and Public Health colleagues to further understand the reasons behind the low uptake and plan to use the Community Health and Wellbeing Plan to address this issue with the help of partners. We are currently running a consultation with GP practices to learn more.

Officers are continuing to support the Blaby Road Air Quality project with Environmental Health colleagues. We are working with Parklands Primary School to encourage pupils, staff and parents to use Active Travel to get to school and work.

We have reported internally on our team's UKSPF funding on projects, this has included getting qualitative and quantitative feedback on all our community grant groups. All groups have reported back positively and have been able to use the funding to improve the residents health and wellbeing.

Health update – supplied by Blaby District Council

In Q2, Blaby have worked in partnership with the ICB to provide comments and feedback on the final draft Community Health and Wellbeing Plan (CHWP) for Oadby and Wigston.

The Team Leader within Health, Leisure and Tourism at Blaby has taken on lead responsibility for a health priority within the OW CHWP. This has involved setting up a working group to focus on Physical Inactivity priorities with key local partners. The working group will collate knowledge, resources and current work streams in order to create a robust action plan to focus and work towards during the next three years.

The Service Manager for Health, Leisure and Tourism at Blaby will be attending the OW CHWP partnership meetings once established with the first taking place in November 2024. Blaby will be proactive in discussions surrounding the progress of the OW CHWP and will provide update reports on the physical inactivity priority.

The Service Manager and Team Leader from Blaby will both be attending the initial OW Children and Young Peoples Mental Health network meeting in November. This will be attended and supported by the Team Leader moving forward. This aim of this meeting is to



focus on the children and young people mental health priority, supporting with the delivery of this for the OW CHWP.

Blaby have worked in partnership with the OW Mental Health Neighbourhood Lead and made contributions to the mental health plan for OW and attended the network meetings to shape this moving forward. This will involve incorporating mental health messaging into our physical activity programmes and working with key partners to provide residents who are referred into us with mental health support.

The District Health Leads (DHL) has not met for around 12 months. DHL is integral to the health and wellbeing governance structure in Leicestershire. The Service Manager at Blaby will be attending these meetings when re-established in November and will represent both Blaby and OW. These meetings will be quarterly and Chaired by North West Leicestershire.

The functions of DHL are as follows:

- Provide high level updates to Staying Healthy Partnership via Edd de Coverly (Melton CEO)
- Provide updates to District Leads from Staying Healthy Partnership
- Focus on Community Health and Wellbeing Plans (sharing best practice, understanding cross boarder issues etc.)
- Forum where partners can share information once rather than 7 times
- Opportunity to collaborate on any other workstreams

The Team Leader at Blaby attended the World Mental Health Day pop up event on at the Menphys Hub in South Wigston, providing a stall with support and information about our services as well as an interactive mental health activity. This involved creating a mindfulness tree (see photo) with leaves which will form part of a wider project at a community hub.



Sport and Physical Activity – supplied by Blaby District Council

Referral Data



We have successfully processed a total of 102 physical activity referrals from residents for Q2. This can be broken down into 72 self-referrals through the new pathway and 30 referrals directly from health care professionals. Of the OW referrals received, 49% were deemed as completely inactive at baseline.

In chart 1 below, there is further break down of what residents referred into the Active Blaby service for, with generic Physical Activity advice (33%) and the Active Blaby Community programmes (31%) being the most common.

Chart 1- Referral reasons

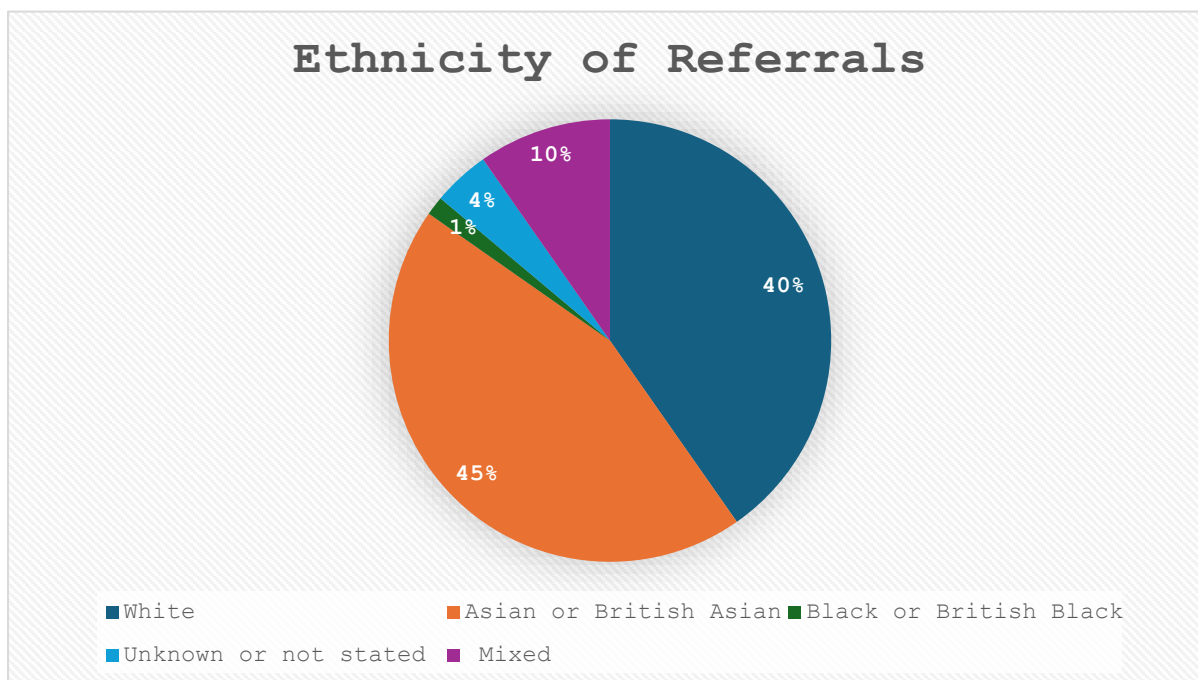


Ethnicity of referrals

The ethnic group percentage for Asian or Asian British in Oadby and Wigston is recorded by the Active Lives Survey as 27.9% of the population. For Q2, 44.4% of self-referrals identified as Asian or Asian British, with a total of 58% of Self referrals identifying themselves as within an ethnic minority group (36.2% of OW population is EM group). This is very positive as ethnic minority groups are more likely to be inactive and suffer from long term health conditions, especially within O & W, with 67% of referrals reporting as inactive at baseline.



Chart 2 – Ethnic diversity of referrals



Disability

23.6% of referrals for Q2 mentioned having a disability when they self-referred. This is higher than the OW population percentage of 15.3% and again shows that we are targeting those who are most in need of support to be more physically active.

Escape Pain

After a successful pilot in 23/24, we are due to deliver 3 Escape pain courses (arthritis focused exercise class) in 24/25. We have successfully delivered our first course, with participants reporting an average improvement in their self-reported pain score of 16.4% and a quality of live improvement of 107%. We have also secured a further £8,209 of external funding from Sport England to support with the delivery of these programmes.

Steady Steps

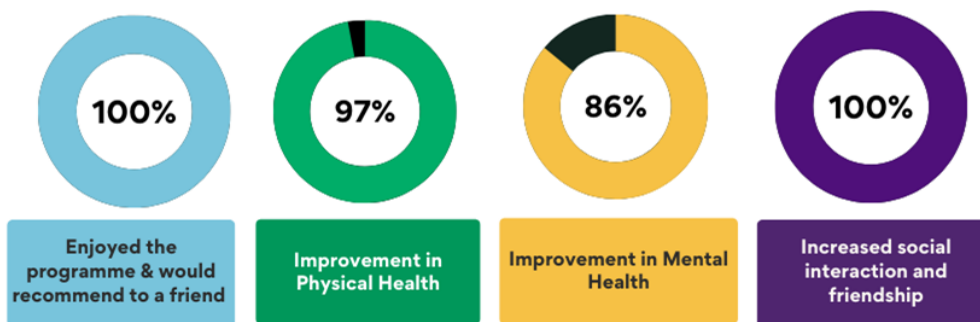
We have started two new 24-week steady steps courses in Q2 (Wigston and Oadby). From the two courses that have finished in Q2, 71% of participants said they are more confident and less concerned about falling. Using the FRAT score (fall risk evaluation) participants were also found to reduce their risk of falls by 40% on average. Furthermore, 93% of participants who were deemed inactive increased their physical activity levels.

Community Programme Feedback

100% of participants agreed or strongly agreed taking part in one of our community programmes has given them more confidence to be active. Furthermore, 86% of participants said they had seen improvements in their mental health and 97% said improvements in their physical health. Finally, 100% of participants agreed or strongly agreed they enjoyed the programme and would recommend it to a friend, with making new friendships being a major factor in enjoyment (99% agreed).



Q2 Feedback



Agreed or strongly agreed

"A big thankyou to everyone involved as the activities have been invaluable for improving my mental wellbeing".

"I really look forward to going every Tuesday, it makes you feel healthier, fitter and meeting new people. Lucie is a great role model to encourage you to do exercises and get fitter, plus improve balance and well being".

"Can feel my improvement each week as well as seeing everyone else improving as well!"

"I absolutely love the soft ball cricket session and look forward to it all week!"

Q2 Attendance

This quarter, we have had a total of **625 attendances** across our Level 2 community programmes and **608 attendances** across our targeted health condition programmes (Level 3 and 4), the highest recorded number of attendances across our programmes to date. Individual attendance figures are shown in the tables below:

Participation Numbers - Level 2 Programmes

Session	Location	Started	Attendance
Walking Football	Wigston Academy	Ongoing	74
Walking Netball	Wigston Academy	Ongoing	87
Walking Cricket	Beauchamp College	Ongoing	154
Walking Hockey	Uni of Leicester Sports	Ongoing	92
Health Walks	5 x walks across borough	Ongoing	218
Total			625

Participation Numbers- Level 3 Programmes

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	308



Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	22 Participants
Steady Steps Plus	Oadby St Pauls Church	25 th March 2024	110
Steady Steps Plus	Wigston Freer Centre	25 th June 2024	84

Participation Numbers- Level 4 Programmes

Steady Steps		Participants	Attendance
Oadby	Oadby St Pauls Church	9	87
Total			87

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	19

Youth Engagement

UKSPF funded boxing sessions to support both male and female students at South Wigston High School and Wigston Academy broke over Q2 during the school summer holiday. Preparations began and continue the session in Q3, encouraging those students to take part who have struggled with poor behaviour, poor attendance or struggling with mental health concerns.

Streetvibe were commissioned to engage and offer alternative provision for young people at Blaby Road Park during the school summer holidays. Streetvibe using their youth bus which contained games consoles, Wi-Fi and a safe space for young people was parked weekly on Blaby Road Park near to South Leicestershire College. Staff reported numbers in their 20's attending the bus. Moving into Q3, Streetvibe have concluded their work.

Promotion of the Youth Council over the summer holidays took place with information provided to partners running youth provision in the Borough in this period. A Youth Council meeting is expected to take place w/c 11 November so this promotion, coupled with school engagement from the start of the new term in August / September, is vital.

A meeting of the Children and Young People Forum will take place w/c 14 October where plans for the Youth Council meeting will be finalised, with input from relevant Partners. In addition, a revised Youth Engagement Strategy, featuring newly available 2021 Census data, will be presented at this Forum for a final review prior to submission to PFD Committee.

Community Safety

As of the end of Q2 all 65 identified street lighting columns have been structurally and electrically tested, as well as a further 3 identified in South Wigston and to the rear of Maromme Square. Of those 68 columns 40 have passed both tests, and a further 11 passed the structural test but require remedial works by LCC Highways before any conversion works can take place.



LCC Highways have been approached to provide a quote for converting the 51 columns expected to be available once remedial works have taken place. There is an extended lead time on the works due to a national shortage of commando sockets and associated power distribution boards which the OPCC has been kept apprised of. Should the quote provided by LCC exceed the allocated budget then a number of columns, utilising the available budget, will be prioritised for conversion instead – these will be identified through crime and disorder data held by the Police, Council and Fire Service.

All Safer Streets associated works are expected to be completed by w/c 28 October, within the deadline set by the Home Office and OPCC.

Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **21** reports of ASB in Q2, please see chart below for monthly breakdown:

Q2 Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 21		
Number of incidents per month		
July 24	August 24	September 24
6	5	10

Of these 21 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Shouting & swearing'. Other reports included 'Noisy neighbours', 'Taking drugs', 'Pestering people' and 'Illegal/inconvenient parking' to name but a few.

The Council's Housing Department have logged and investigated **13** reports of ASB.

The Council therefore in Q2 have recorded and investigated **34** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q2 Total number of ASB reports: 34		
Oadby	South Wigston	Wigston
14	2	18

Helping Hands

From July 1, 2024, to September 30, 428 residents from Oadby & Wigston used our services. The highest electoral ward area was South Wigston, with the Trust seeing 104 clients from the area during this reporting period. Overall, the Trust supported clients across 594 case matters.

Electoral Ward, no. of clients OWBC

Client Address	Client Details
Electoral Ward	Count Number of Clients
Oadby Brocks Hill	16
Oadby Grange	16



Oadby St Peter's	59
Oadby Uplands	35
Oadby Woodlands	13
South Wigston	104
Wigston All Saints	37
Wigston Fields	59
Wigston Meadowcourt	47
Wigston St Wolstan's	42
Report Total	428

OWBC FINANCIAL OUTCOMES

Client Address Electoral Ward	Case Outcomes Sum Annual Amount
Oadby Brocks Hill	£749.20
Oadby Grange	£1,314.32
Oadby St Peter's	£38,983.30
Oadby Uplands	£25,174.33
Oadby Woodlands	£11,503.00
South Wigston	£52,778.48
Wigston All Saints	£24,524.00
Wigston Fields	£9,196.02
Wigston Meadowcourt	£25,493.00
Wigston St Wolstan's	£30,384.18

OWBC Matter Summary

Matters	This Period		Last Period	
		%		%
Careers Advice	0	0.00%	0	0.00%
Community Care	3	0.50%	2	0.46%
Consumer/General Contracts	26	4.31%	18	4.17%
Counselling & Psychotherapy	0	0.00%	0	0.00%
Domestic Violence	1	0.17%	1	0.23%
Debt	78	12.94%	78	18.06%
Education	1	0.17%	2	0.46%
Employment	6	1.00%	15	3.47%
Family	6	1.00%	12	2.78%
Foodbank	20	3.32%	9	2.08%
General	12	1.99%	5	1.16%

Hate Crime	0	0.00%	0	0.00%
Housing	45	7.46%	26	6.02%
Legal - Solicitors	29	4.81%	18	4.17%
Mental Health	9	1.49%	12	2.78%
Miscellaneous	55	9.12%	21	4.86%
Tax	5	0.83%	3	0.69%
Welfare Benefits	0	0.00%	0	0.00%
Welfare Rights	307	50.91%	210	48.61%
Total	603	100.00%	432	100.00%

Helping Hands are in the final preparations to move to our new premises at **50e Blaby Road**, South Wigston. This will become the new base as they move out of 66-68 Blaby Road. The intended date of the move is the 14th of October 2024. This new space will offer a more comfortable, accessible, inclusive, and friendly space for both the team and those seeking support via Helping Hands community Trust.

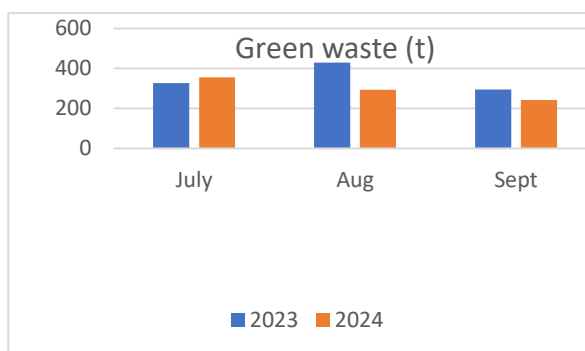
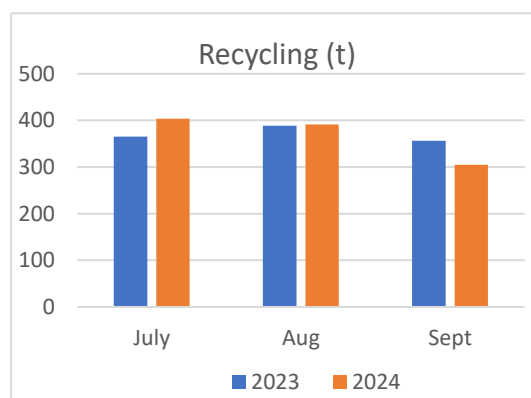
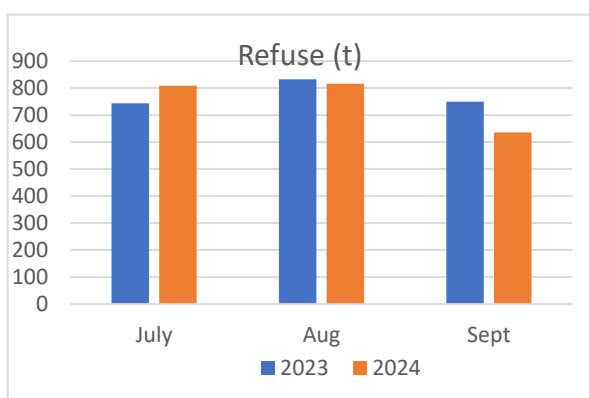


Refuse and Recycling

In Q2 2024 there has been an overall decrease of 66.08 tonnes in the refuse collected, this is a 2.84% decrease compared to Q2 2023.

For the recycling tonnages, there has been a reduction of 12.36 tonnes in Q2 2024 compared to Q2 2023. This translates to a 1.11% reduction of recycling collected between these periods.

For the green waste collected there was a reduction of 158.04 tonnes in Q2 2024 compared to the Q2 2023, which equates to a 15.06% decrease.



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

Waste Type	July		Aug		Sept	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	356.38	22.21	293.94	18.86	242.00	18.65
Recycling	403.48	25.14	391.64	25.13	304.72	23.49
Refuse	808.70	50.39	815.28	52.30	635.46	48.98
Other	36..32	2.26	57.80	3.71	115.15	8.88

Waste Transformation

The waste transformation project has now concluded, and the new service model is now in operation across the Borough. Please see the below key information in relation to the transition:



The new service model now operates 7 daily collections that are:

2 x Refuse Crews	2 x Recycling Crews
1 x Unique Collection Crew per day (ie Bulky, POPS, Clinical, etc)	2 x Garden Waste Crews

Waste Transformation – Key Statistics at 6/11/24)	
Total Bin Swaps =	3597
Split by: Large Refuse Bin: 3554 - Larger Recycling Bin: 43	
Split by Area:	
Oadby = 1765	Wigston = 1832
360L Bin Swaps = 22	
Free Bin Swap = 74 approved – 0 refused	

Waste Transformation – Key Dates	
End of early bird window (for ordering large bin)	CLOSED – 5 th July
Bin Swaps (From Early Bird)	Delivered August 2024
Bin Ordering window continues	Expected delivery ongoing
Depot Staff & route optimization changes	Complete - Throughout July, August and September
Calendar distribution	Complete – August
NEW SERVICE PROVISION STARTED FROM SEPTEMBER 2ND 2024	

Appendix 3

Customer Service Statistical Analysis - Quarter 2 2024-2025

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 2 working days.

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

Quarter 2	July	August	September
Number of emails	325	408	398
Number of contact us forms processed	143	176	154
Number of complaints triaged	9	9	10
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 Q2	July	August	September
Garden Waste Renewal	58	34	7
Garden Waste Sign up	37	26	12
Contact Us Form	143	176	154
Direct Debit Form	65	73	125
Council Tax Occupation Form	63	69	30
HB & CTS Application	74	66	51
Council Tax Vacation Form	45	35	18
Arrange Clinical Waste Collection	42	58	47
Taxi Vehicle Application	32	32	38
Single Person Discount	10	22	33
Other Council Tax Discount/Exemptions	26	17	4

Council Tax Moving within the Borough	15	16	16
ASB and Noise report	23	26	19
DHP Application	13	16	16
Selective Licence Payment	0	4	1
Compliments, Comments & Complaints form	16	23	20
Book a Competency Test	16	23	16
Abandoned Vehicle Report	10	11	11
Garage Waiting List Enquiry	4	6	2
Taxi Driver Renewal	13	17	16
HB Change of Circumstances	3	4	6
Early Bird Bin Swap	569	476	346
Housing Support Fund	27	8	0
Monthly Total	1304	1238	988
Q2 Total	3530 online forms completed by customers in Q2		

Calls

Although channel shift has taken place, telephone contact 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 80% of calls 75% in peak periods, with an average wait time of no longer than 7 minutes.

Quarter 2	July	August	September
Number of calls	5169	5700	5126
Number of calls answered.	4487	4662	4560
Percentage answered.	87%	82%	89%
Number of abandoned calls*	682	1038	566
Average wait time	1.39	2.04	1.19

This has been another busy quarter for Customer Services. We have seen an increase of calls during Q2, this mainly relates to the General Election in July, the lead up to the Waste Transformation changes in August and then the introduction of the new fortnightly waste collections in September. The team answered a high number of calls, from residents relating to this new service.

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%.

Face to Face

As part of the work on our Customer Experience Strategy and following on from customer feedback we have increased our face-to-face service provision. In June 2023 Appointment Hubs were introduced in the following locations in each of our town centres:

Location	Day	Time
South Wigston Elliot Hall	Tuesday	9am – 12pm
Oadby Trinity Methodist Church	Wednesday	10am – 1pm
Wigston King's Centre	Thursday	1pm – 4pm

There were no requested appointments during Q2, but we continue to promote the appointment hubs in the following ways:

- Prominent signage and information leaflets provided in all hub locations.
- Council contact us page has details on how to book an appointment.
- Regular posts about hubs on our social media accounts including Facebook and twitter.
- Reminders about appointment hubs are included in relevant emails to email subscribers through Gov Delivery

Reception

Our reception point at Brocks Hill deals with basic customer enquiries.

Reception Stats – Q2			
Enquiry Type	July	August	September
Number of Quick Enquiries	374	330	346
Full Enquiries (Waste, Housing, Clean & Green)	56	43	73

Quick Enquiries Breakdown – Q2			
Enquiry Type	July	August	September
Visitors/contractors	57	111	100
General basic council enquiries	107	97	113
Handing in post/documents & photocopying proofs	82	35	38
Request to use toilet	17	13	1
Jenno's enquiry	3	2	0

Refer to back office/assistance with customer phone	52	39	35
Key Collection/drop off	5	2	18
County Council Issue	5	8	7
Issue Pride of Borough card	3	1	2
Appointment Hub Enquiry	0	0	0
Form issued	10	4	10
Delivery	32	17	19
Signpost to another Agency	0	0	1
Garden Waste Assistance	0	1	0
Reference number given	1	0	2

Customer feedback regarding the reception point is very positive. To monitor this our receptionist at Brocks Hill is asking customers to score them out of ten in relation to the following factors.

- Officer Customer Care Skills
- Wait Time
- Officer Knowledge
- Overall Satisfaction with reception

During Q2 overall performance rating was 100% in all areas.

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 for the 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 2	July	August	September
Number of Taxi vehicle apps processed	32	32	38
Number of competency tests booked	16	24	18
Number of EH admin tasks	79	71	63
Number of Waste reports run/processed	308	275	275
Number of Housing apps processed	47	59	38
Number of Homelessness admin tasks	78	103	87
Number of First Contact Requests	0	2	0
Number of Tell Us Once Requests	42	40	51
Number of Sport Pitch Invoices raised	1	3	12
Number of Facilities email/contact forms	48	80	65

Customer Service Centre Team - Output summary

Quarter 2	July	August	September
Number of emails/online contacts answered	468	584	552
Number of calls answered	4487	4662	4560
Number of admin work items processed.	651	687	647

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 85% for 2024-2025.

Quarter 2	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
July 24	96%	99%	99%	99%	98%	98%
Aug 24	97%	99%	99%	99%	99%	99%
Sep 24	97%	99%	99%	99%	99%	100%

Call Back Stats (Automated Callback)

This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call. When a customer's select this, they can hang up and keep their place in the virtual queue, an Agent will call them back when it would have been their turn.

Quarter 2	Number of Call Backs to Customers
July 24	237
August 24	324
Sept 24	150

Virtual Video Call Backs

Virtual call backs enable customers to see a member of the Customer Services virtually via Teams. They customer is able to request an appointment either for a same day call back or a pre bookable call back within the next 7 days. We have not had any requests during Q2 but continue to actively promote this service.

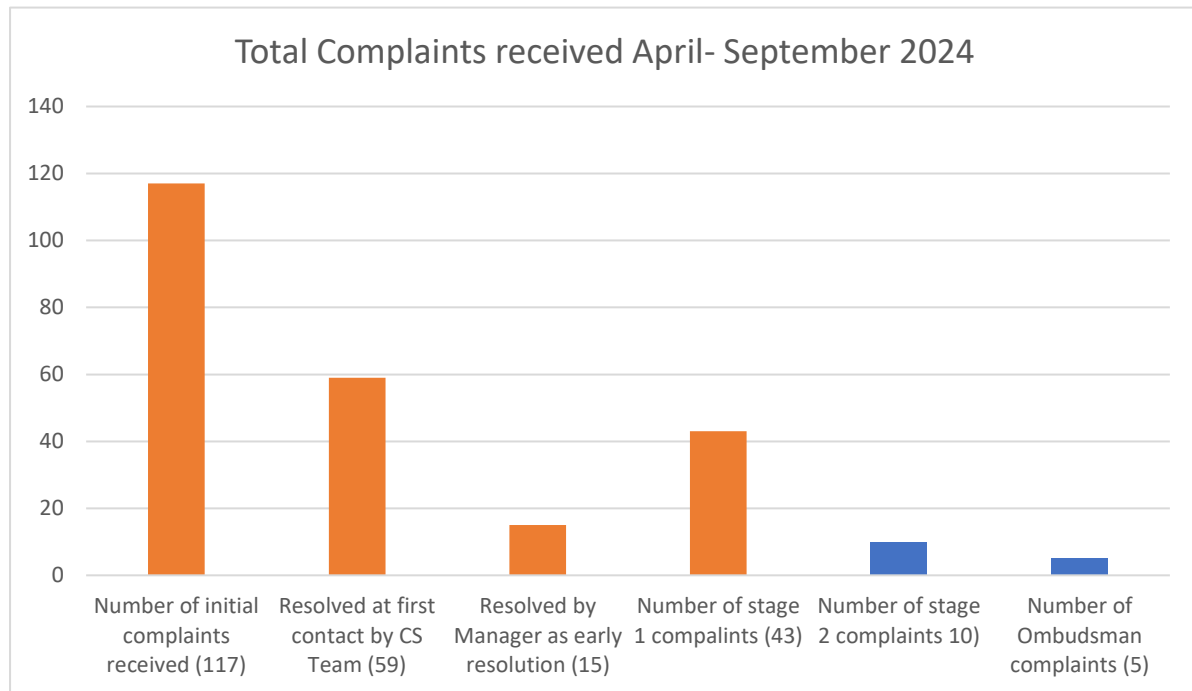
Bi-Annual Complaints Report April 2024 – September 2024

Introduction

The report summarises our complaints performance during the 1st and 2nd quarter of 2024/2025 covering the period from 1st April 2024 to 30th Sept 2024.

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 complaint's procedure.

The Overall Picture



- The number of initial complaints received between 1st April 2024 to 30th September 2024 was 117 which is an increase of 30 on the previous 6-month period
- 59 complaints were resolved at first point of contact by the Customer Service team
- 15 complaints were resolved by managers as Early Resolution
- 43 complaints went through the formal complaints process and were investigated as Stage 1 complaints
- 10 complaints were escalated to Stage 2
- 5 complaints were received by the Ombudsman although one is not being investigated.

Monthly Breakdown for all complaints

Month	Number Received	Resolved By Customer Services (Early Resolution)	Resolved By Manager (Early Resolution)	Percentage (Early Resolution)	Stage 1 Received
Apr 24	16	5	2	44%	9
May 24	22	13	0	59%	9
Jun 24	19	13	3	84%	3
Jul 24	24	9	5	58%	10
Aug 24	17	9	2	65%	6
Sept 24	19	10	3	68%	6
Total	117	59	15	63%	43

The chart above shows the breakdown of how each complaint was handled. Overall, 63% 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 Apr 23– Sept23 last year and the current reporting period Apr 24- Sept24 this year, to show a more direct comparison between months.

**Last Year
Apr 23 – Sept 23**

**This Year
Apr 24 – Sept 24**

Month	Stage 1 complaints received	Month	Stage 1 complaints received
Apr 23	4	Apr 24	9
May 23	4	May 24	9
Jun 23	7	Jun 24	3
Jul 23	4	Jul 24	10
Aug 23	13	Aug 24	6
Sept 23	1	Sept 24	6
Total	33	Total	43

The below chart shows the stage 1 complaint comparison from the previous reporting period Q3 and Q4 (Oct 23 -Mar 24) and the current reporting period Q1 and Q2 (24-25) Apr 24 – Sept 24)

**Previous reporting 6 months
Oct 23 – Mar 24**

**Current reporting 6 months
Apr 24 – Sept 24**

Month	Stage 1 complaints received	Month	Stage 1 complaints received
Oct 23	8	Apr 24	9
Nov 23	6	May 24	9
Dec 23	3	Jun 24	3
Jan 24	3	Jul 24	10
Feb 24	6	Aug 24	6
Mar 24	8	Sept 24	6
Total	34	Total	43

We have seen an increase in Stage 1 complaints, several factors contribute to this rise, with the most significant being the impact of recent organisational changes within the Council. This is particularly reflected in complaints related to services like Clean and Green and Waste, where issues such as stopping grass cutting in open spaces we do not own and the shift to fortnightly bin collections have been raised. It is expected that these complaints will decrease in the coming months as customer get used to the changes.

The below chart shows the stage 2 complaint comparison with the previous reporting period Q3 and Q4 (Oct 23-Mar 24) and the current reporting period Q1 and Q2 (Apr 24 to Sep 24).

**Previous reporting 6 months
Oct 23 – Mar 24**

**Current reporting 6 months
Oct 23 – Mar 24**

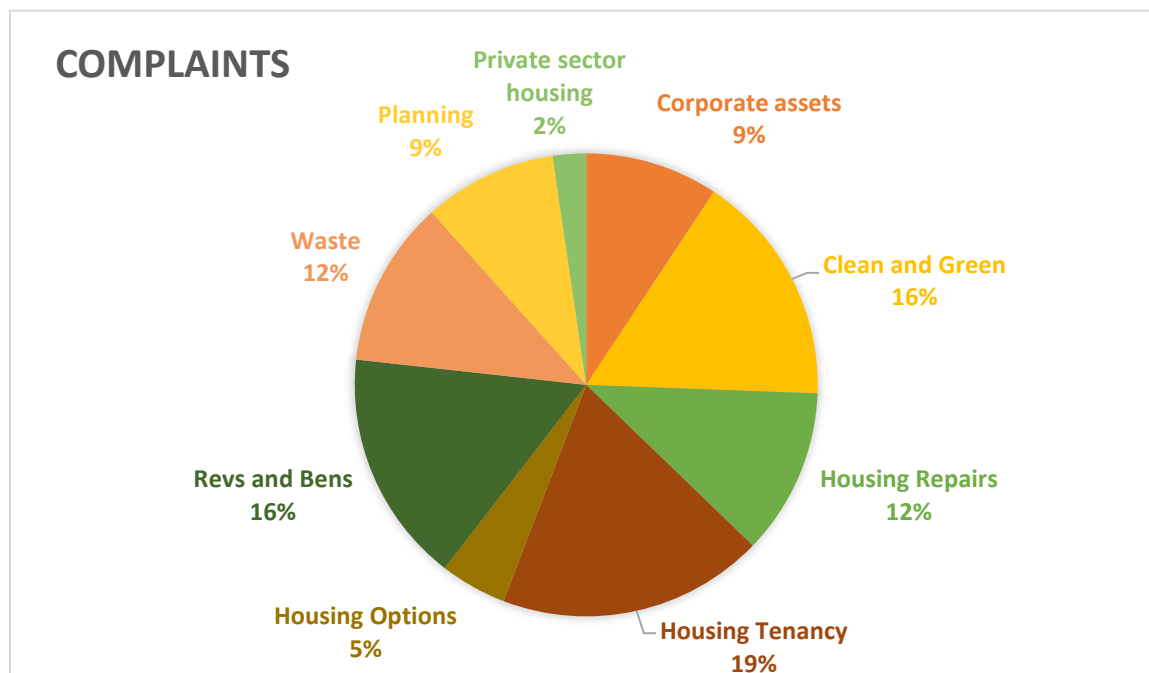
Month	Stage 2 complaints received	Month	Stage 2 complaints received
Oct 23	0	Apr 24	0
Nov 23	2	May 24	1
Dec 23	0	Jun 24	2
Jan 24	0	Jul 24	2
Feb 24	1	Aug 24	4
Mar 24	2	Sept 24	1
Total	5	Total	10

The comparison chart above shows an increase in the number of Stage 2 complaints, which can again be attributed to staff reductions across the Council and the reduction in turnaround times and some service standard. While unfortunate, this increase was inevitable given the difficult decisions we have had to make due to the Council's current financial situation.

The number of Ombudsman complaints has remained steady at five during this reporting period, unchanged from the previous reporting period.

Departmental Breakdown

The chart below shows all Stage 1 complaints received by each department.



Law and Democracy

Clean and Green - Stage 1 Complaints – Total 7

Area	Category	Overview	Upheld
Clean and Green	Tennis court fence removal	Alleged damage to vehicle from tennis ball	1x Not Upheld
	Lack of grass cutting	Delay in cutting parks and open spaces	1x Upheld
		Lack of grass cutting privately owned open spaces	1x Not upheld
		Complaint of ivy growing over fence from Council land	1x Upheld
	Lack of grounds maintenance	Overgrowing hedge at cemetery and lack of response	1x Upheld
		Branches leaning on fence and lack of response	1x Partially upheld
Sports pitch complaint	Poor quality cricket lines , incorrect pitch size marked	1x Upheld £30 compensation	

Corporate Assets

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Corporate Assets	Car park issues	Issues with parking at pavilion	1x partially Upheld
		Increase in car parking fees	1x Not upheld
		Increase in car parking fees and overflowing private bins	1x Not upheld
	Cemeteries	Lack of communication over refund	1x Upheld

Stage 2 Complaints – Total 2

Area	Category	Overview	Upheld
Clean and Green	Branches leaning on fence	Unhappy with Level 1 Response	Not upheld
	Lack of grass cutting on privately owned spaces	Unhappy with Level 1 Response	Not upheld

Corporate Assets/ clean and Green – Commentary

There has been an increase in complaints within both the Clean and Green and Corporate Assets service area over the last six months. Many of these can be attributed to the impact organisational change has had on the team and the decision to no longer maintain land which the Council does not own in order that the green team can focus their time on land we do own and housing areas where customers are paying for maintenance.

The issues with the sports pitches have now been addressed and this should reduce any further complaints regarding this. There have been additional pressures on the team, with staff sickness and delays in recruitment. This has put pressure on the rest of the team and resulted in some of the green maintenance being behind schedule. Moving forward the quantity of these complaints should reduce.

In Corporate Assets the decision to increase car parking fees was as a result of financial pressures which resulted in a number of complaints. The issues with lack

Waste

Area: Waste

Stage 1 Complaints – Total 5

Area	Category	Overview	Upheld
Waste	Collection Issues	Overflowing bin not emptied	1x Not Upheld
	Fortnightly Collection	Unhappy with change to fortnightly bin collections	1x Not Upheld
	Large bin assessment	Unhappy with the large bin assessment process	1x Not Upheld
	Near miss collision with bin lorry	Unhappy with lack of banksman when reversing	1x Upheld
	Garden Waste	Lack of action on genuinely missed collection	1x Upheld

Stage 2 Complaints – Total 1

Area	Category	Overview	Upheld
Garden Waste	Lack of action on genuinely missed bin	Unhappy with Stage 1 Response	Upheld £ 25.00 compensation

Waste Manager – Commentary

Waste collection impacts all residents in the borough, so some complaints are inevitable. Regarding collection issues, the shift to fortnightly collections was necessary due to financial pressures faced by the council. With waste being collected from over 24,000 properties, there will occasionally be instances where bins are genuinely missed. Additionally, there are times when residents present overflowing bins, which we are unable to collect.

Private Sector Housing

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Private sector housing	Grants	Lack of action/ response for customer wanting to make grant application	1x not upheld

Senior Strategic Development Manager - Commentary

The Grant application was not progressed as those who administer (through West Yorkshire Gas) were not able to contact the lady. By the time she reached out to us the grant scheme had closed. She has been advised that we will let her know about any further grant programmes as and when and if they are set up under the new government.

Built Environment

Housing Options

Stage 1 Complaints – Total 2

Area	Category	Overview	Upheld
Housing Options	Temporary accommodation	Failure to meet customers' needs	1x Not Upheld
		Complaint against temporary accommodation and staff member	1x Not Upheld

Repairs

Stage 1 Complaints – Total 5

Area	Category	Overview	Upheld
Housing Repairs	Contractor issues	No show of contractor	1x Not Upheld
		Contractor professionalism dispute	1x Not Upheld
		Complaint against contractor	1x Upheld
	Complaint against staff member at OOH	Alleged staff rudeness	1x partially Upheld
	Health and safety issue	Lack of action with bedbug infestation at neighbouring property	1x Not upheld

Tenancy

Stage 1 Complaints – Total 8

Area	Category	Overview	Upheld
Housing Tenancy	ASB issues	ASB and noise complaint	1x Partially Upheld £150 compensation
		ASB and residents using customers bins	1x Partially Upheld
		ASB with neighbours' complaint and lack of action	1x Not Upheld as ongoing investigation
	Communal Clear up (Zero tolerance complaints)	Lack of notice and complaint about removal of personal items from communal areas	2x Not Upheld
	Complaint against staff member	Alleged rude staff member	1x Upheld £75 compensation offered
	Issues with asbestos flooring	Termination of lease and costs associated with floor replacement	1x Upheld £450 compensation offered
Untidy garden complaint	Vegetation and cuttings left in complainants communal garden	1x Not Upheld	

Stage 2 Complaints – Total 5

Area	Category	Overview	Upheld
Housing Tenancy	ASB reports not being actioned	Unhappy with Level 1 Response	Upheld £450 Compensation awarded
	Vegetation and cuttings left in communal garden	Unhappy with Level 1 Response	1x Upheld £75 compensation for frustration offered
	Termination of lease and costs associated with floor replacement	Unhappy with Level 1 Response-asking for additional compensation	1x Not Upheld
Housing Repairs	ASB with neighbours' complaint and lack of action	Unhappy with Level 1 Response	1x Upheld £700 compensation awarded
	Lack of action with bedbug infestation at neighbouring property	Unhappy with Level 1 Response	1X Not Upheld

Housing Manager - Commentary

The total number of complaints in the first six months is reflective of the number of complaints for the same period last year.

We are committed to ensuring a positive complaints culture exists within the Housing Department, in which we listen to our customers and learn from their experiences. Learning from complaints and making service improvements as a result of them. We will complete an annual self-assessment against the Housing Ombudsman and Local Government & Social Care Ombudsman's complaint handling codes and provides a qualitative and quantitative analysis of our complaint handling performance. We will also identify what service improvements have been made as a result of the learning from housing complaints and report our performance to Tenants, Members and the relevant ombudsman.

Planning

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Development control	Planning application	Complaint over neighbours planning application	1x Not Upheld
		Complaint over lack of planning permission on neighbours' fence	1x Not Upheld
		Length of time taken for a pre app response	1x Partially Upheld
	Breach of planning	Complaint about how a breach of planning investigation was conducted	1x not upheld

Planning Policy and Development Manager – Commentary

Given the provocative nature of the Planning profession, complaints will be received when applicants and other customers are aggrieved with the outcomes and decisions that are being made by the Council.

Over the past 6 months the Planning Department has received 4 complaints; one relating to an Enforcement case whereby the allogger suggested that they never received feedback from the Council, despite the Council attempting to contact them by telephone, email and posted letter; another complaint suggesting that the Governments General Permitted Development Order (GPDO) was incorrect and should not be applied to flat roof dormer extensions, however the Council must apply the GPDO legislation as enacted; another complaint suggested that the Council and the Planning Inspectorate (in refusing an application and then commencing enforcement action) had acted petty and discriminatory, however the Council is duty bound to enforce against unauthorised works and deals with all cases consistently; and finally, one relating to a lack of Officer response to a pre-application submission. The pre-application complaint was partially upheld as the Officer (who no longer works for the Council) dealing with the pre-application advised the customer that they had other priorities even after a significant length of time, which was considered unacceptable.

Customer Service and Transformation

Revenues and Benefits

Stage 1 Complaints – Total 7

Area	Category	Overview	Upheld
Recovery	Summons dispute	Lack of action by Council Tax team	1x Partially Upheld
	Charges Dispute	Summons and liability costs on account	1x Not Upheld
Business Rates	Liability issue	Complaint regarding business rates collection and recovery process	1x Not Upheld
		Complaint about business rates exemption - awaiting valuation office input	1x Not Upheld
Council Tax	Single person discount	Dispute over money owing on account	1x Not Upheld
	Direct Debit	Lack of action transferring Direct Debit to new account	1x Upheld
	Council Tax arrears	Lack of action updating records	1x Partially Upheld

Stage 2 Complaints – Total 2

Area	Category	Overview	Upheld
Business Rates	Business rates Grant repayment	Unhappy with Level 1 response	1 Not Upheld
Recovery	Recovery costs on account	Unhappy with Level 1 response	1 Not Upheld

Revenues and Benefits Manager - Commentary

The vast majority of complaints have not been upheld, these have related to liability issues or customers being unhappy with recovery decisions made where money has been owed. Two complaints were partially upheld, one related to a staff error and the other to a delay, feedback has been given as appropriate, and the delay was due to resources issues

Ombudsman Complaints

There has been 5 complaints raised with the Ombudsman. Of the 5, they decided only to investigate 4 of them, refusing 1.

Month	Area	Overview	Outcome	Lesson learned
May 2024	Housing	Handling of unsafe garden complaint	LGO requested information 04/06/2024	Awaiting Outcome
June 2024	Housing	ASB, Repairs issues and requests for house move	LGO requested information 27/06/2024	Awaiting Outcome
August 2024	Corporate assets - Cemeteries	Complaint about the Cemetery Rules and Regulations policy	Not investigated	N/A
Sept 2024	Housing	Alleged lack of response to ASB	LGO requested information by 27/09/2024	Awaiting outcome
Sept 2024	Housing	ASB and concerns about staff conduct	Awaiting triage and mediation	Awaiting Outcome

Complaints Monitoring

Every complaint is taken seriously, examining the reasons behind each one, extracting valuable lessons, and making sure we don't repeat the same mistakes. Response times are closely tracked as illustrated in the table below.

Month	Stage 1 Complaints (Target 10 days)	Stage 2 Complaints (Target 20 days)
Apr 24	8	N/a
May 24	10	20
Jun 24	16	13
Jul 24	9	19
Aug 24	11	14
Sept 24	11	1

The response times have been out of target on occasion. This again is a result of organisational change, and managers having more work to do as a result. To mitigate this, a new compliance system is being introduced which will speed up the process of complaints handling as well as send reminders of deadlines which will reduce these back within target.

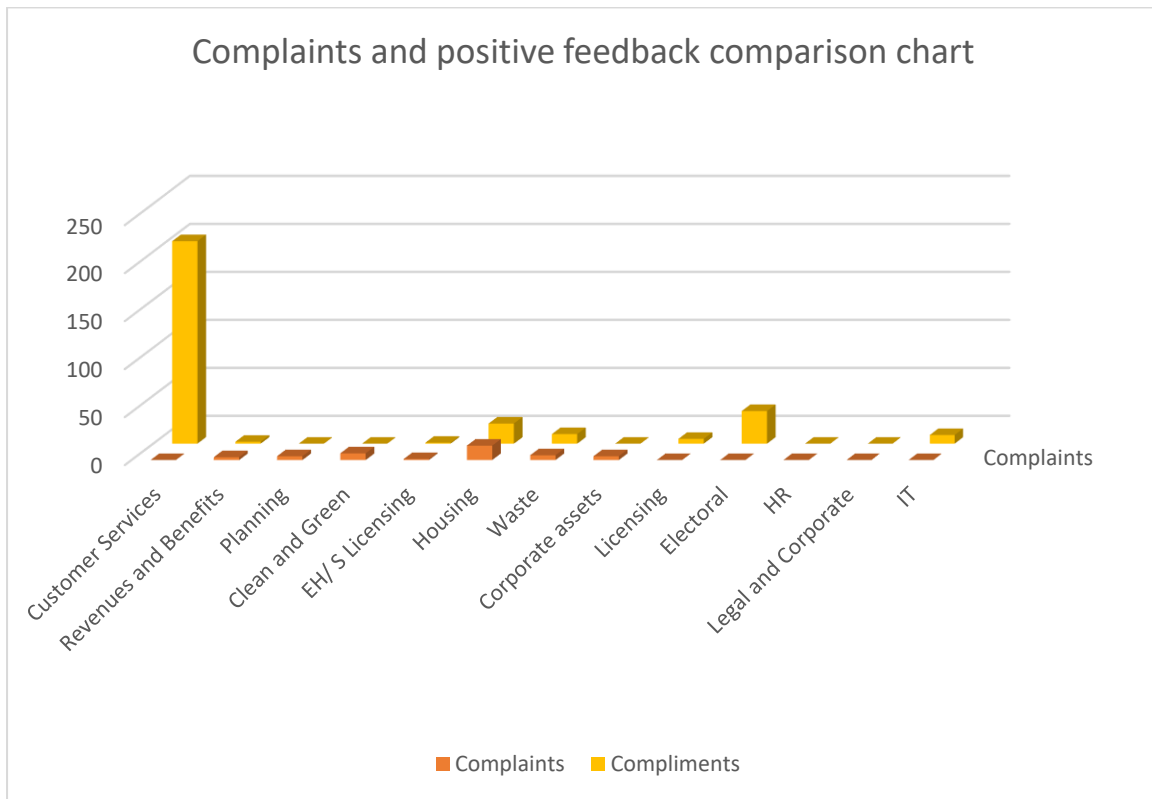
Positive Comments

Between April 2024 and September 2024 there were 293 positive feedbacks, compliments and comments received.

The Customer Services team and reception (211) and the Electoral team (34) received the highest amount of positive feedback due to the frontline nature of their services, recent election and their proactive participation in surveying customers.

Whenever we receive positive feedback, it is documented in a register. The below chart shows the positive feedback received in comparison to the number of complaints for each

department. It illustrates that our service areas consistently receive a significantly higher amount of positive feedback than complaints.



The following departments received positive feedback and no complaints.

Customer Services	211 Positive feedback comments
Community and Wellbeing	33 Positive feedback comments
Electoral Services	34 Positive feedback comments
Licensing	5 Positive feedback comment
HR	2 Positive Comments
IT	9 Positive Comments

Examples of positive feedback received.

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Licensing

Just wanted to inform you that i received the license/badge and wanted to say a big thank you to the yourself and the licensing team.

Waste

Resident would like to express her gratitude for the waste crews in helping her whilst she has been at this address with all of her assisted collections

she advised she has been very happy with the service she has received

Housing

I'd just like to thank the housing team for arranging today's older persons day event today at Chartwell House Oadby. As a resident, it was lovely to meet different council members and other residents. It was a lovely atmosphere and the food provided was delicious and fresh. Thanks to all involved

Financial Inclusion

The Finance Inclusion Officer has transformed our lives with her caring, gentle and altogether helpful attitude. I cannot thank her enough. Thank you from the bottom of my heart. As I have mentioned before, you are an angel sent to me and I thank God for you. God bless

Customer Services

Really grateful for all of your help, I have been in hospital and have been worried, so really happy this has all been sorted out now

Appendix 5



OWBC Event Calendar – November 2024 to February 2025

Events			
Date	Overview	Type	Details
Sunday 10 November	Remembrance Service and Parade from Elizabeth Court to All Saints Church.	Remembrance	Parade begins at 10.30 am with service from 11am. Road closures in place from 10.15am to 12.15pm
Sunday 10 November	Remembrance Service and Parade from Sandhurst Street Car Park to St Peter's Church.	Remembrance	Parade begins at 2pm with service from 2.30pm. Road closures in place from 1.45pm to 4pm
Sunday 10 November	Remembrance Service and act of Remembrance at St Thomas' Church, South Wigston	Remembrance	Service begins at 10am with Act of Remembrance at 11am. Road closure 10.45am to 11.15am
Monday 11 November	Remembrance Service in Wigston	Remembrance	From 10.50am at Peace Memorial Park Wigston
Saturday 16 November	Oadby Christmas Light Switch on	Christmas celebration	2pm to 7pm in Oadby Town Centre
Friday 29 November	Celebration of Volunteers event	Awards night	From 7pm at Brocks Hill
Saturday 30 November	Wigston Christmas Light Switch on	Christmas celebration	12pm to 7pm in Wigston Town Centre
Saturday 7 December	South Wigston Christmas Light Switch on	Christmas celebration	1pm to 6pm in South Wigston Town Centre
Wednesday 18 December	Mayor's Carol Service	Festive celebration	Time TBC
Monday 27 January	Holocaust Memorial Day Service	Memorial/reflection event	From 10.50am in the pavilion at Peace Memorial Park Wigston



Observance *all will acknowledged on the council's social media channels		
Date	Overview	Details
1 November 2024	Diwali	Hindu observance
5 November 2024	Guy Fawkes Day	Safety messaging & national observance
15 November 2024	Birthday of Guru Nanak	Sikh observance
25 December 2024 to 2 January 2025	First day of Hanukkah	Jewish holiday
25 December 2024	Christmas Day	Christian holiday/national holiday
31 December 2024	New Year's Eve	National observance
1 January 2025	New Year's Day	National holiday

Appendix 6



Leicestershire Building Control Partnership Board Performance report for Q1 & Q2 of 2024/2025

Purpose

This paper provides an overview of the Building Control performance dashboard statistics up to the 30th of September 2024. It provides additional commentary and supporting information for the charts/tables shown below and endeavors to explain significant variances in expected data.

Performance overview

The report aims to give Partnership Board members an overview of key areas of performance against agreed targets set by the board. The targets were originally arrived at by looking at the performance of the initial three joining Partner members for the two years prior to the partnership being established. The service will use this data to benchmark and improve service performance.

1) Building Control Income and Expenditure – Fee Earning Work

Details the income generation and expenditure per month, we have set target figures for these across the year to meet the end of year targets.

Target per month for 2024/2025

Partnership total income target is £133,156 per month April – October and £37,037 per month November - March

Partnership total expenditure budgeted as £37,397 per month April - October and £58,722 per month November – March

Note These target figures noted above were changed after the last meeting dated 16.4.2024 to reflect predicted profiling for Summer and Winter income/expenditure expectations.

	April	May	June
LBCP Actual Income	£59,885	£53,300	£86,752
LBCP Actual Expenditure	£94,876	£109,001	£103,149

	July	August	September
LBCP Actual Income	£96,329	£60,242	£68,153
LBCP Actual Expenditure	£110,036	£109,432	£109,040

Q1 to Q2 Income figures

Income is down from our original business case forecasts and down on monthly expectations for Q1 and Q2.

The UK economy and construction industry has continued to stagnate and the rate at which construction companies are foreclosing is increasing.

UK Mortgage rates, although having dropped 0.25% in recent months, down to 5% are still historically high and are having an adverse effect on the economy and the housing market which will adversely affect BC income. This will indirectly result in reduced fee income for the LBCP. In addition, millions of UK Mortgage

customers are still coming off cheaper fixed rate mortgage deals onto higher interest rate deals. This is also dampening the housing market and economic spending activities. BC is not immune from its effects.

Overall Consumer/business confidence is also low due to several other adverse factors, such as energy costs, cost of living rises and overall budget anxiety due to predicted government spending cuts and taxation plans. Overall public debt is at its highest since the 1960s, which gives us a clear view on matters. The above information will not explain and account for all reduced BC income, but it does help to get an overall picture of what is happening holistically throughout the economy.

The Building Safety Regulator registration and validation process along with several updated versions and new sections of legislation and expected ways of working will continue to restrict our ability to take on additional workloads for some time to come and BC Officers will no longer be able to operate in a non-registered manner and without adequate supervision when they have not taken and passed relevant competency exams.

Q1 to Q2 Expenditure figures

BC expenditure levels are being kept to a minimum whilst we are maintaining and running the BC service.

- Other non- fee earning service works are continuing to be delivered throughout the partnership and the costs of which are recovered from Partners.
- The Building Safety Act 2022 and the associated secondary legislation that comes with it, in addition to the changes within the Building Act 1984 will heavily burden all BC practices with additional red tape and regulatory checking processes. Whilst this may eventually lead to the driving up of standards it will also increase operating costs for the service and is doing.
- Looking towards the coming months and years the Building Inspector registration process is likely to significantly reduce the total number of available Surveyors in the UK who can legally practice. This is highly likely to increase salary costs for those operating BC services due to staffing supply and demand pressures.
- Pre-2023 and early 2024 there were and needed to be about 4500 qualified BCOs operating in the industry holistically covering private and public sector BC providers. This figure is now down to figures in the region of less than 1700. It is therefore predicted that due to supply and demand matters, staff salaries are expected to rise significantly, and recruitment and retention costs will need to be catered for. Failure to do so may result in many surveying staff leaving the LBCP to join other BC providers or becoming self-employed contracting surveyors.

2) Value of applications received – this is the full value, including the inspection fee, of every application logged.

	April	May	June
Blaby	£24,383	£15,735	£7,603
Harborough	£22,629	£23,874	£17,839
Hinckley/Bosworth	£24,278	£14,040	£11,518
Melton	£6,127	£9,575	£8,578
Oadby/Wigston	£3,552	£3,681	£3,023
Rutland	£8,213	£2,583	£9,768
LBCP	£89,182	£69,488	£58,329

	July	August	September
Blaby	£8,979	£9,305	£8,560
Harborough	£10,542	£19,279	£12,909
Hinckley/Bosworth	£25,102	£11,251	£5,565

Melton	£9,084	£5,158	£5,044
Oadby/Wigston	£4,081	£3,891	£6,594
Rutland	£5,572	£10,482	£6,988
LBCP	£63,360	£59,366	£45,659

3) Monthly income Invoicing amounts

This is the total income value of invoices that are sent out each month, invoices are usually sent out for the inspection fee element of any full plan's applications. This becomes payable after the first inspection.

	April	May	June
Blaby	£2,233	£5,805	£4,871
Harborough	£2,169	£1,174	£2,385
Hinckley/Bosworth	£1,595	£444	£3,686
Melton	£603	£104	£1,770
Oadby/Wigston	£427	£305	0
Rutland	£2,344	£586	£9,032
LBCP	£9,371	£8,417	£21,744

	July	August	September
Blaby	£558	£1,792	£1,768
Harborough	£4,058	£5,506	£2,404
Hinckley/Bosworth	£4,789	£4,769	£2,088
Melton	£1,474	£1,198	£0
Oadby/Wigston	0	£415	£0
Rutland	£13,567	£1,262	£860
LBCP	£24,446	£14,942	£7,120

4) Total number of fee-paying applications received and Market Share% based on applications received per month.

This monitors workloads holistically and is a comparison against previous months/year's activities and indicates how well the private sector are doing for against our own services.

Our target is to aim for an average total market share of 65% of overall business activity and improve our market share for all Partner members. Clearly all Partner members have differing activity levels but as the Partnership becomes more established these market share levels should equalize between all members. **There is still significant work to be done before our "overall goals" on this front can come to fruition. Also note that this target was also set well before any Building Safety Regulator KPIs, and requirements were developing.**

There is also an expectation that these applications will be dealt with within statutory time periods and within defined performance service level standards.

Total number of fee-paying applications received

	April	May	June
Blaby	48	35	18
Harborough	46	40	42
Hinckley/Bosworth	47	32	25
Melton	12	21	18
Oadby/Wigston	8	10	6
Rutland	18	7	20
Partnership	179	145	129

	July	August	September
Blaby	21	24	16
Harborough	28	37	26
Hinckley/Bosworth	37	22	14
Melton	17	16	11
Oadby/Wigston	10	7	12
Rutland	11	12	12
Partnership	124	118	91

Market Share %

	April	May	June
Blaby	61%	56%	39%
Harborough	65%	59%	62%
Hinckley/Bosworth	68%	46%	56%
Melton	63%	50%	56%
Oadby/Wigston	21%	38%	33%
Rutland	67%	32%	63%
Partnership	59%	50%	54%

	July	August	September
Blaby	53%	22%	30%
Harborough	47%	34%	24%
Hinckley/Bosworth	58%	30%	30%
Melton	68%	43%	30%
Oadby/Wigston	36%	13%	15%
Rutland	44%	46%	52%
Partnership	51%	29%	26%

The items noted below should also be considered.

% Figures for August and September 2024 have been temporarily distorted due to at least two private sector BC companies ceasing to trade. The effect of this is that multiple applications have been cancelled in respect of their existing applications that were still live and then transferred over to another private sector BC provider to submit as a new application. This temporarily distorts the market share figures for these 2 months and therefore they should be considered as an exception to the circumstances.

- Market share levels will continue to fluctuate monthly and are doing.
- Q1 and Q 2 figures for 2024 reflect a total market share of 53.5%. This figure will sit well with the fact that we are operating with less experienced staff, and we need to serve the needs of the BSR and operate a compliant regulatory service which is likely to be audited and monitored more closely in the future. Note August and September figures to be disregarded for reasons noted above.
- The Building Safety Act 2022 and achieving compliance with any measures being brought in by the Building Safety Regulator will adversely impact on our capacity to increase market share and income levels. The Regulator is only concerned with driving up standards and compliance with the 2022 Act and not costs.
- Given that we are likely to have less qualified BC Surveyors from July 2024 onwards, which also follows other UK National trends for both other private and public sector BC providers we should be satisfied with a market Share of 53.5%.

5) Non fee earning applications

Number of disabled adaptation type applications received each month. There is no target for this as this is non-fee-earning work; most of these cases come through Lightbulb.

No fee payable on these applications.

	April	May	June
Blaby	6	6	2
Harborough	6	0	1
Hinckley/Bosworth	5	1	1
Melton	1	0	0
Oadby/Wigston	1	1	4
Rutland	0	1	0
Partnership	19	9	8

	July	August	September
Blaby	1	2	1
Harborough	2	4	0
Hinckley/Bosworth	3	6	1
Melton	0	1	0
Oadby/Wigston	3	1	0
Rutland	0	0	0
Partnership	9	14	2

In line with expectations and no adverse comments.

6) Inspections undertaken as requested same day or on date requested)

The average number of inspections undertaken each month at each authority varies between 180 and 350. Normally **100% of these inspections** are done on the date requested.

The tables below show how many inspections in total have been undertaken at each Authority over the last 12 months

	April	May	June
Blaby	207	189	211
Harborough	226	243	211
Hinckley/Bosworth	166	175	201
Melton	122	125	144
Oadby/Wigston	39	52	37
Rutland	97	113	80
Partnership	857	897	884

	July	August	September
Blaby	248	189	200
Harborough	237	246	241
Hinckley/Bosworth	151	181	203
Melton	137	117	146
Oadby/Wigston	51	46	55
Rutland	113	133	150
Partnership	937	912	995

In line with expectations. Work is continuing to be undertaken to monitor the number of inspections carried out by the Surveyors at each Council to ensure that each Surveyor undertakes similar levels of inspections and to prevent imbalances of workloads across each District.

From July 2024 onwards inspections will where possible be allocated so that they are being undertaken by the appropriate class of Registered Building Inspector in accordance with BSR registration processes or alternatively some form of supervision will be in-acted so that we can as far as reasonably practicably, comply with BSR requirements.

The requirements of the Building Safety Act 2022, which are now becoming more transparent, may mean that we must reduce inspection numbers or response times in the future to fully meet operational service standards that are being implemented in July 2024.

We have already recently adjusted inspection booking arrangements to help shape inspection requests in line with BSR requirements, which has meant that the same-day inspection service has now been replaced with a next-day service.

7) Initial Notices received

This is the number of applications received from the private sector each month, the aim is to try to keep these numbers down and to try to increase our market share shown in section 4 and the table showing market share.

Total number of Initial notices received (Via Private sector)

	April	May	June
Blaby	31	28	28
Harborough	25	28	26
Hinckley/Bosworth	22	38	20
Melton	7	21	14
Oadby/Wigston	31	16	12
Rutland	9	15	12
Partnership	125	146	112

	July	August	September
Blaby	19	84	37
Harborough	31	73	83
Hinckley/Bosworth	27	51	32
Melton	8	21	26
Oadby/Wigston	18	45	68
Rutland	14	14	11
Partnership	117	288	257

Target: The challenge and the goal is to try to limit the number of B/Regs applications submitted by the Private sector to less than 25 applications per month at each Council. There is still work to be done in this area.

- As explained in section 4 above August and September 2024 figures need to be discounted due to the distorting effect.
- Comments made in Item 4 above are also applicable to this chart and the general aim is to keep market share at all the Partner Councils as high as possible and the private sector down to no more than 40%. Our market share for Q1 and Q2 is 53.5%.

8) Initial Notices cancelled records any notices that are withdrawn or cancelled, and this helps to give us a true account of the total number of applications submitted to the council from the private sector

	April	May	June

Blaby	5	4	7
Harborough	1	4	7
Hinckley/Bosworth	4	2	3
Melton	2	2	3
Oadby/Wigston	1	7	11
Rutland	0	0	0
Partnership	13	19	31

	July	August	September
Blaby	3	69	37
Harborough	2	37	55
Hinckley/Bosworth	4	77	11
Melton	0	46	5
Oadby/Wigston	0	35	43
Rutland	1	28	2
Partnership	10	292	153

As per sections 4 and 7 above August and September 2024 figures need to be discounted due to the distorting effect mentioned in item 4.

Otherwise, these figures are in line with expectations.

9) Dangerous Building call outs

Details of the number of reports received each month regarding dangerous buildings. The team currently covers the out of hours dangerous building calls outs, on a rote basis. Officers are expected to respond within two hours either in or out of office hours.

The target for all four local authorities is 100% within these timescales.

	April	May	June
Blaby	0	1	1
Harborough	1	0	2
Hinckley/Bosworth	2	3	2
Melton	0	1	1
Oadby/Wigston	0	1	0
Rutland	0	0	0
Partnership	3	6	6

	July	August	September
Blaby	0	1	1
Harborough	1	0	3
Hinckley/Bosworth	2	1	3
Melton	0	2	1
Oadby/Wigston	0	1	2
Rutland	0	0	1
Partnership	3	5	11

The response time to attend any DB call out within 2 hours has been maintained and achieved for Q1 and Q2 of 2024

These figures are in line with expectations and there are no adverse comments.

10) Un-authorised building works reported and inspected

Each month the number of un-authorised building works reported and inspected/followed up are recorded. This is recorded to show that we are also undertaking the enforcement element of the job regularly.

This chart gives an indication of officer time spent on non- fee earning work. The target is to respond to these service requests is 48 hours from being notified.

	April	May	June
Blaby	3	2	3
Harborough	3	2	3
Hinckley/Bosworth	3	1	4
Melton	3	1	1
Oadby/Wigston	1	2	4
Rutland	0	0	0
Partnership	13	8	15

	July	August	September
Blaby	3	5	9
Harborough	4	4	4
Hinckley/Bosworth	3	1	1
Melton	3	0	1
Oadby/Wigston	4	2	1
Rutland	2	2	3
Partnership	19	14	19

No adverse comments, but the panel should note that several pre-contravention type intervention inspections and guidance comments and suggestions will be made during each site inspection. This avoids matters escalating into the need for legal services type enforcement work being instigated.

The above noted pre-contravention type interventions are recorded on file. These may also need to be recorded as enforcement type work when the new Building Safety Regulator, operational standards come into effect in April 2024.

Looking towards future years it is likely that the BSR will want to see enforcement cases rise across the sector and it will be more closely monitored.

11) Demolition applications dealt with

Details by month the number of demolition applications submitted for fee income purposes and workload purposes only. There is no target for this.

	April	May	June
Blaby	1	1	0
Harborough	0	1	3
Hinckley/Bosworth	0	1	1
Melton	2	1	0
Oadby/Wigston	1	0	0
Rutland	0	1	1
Partnership	4	5	5

	July	August	September
Blaby	0	0	0
Harborough	1	1	1

Hinckley/Bosworth	0	0	0
Melton	1	0	1
Oadby/Wigston	0	0	0
Rutland	0	0	0
Partnership	2	1	2

No adverse comments

12) Street naming and numbering requests

Details the number of street naming and numbering requests received each month. There is no set minimum or maximum; this is just a record of what is coming in monthly to monitor workloads.

	April	May	June
Blaby	5	6	3
Melton	14	12	3
Oadby/Wigston	1	0	1
Partnership	20	18	7

	July	August	September
Blaby	2	3	2
Melton	7	8	6
Oadby/Wigston	1	1	0
Partnership	10	12	8

No adverse comments.

Note: The function of street naming and numbering is undertaken by other Council sections at Harborough, Hinckley and Rutland, so these partner Councils will always have no requests recorded in those districts.



Leicestershire Building Control Partnership Service Delivery 2024/25

Background

For the last twelve months discussions have been taking place with partners on the potential impact of the new Building Safety Act 2022 and the new Building Safety Regulator Regime.

Reports, briefing notes and presentations have been provided to Leicestershire Building Control Executive Board members and portfolio holders.

Alongside this the Partnership Manager and Team Leader have undertaken extensive work to prepare staff for the change in regulations including supporting surveyors to be able to apply and take the exams that are required for them to be able to operate.

We have highlighted through our risk register that these changes provide the greatest risk to the continued delivery of the building control service. All partners were asked to include a risk within their own district risk registers.

Current Position

A service plan has been developed as part of Blaby's Corporate requirements; this service plan is stored on the Pentanna system. The partnership Manager and Team Leader are responsible for updating the service plan, including the performance measures that support delivery.

Performance and financial reports are shared with all partners on a quarterly basis for them to share via their performance measurement systems to senior managers and elected members.

Day to day decisions on the delivery of the service are made by the two managers, any major changes to delivery would be brought to the Executive Board not for decision making but for information.

Future Changes to Service Delivery

The table below details the changes we will need to make to the day-to-day delivery of the Building Control Service to meet the requirements within the act and the BSR regime.

Current Delivery	Future Delivery	Potential Impact
All inspections are undertaken the next day or at a time requested by the customer.	We will amend our current service standard to say that inspections will be undertaken by the next working day.	Little impact other than a slight delay in response times for inspections and not the same day service once offered.

All surveyors can pick up any work that comes in.	Surveyors will only be able to work on and undertake inspections that they are qualified/registered to undertake.	For customers of large or complex jobs this may mean that they will have to wait longer for the higher-level surveyors to be available or there could be delays in dealing with an application. It may also mean that we may have to bring in Agency staff at additional cost, but they are likely to be in short supply. Some staff may need supervision by other registered Surveyors.
Technical Officers able to release certain legal notices such as approvals and completion certificates	Surveyors will need to vet and check prior to releasing certificates	Number of inspections a surveyor can undertake each day will reduce.
Performance statistics are collected on the uniform system and shared with partners quarterly.	We will also need to collect additional data to evidence achievements against National KPI's and Performance standards and send to the BSR. Future reports to Exec board members will change to reflect new national KPI's.	Additional admin and management resource may be required to do this at an additional cost to partners.
Staff Examination costs and lost time due to training are minimal at the moment other than those doing trainee type courses and CPD training.	Examination and future registration costs for all Surveyors are not going to be paid by the BSR or LABC like they have been in this first registration year of 2023/24. More CPD is going to be required for all Surveyors	In the future this will need to be paid by the Council directly, likely in the region of around £1,000 each time a new registration takes place or is required. This will also be applied every 4 years for each Surveyor. CPD time and courses will need paying for as part of this overall process.
Building Regulation submission validations are a relatively easy to make with little red tape.	Duty Holder requirements may complicate the submission process and hold up validation times.	Lots of Full Plans type applications might not get validated or certificates of completion cannot be issued without certain information being provided in respect of Duty Holders etc.
Enforcement works undertaken by BC are proportionate to the risk. Search records are used as a tool of enforcement.	BSR are likely to want more enforcement actions to take place and have facilitated Compliance and Stop Notices in the legislation.	Likely to generate more service complaints and possibly more involvement from legal services. More time required to be spent on non- fee earning works undertaking enforcement

		works. Cost of the service will rise accordingly.
Building Safety Levy not yet in-acted but due to start later in the year.	Building Control may end up being the collection Agent for this work.	A developing situation at present but will require additional staff resourcing if BC are the collectors and point of contact for all Partner Councils.
Non fee earning works are likely to remain the same	Same tasks but more time and due care and attention is likely to be required to achieve BSR objectives	Less time for fee earning works due to having to spend more time on non-fee earning works. Example may be Reporting of Health and Safety issue noted on site during an inspection.
Building Regulation Applications originally submitted to the Private Sector but referred back to LA providers (Reversion Applications) used to be low in numbers per year.	The Partnership appears to be getting more Reversion type applications submitted/referred from private practices who can't enforce any B/regs related matters.	Increased works and income but it is time consuming works that can be challenging to deal with.
Existing standard letters and BC Policies	Existing letters and policies are going to need amending and redrafting to reflect all legislation changes.	Needs resourcing in terms of staff time.
The current Quality Assurance type scheme that LABC administers and LBCP has adopted.	This is likely to be regularly Audited in the future by LABC/ BSR	More management time and resourcing will be needed to keep this up to date for Audit purposes.

Recommendations

We would ask Executive Board members to action the three recommendations: -

- Note the changes to service delivery as mentioned in the table above.
- Communicate these changes to other senior managers in your organisation and portfolio holders.
- Alert finance managers that the changes in service delivery could potentially have an impact on income generation and thus the cost of the service.

Julian Howarth

April 2024.

Enquiry Date

01/07/2024

30/09/2024

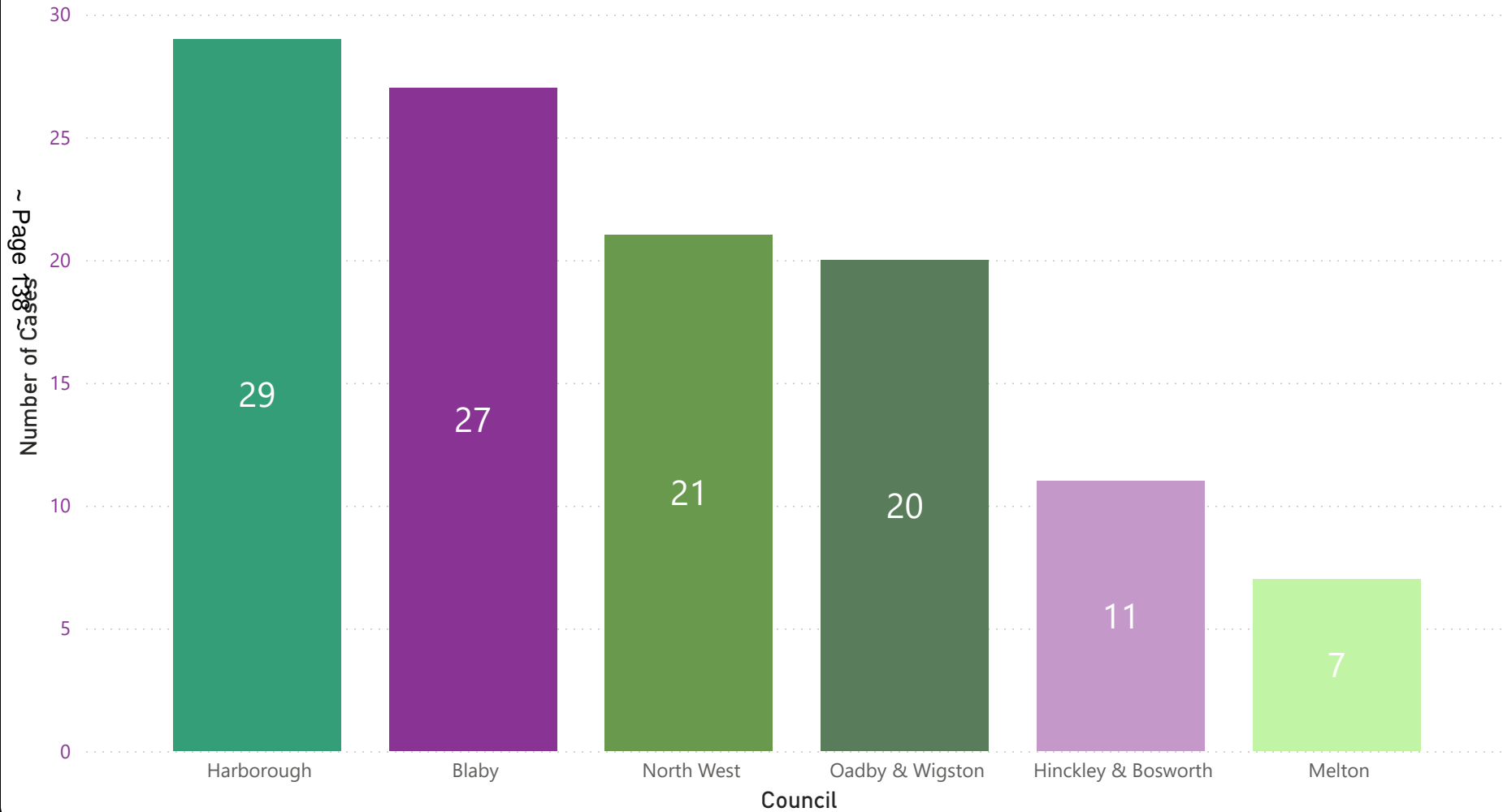
Case Type

Multiple selections

Status


All

Cases Received By Council Area



~ Page 138

Approved Date

01/07/2024 

30/09/2024 

Case Type

Multiple selections 

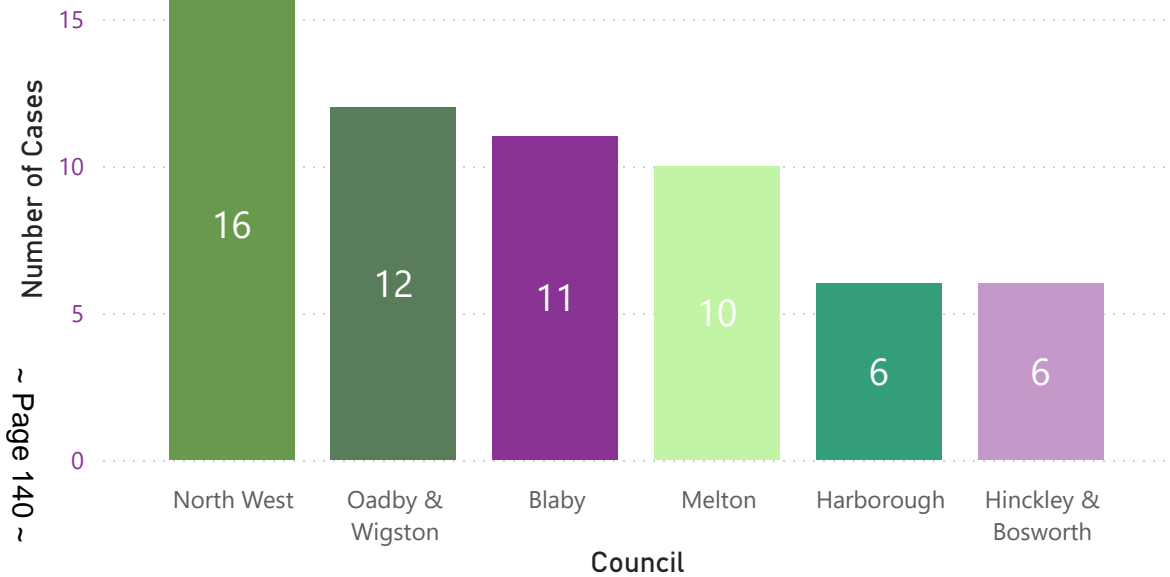
Status

All 

Cases by Approved By Council Area



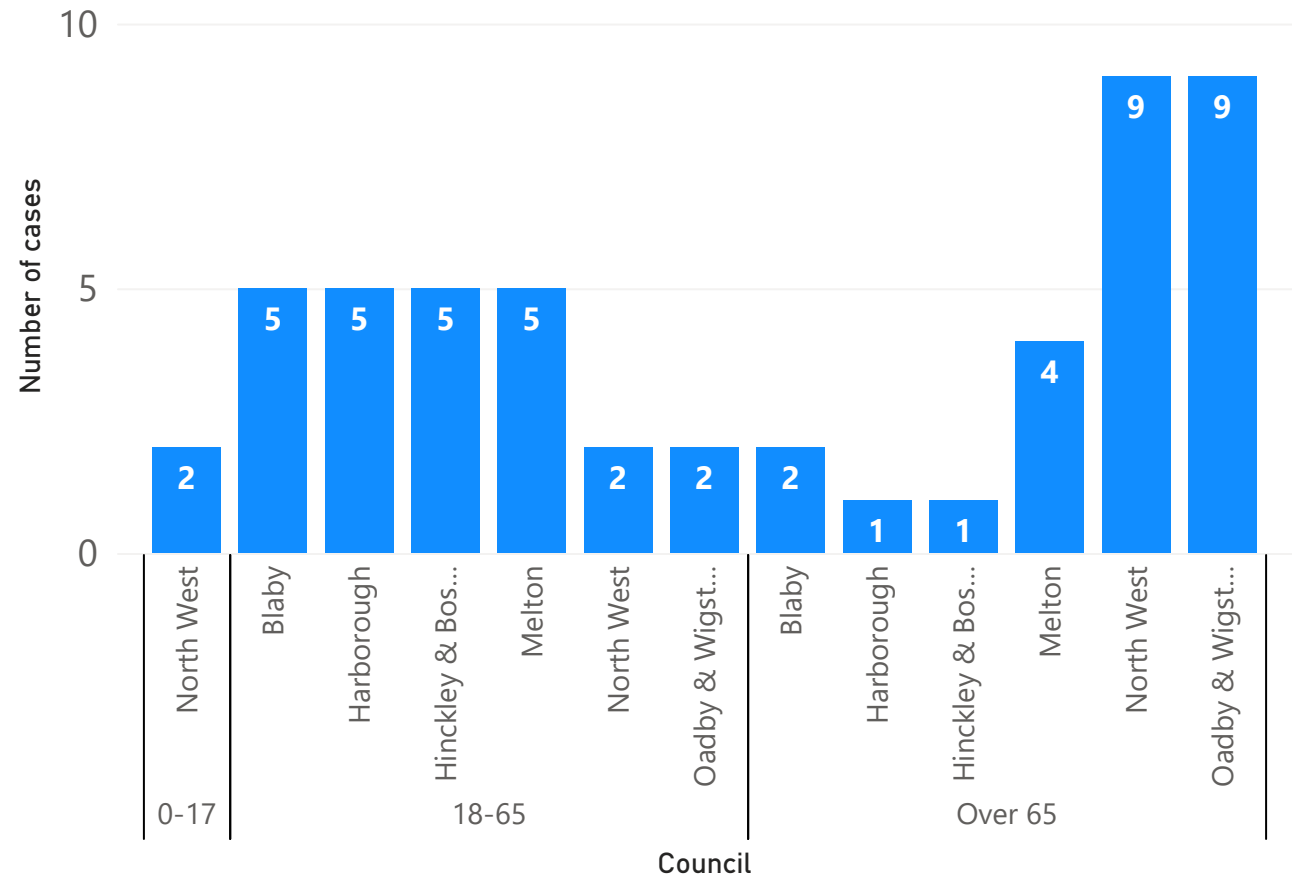
Cases Completed By Council Area



Case Type

Multiple selections

Cases Completed by Age Group & Council Area



Signed off (Completed) Date

01/07/2024

30/09/2024

Signed off (Completed) Date

01/07/2024



30/09/2024

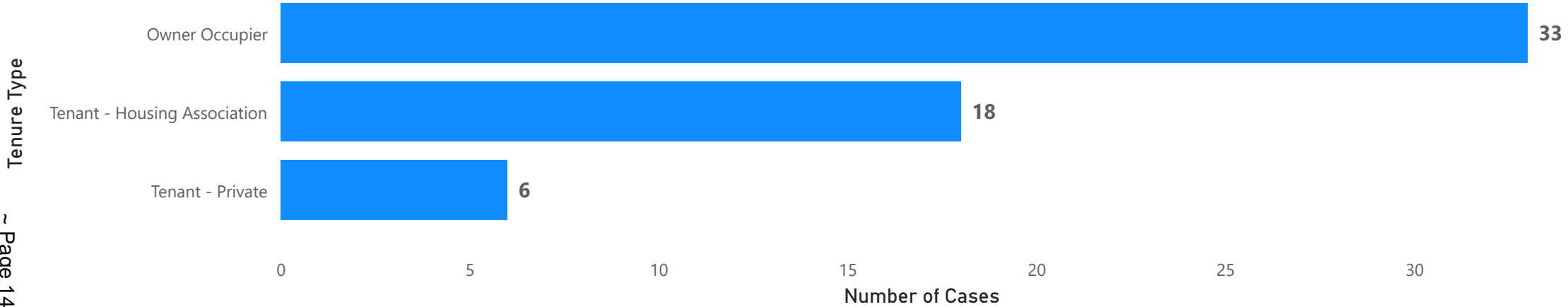


Case Type

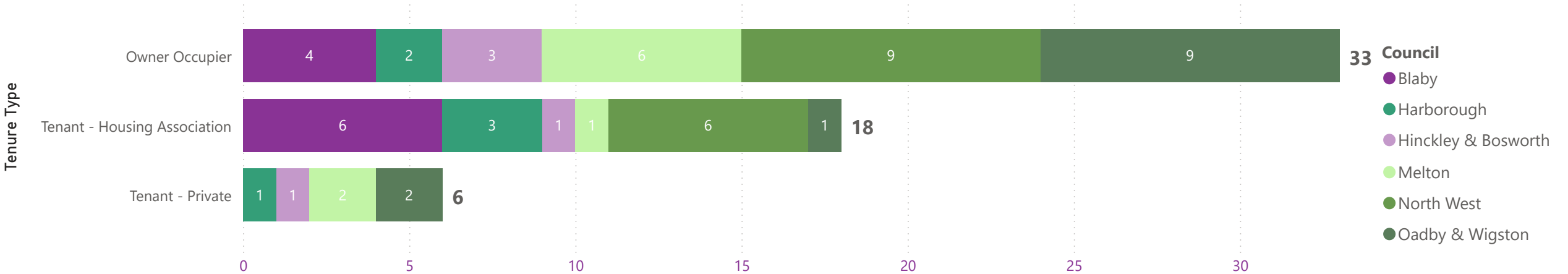
Multiple selections



Cases Completed by Tenure Type





Cases Completed by Tenure Type & Council Area



Date Work Complete

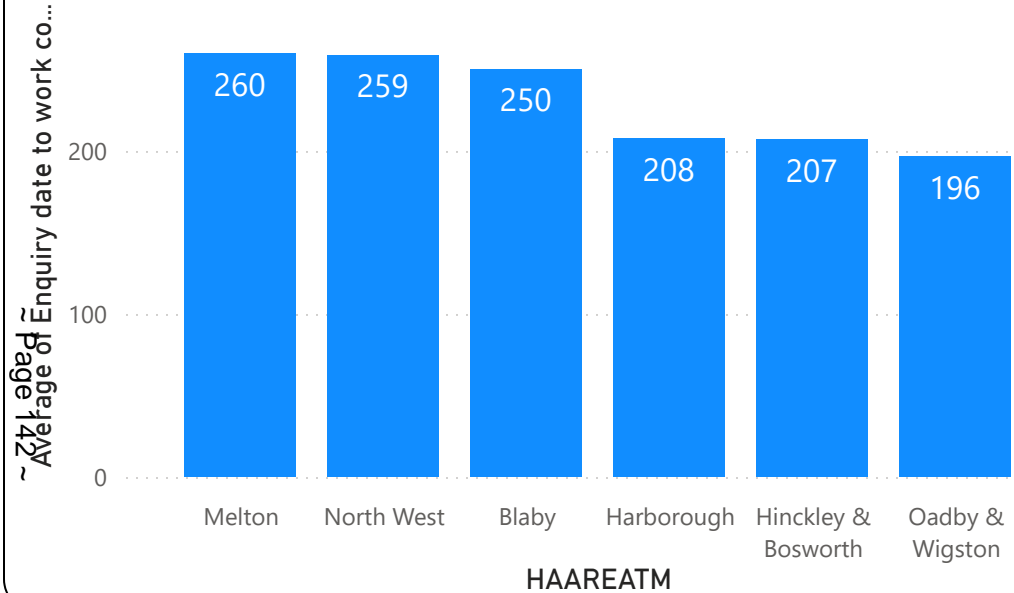
HAWORKPACK

01/07/2024 

30/09/2024 

These visuals relate to DFG's and DDFG's only



Average Days From Enquiry to Work Complete (HAWORKPACK)



Council	Average number of days from enquiry date to work complete	No of Workpacks
North West	258.79	24
Hinckley & Bosworth	206.75	20
Harborough	207.50	18
Oadby & Wigston	196.39	18
Blaby	250.06	17
Melton	259.56	9
Total	228.33	106

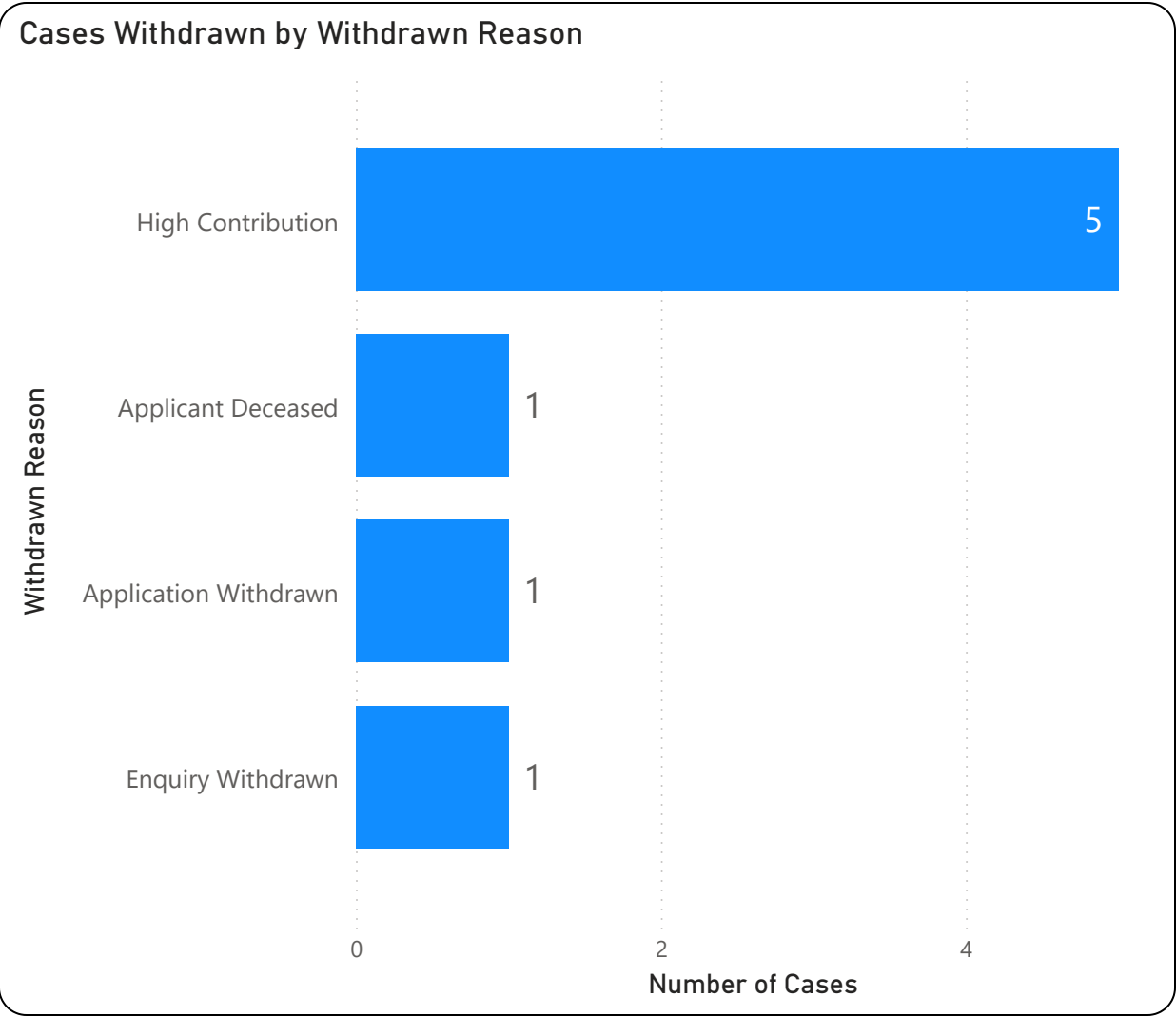
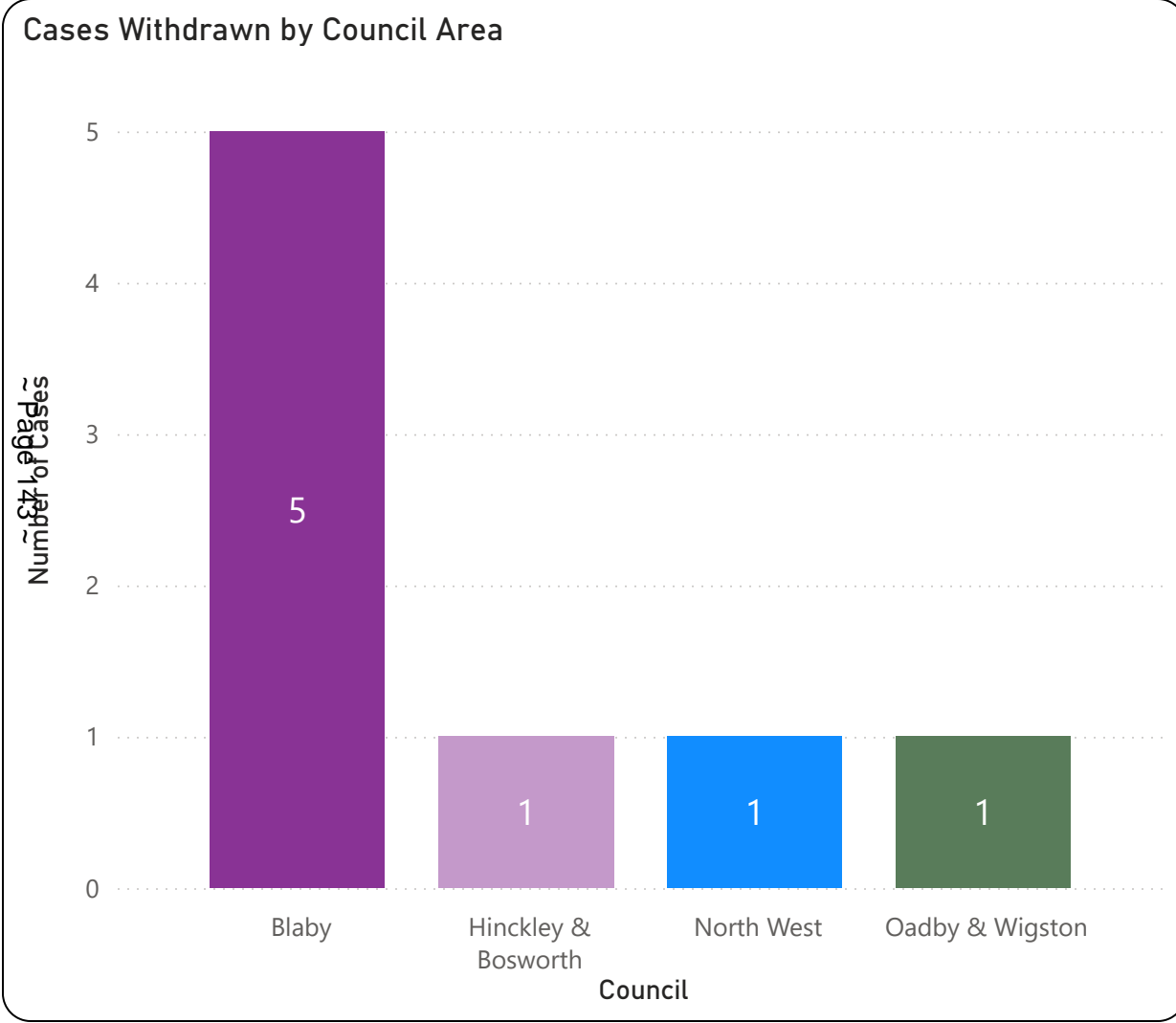
Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	Total
Access Ramp	1				3		4
Access Steps			1				1
CAT B			1				1
Concrete Ramp		2	1				3
Door Widening		1					1
Extensions						1	1
Extensions - Child	1						1
Level Access Shower	5	8	8	5	11	7	44
Level Access Shower - Child	1		1		1		3
Lift - Child			1				1
Lift (through floor)			1	1		1	3
Modular Ramp			1	1			2
Other	3	1			4	2	10
Other - Child	1	1					2
Replacement bath			1				1
Stair Lift	4	5	2	1	4	7	23
Stair Lift - Child			1				1
Wash/Dry Toilet			1	1	1		3
Wash/Dry Toilet - Child	1						1
Total	17	18	20	9	24	18	106

Enquiry Date

01/07/2024  30/09/2024 


Case Type

DFG 

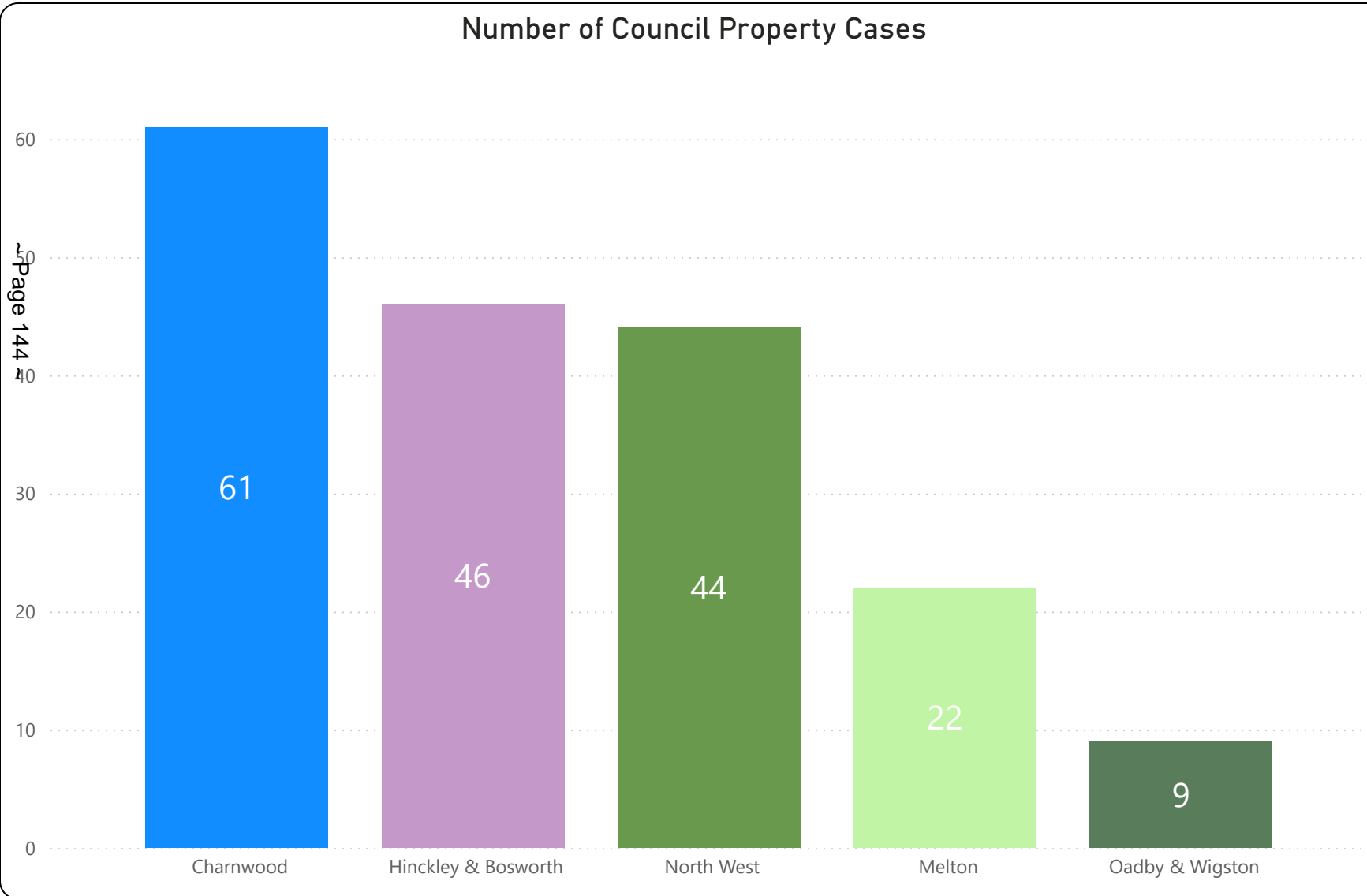


Enquiry Date

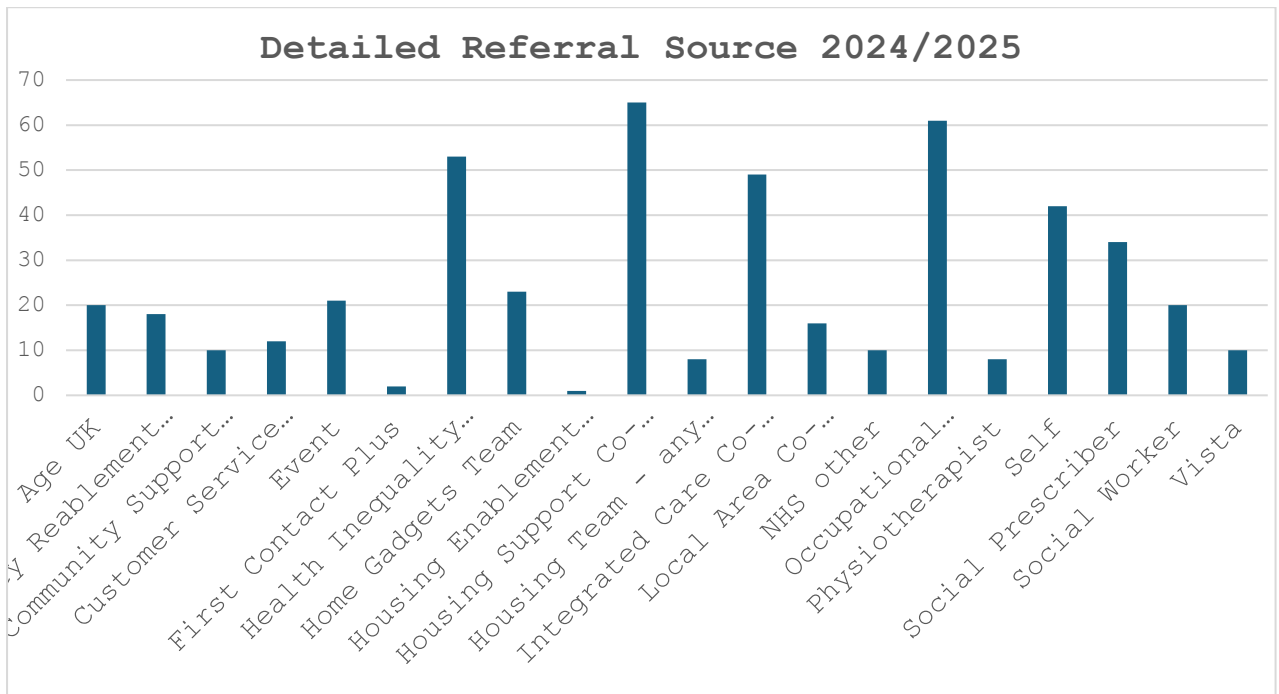
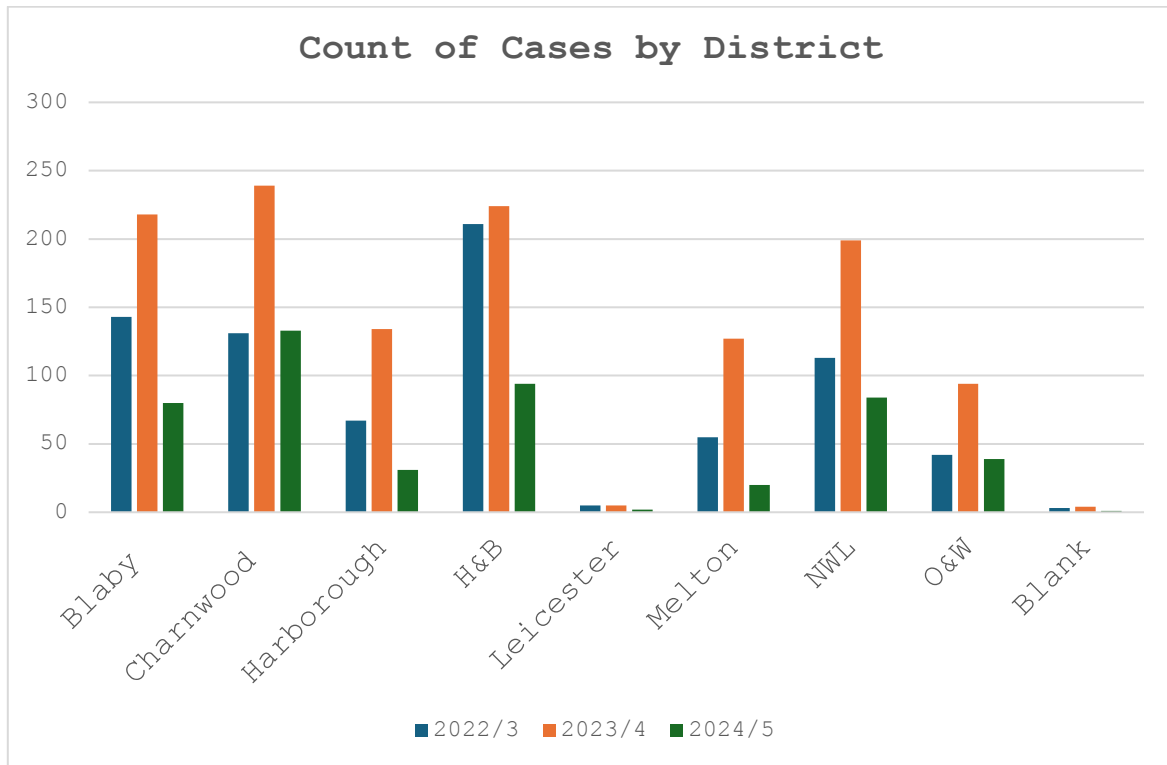
01/04/2024 

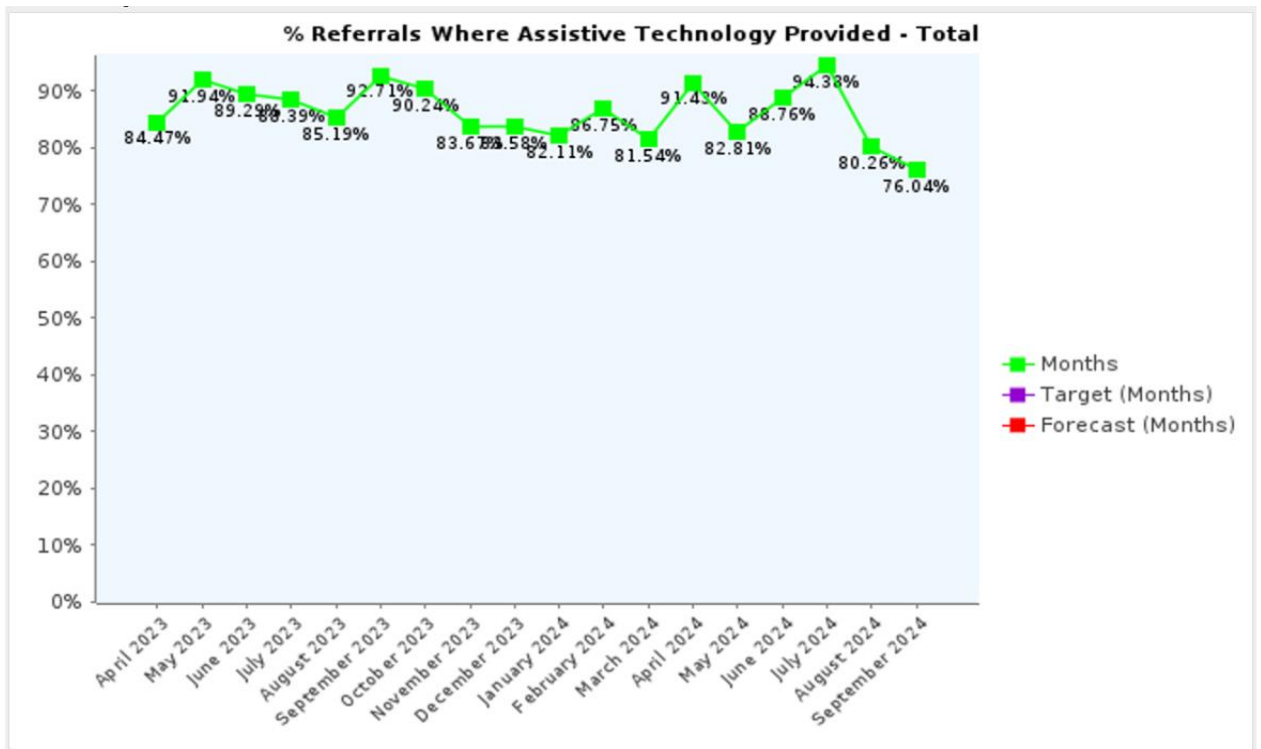
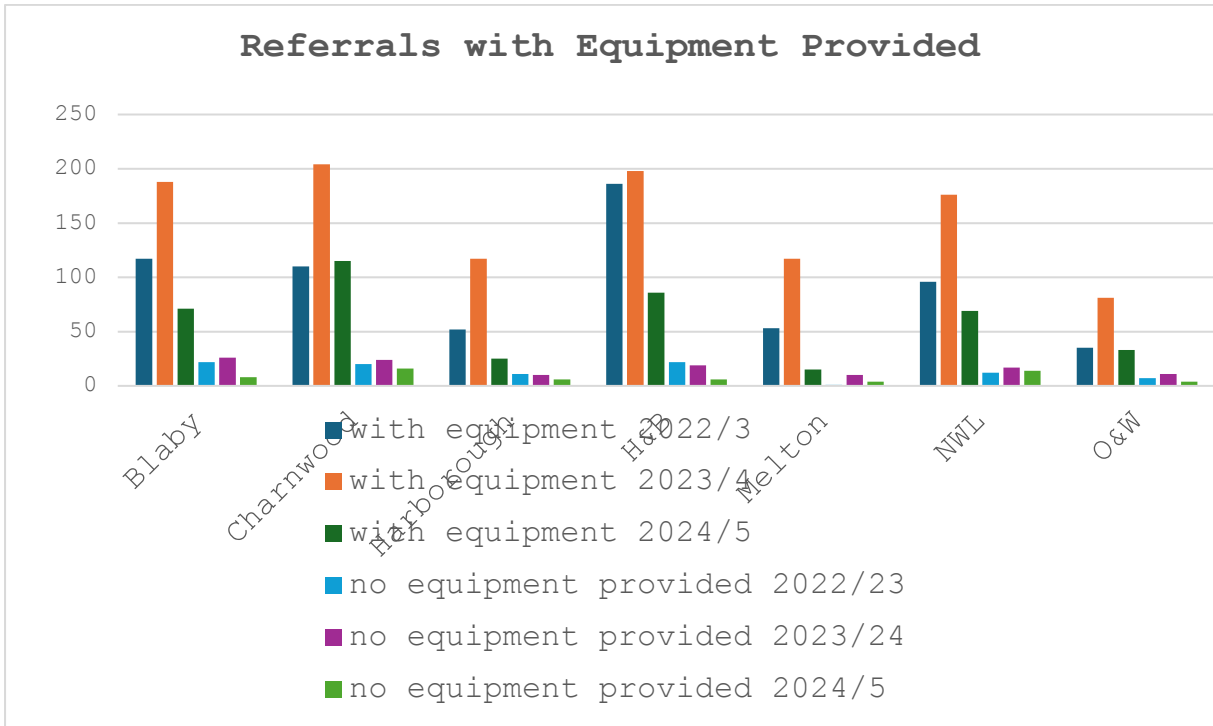
30/09/2024 

Number of Council Property Cases

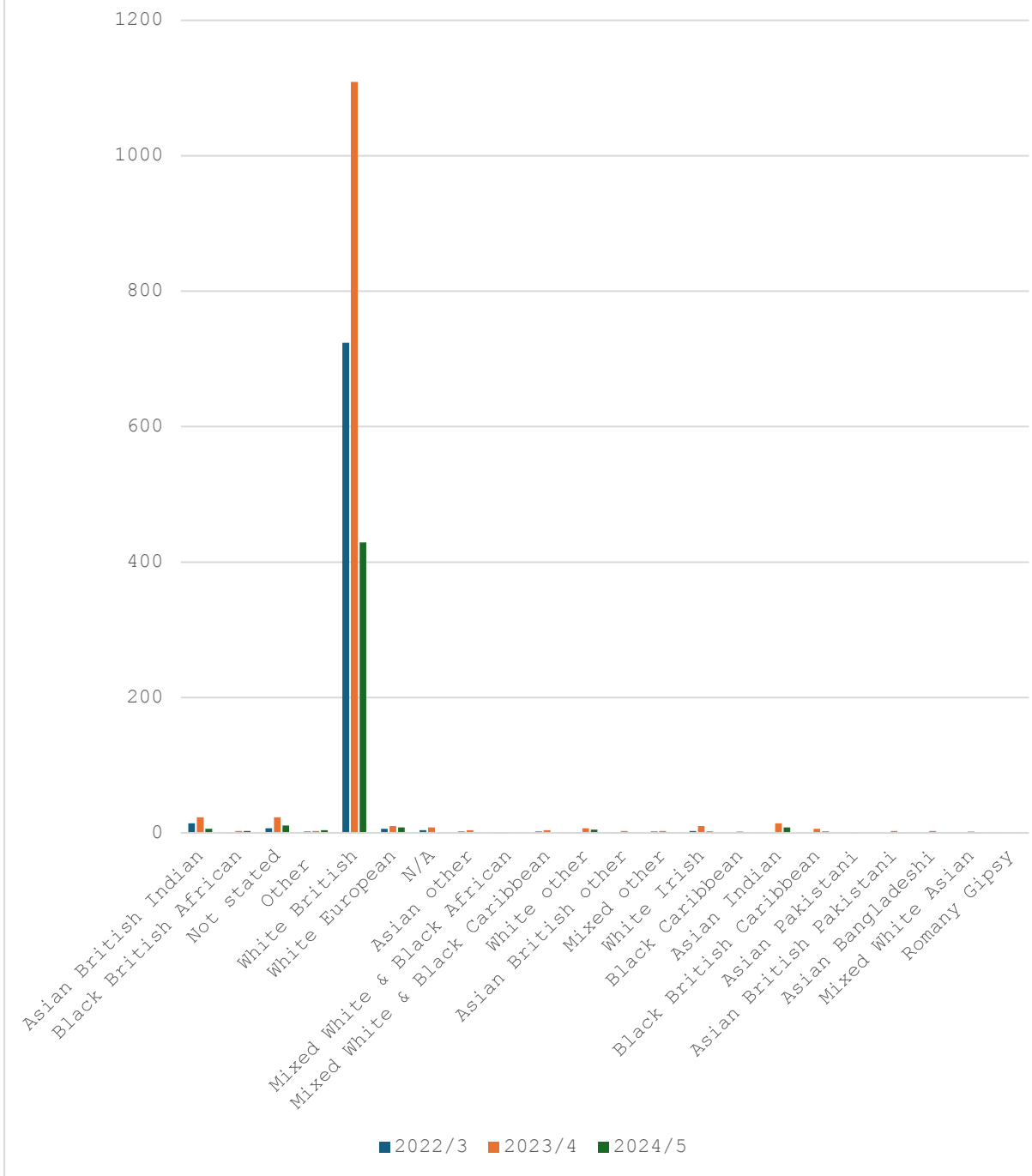


HOME GADGETS PERFORMANCE TO 30.09.2024

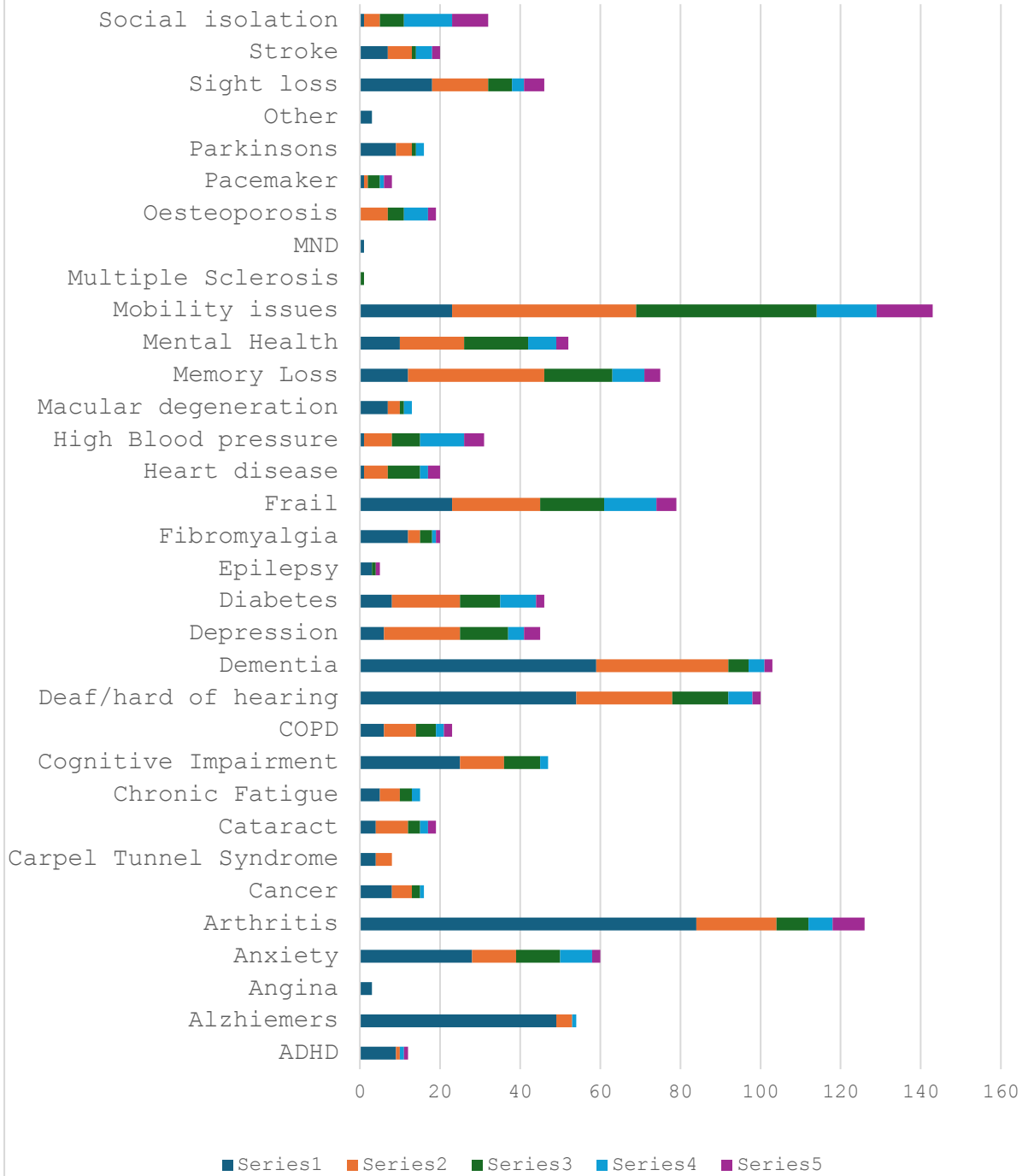


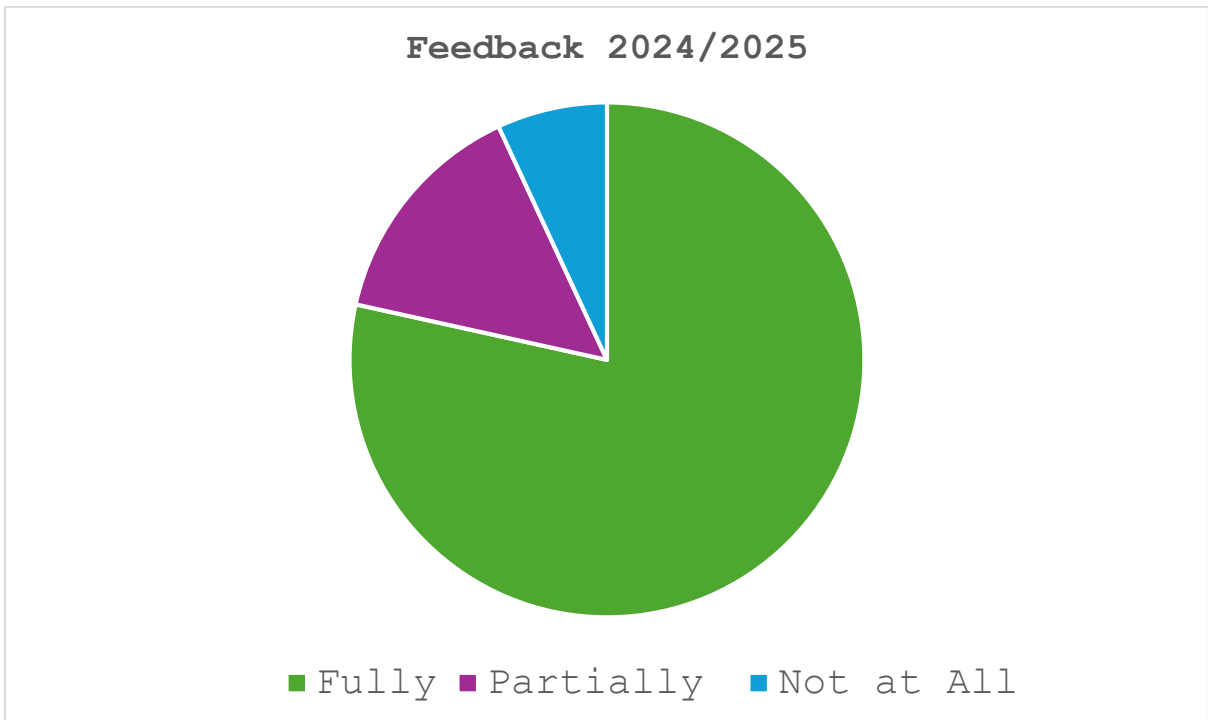
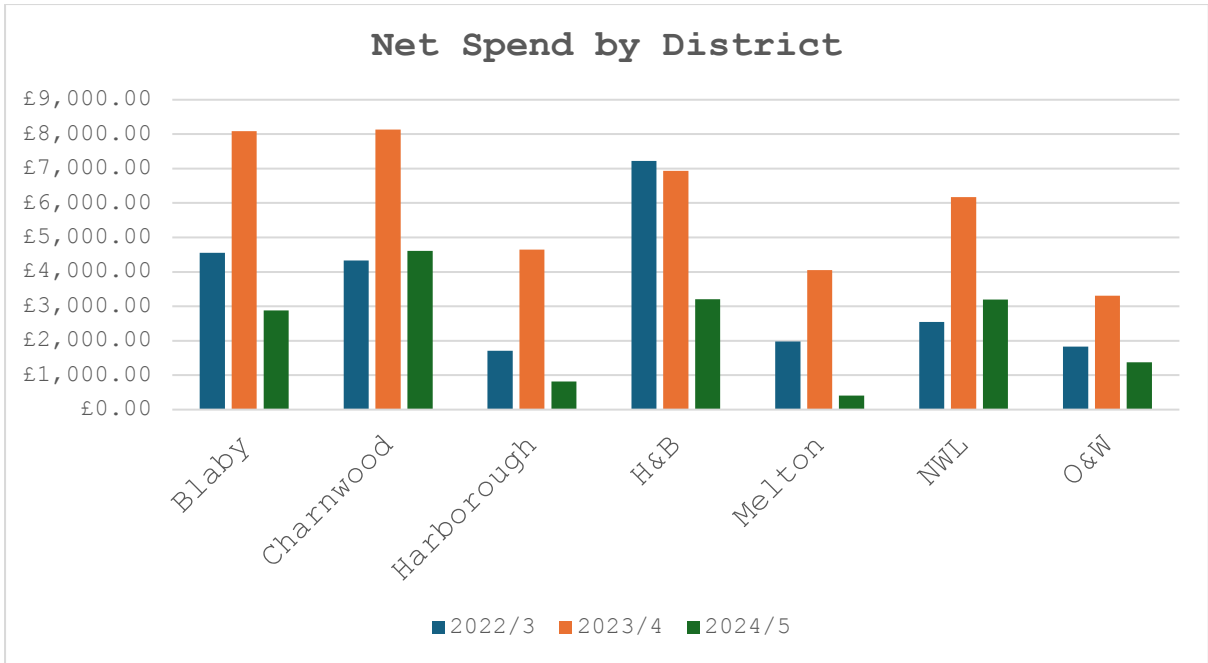


Ethnicity



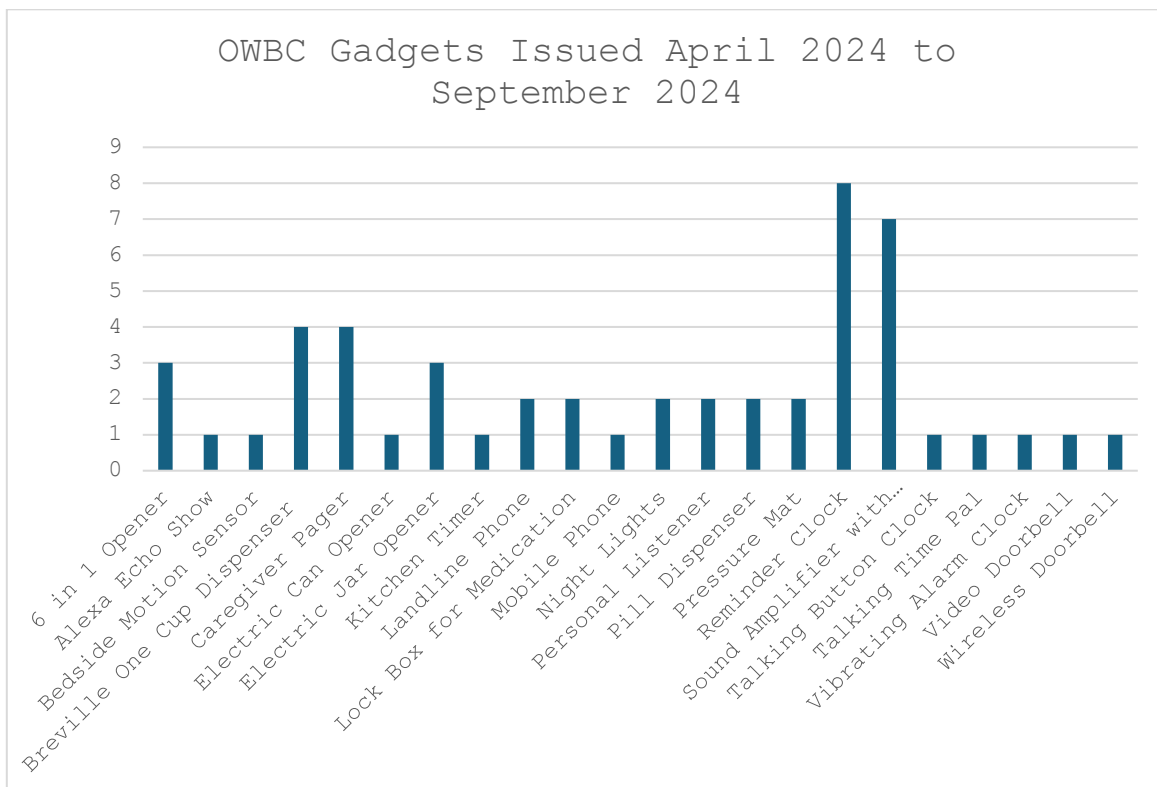
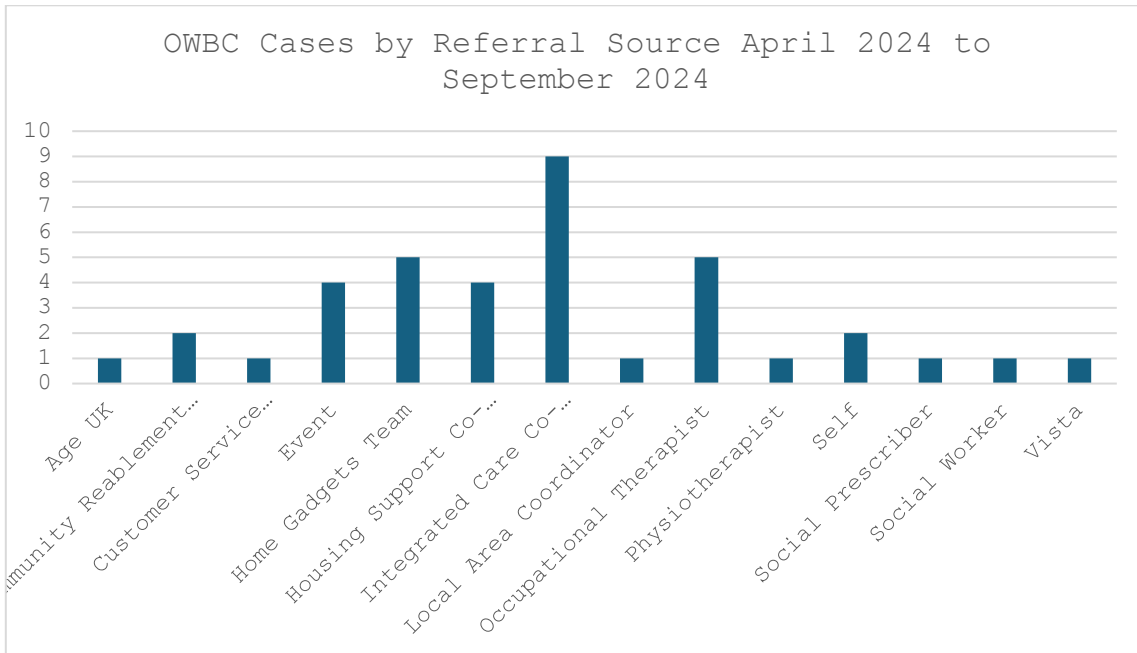
Vulnerability 2024/2025





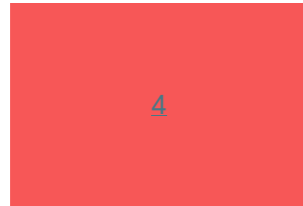
The project has 2 properties where smart technology is to be provided as part of a DFG and will be funded through the AT pilot. Both properties are within Hinckley & Bosworth Borough Council area, and the work remains ongoing.

Home Gadgets Oadby & Wigston Borough Council April 2024 to September 2024

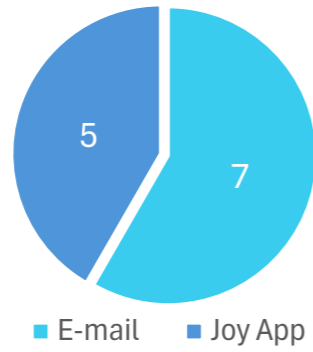


RSI Referrals Log

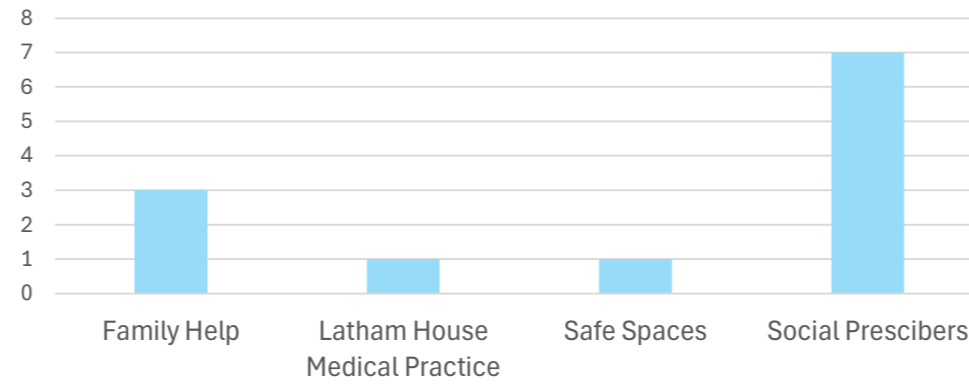
Outstanding Actions



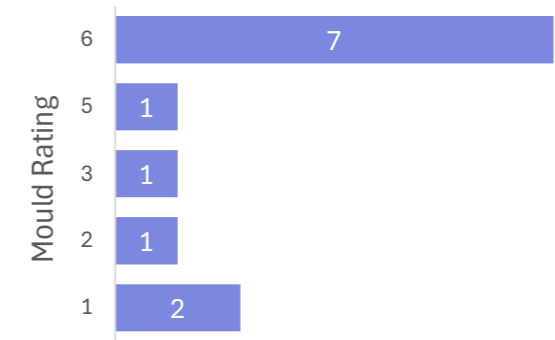
Referral Route



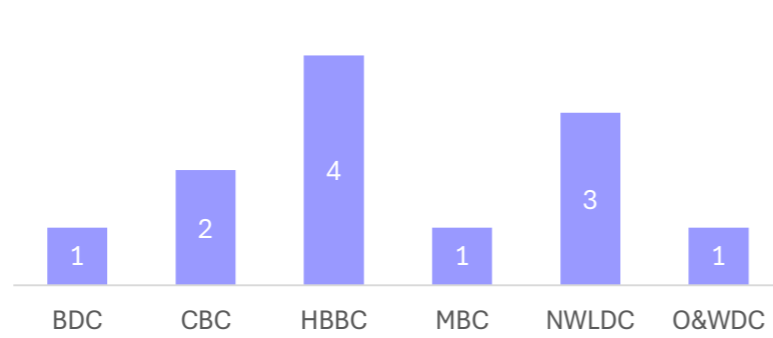
Referring Organisations



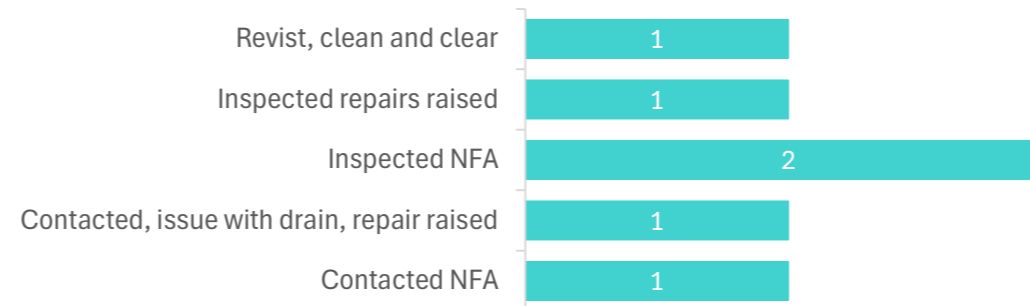
Referrals by Mould Rating



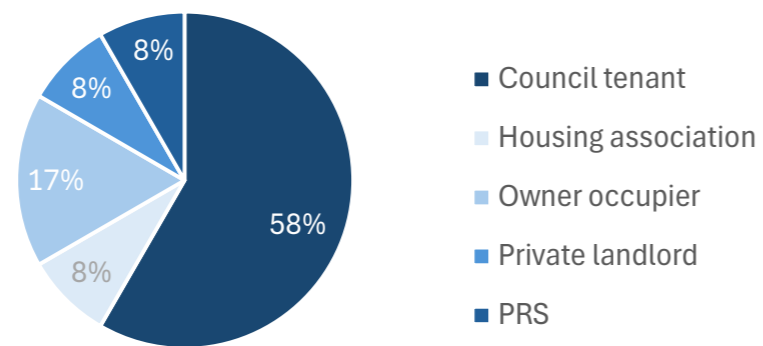
Referrals Issued to Landlords



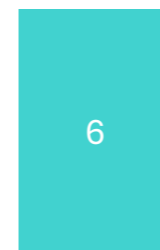
Actions Taken

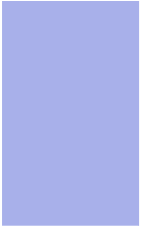


Tenure % of all Referrals Made

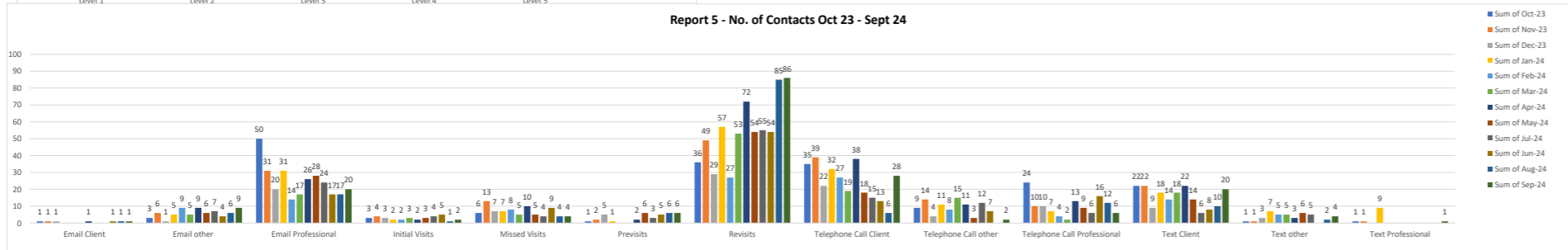
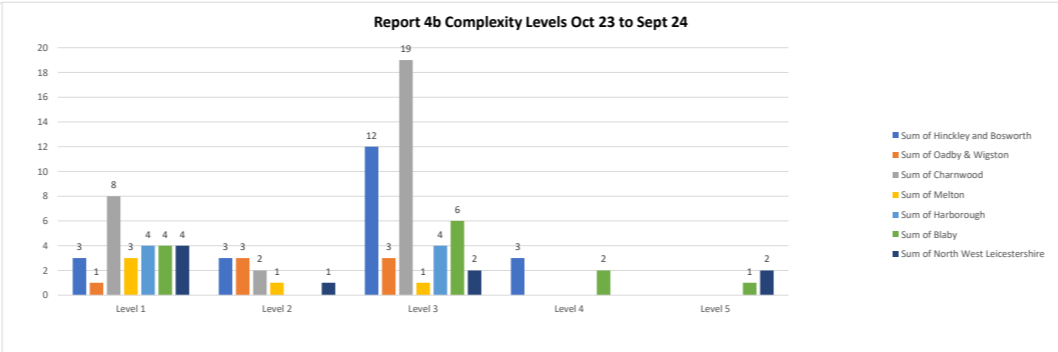
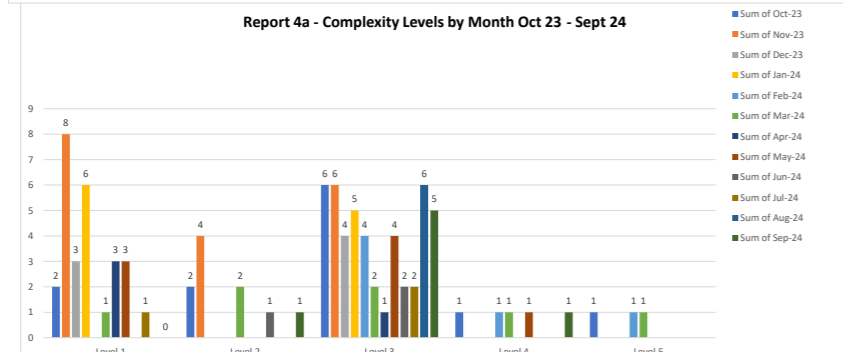
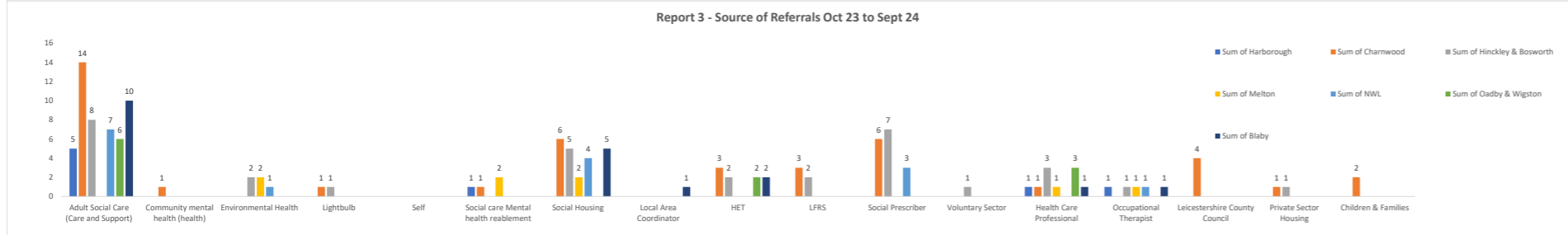
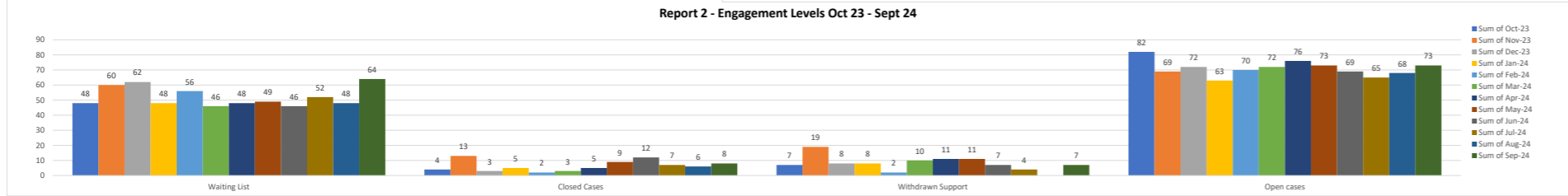
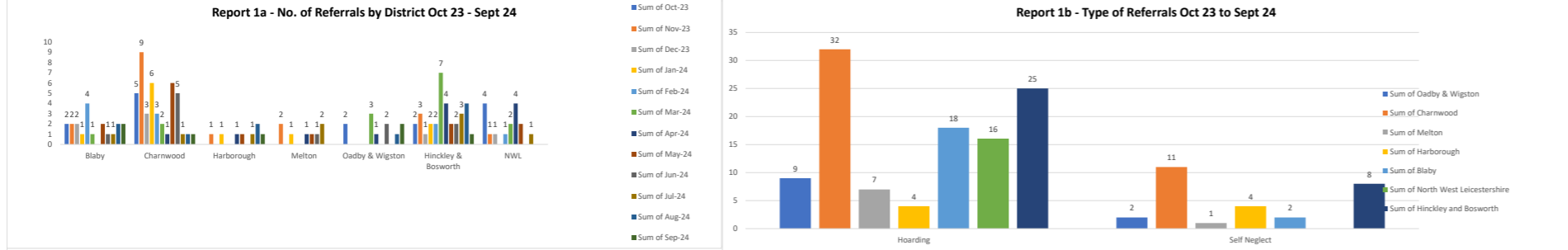


Resolved Referrals





Safe Spaces Performance Dashboard 1st Oct 2023 - 30th Sept 2024



- Outcome
- Able to access a ...
- Access to a bed
- Access to a seat
- Access to useabl...
- Carbon monoxid...
- Clutter rating re...
- Entry and exit p...
- Evictions / enfor...
- Fire alarms insta...
- Fire risk mitigated
- Fire service mar...
- Food debris is di...
- Garden is safe a...

