



TO COUNCILLOR:

R H Adams
N Alam
S S Athwal
L A Bentley
G A Boulter
L M Broadley
F S Broadley
M H Charlesworth
J K Chohan (Deputy Mayor)

H E Darling
M L Darr
J K Ford
D A Gamble
F S Ghattoraya
C S Gore
S Z Haq
G G Hunt
P Joshi

R V Joshi
J Kaufman
C D Kozlowski (Mayor)
K J Loydall
C J R Martin
R E R Morris
I K Ridley
C A M Walter

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

Meeting: Full Council
Date & Time: Tuesday, 10 December 2024, 7.00 pm
Venue: Civic Suite, 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
02 December 2024

Anne E Court
Chief Executive



Meeting ID: 2731

<u>ITEM NO.</u>	<u>AGENDA</u>	<u>PAGE NO'S</u>
-----------------	---------------	------------------

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/19671-Full-Council>

1. Calling to Order of the Meeting

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

2. Apologies for Absence

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

3. Declarations of Interest

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

4. Minutes of the Previous Meeting

4 - 7

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

There was no Action List arising from the previous meeting.

6. Motions on Notice

To consider any Motions on Notice in accordance with Rule 14 of Part 4 of the Constitution.

7. Petitions, Deputations and Questions

To receive any Petitions, Deputations and, or, to answer any Questions by Members or the Public in accordance with Rule(s) 11, 12, 13 and 10 of Part 4 of the Constitution and the Petitions Procedure Rules respectively.

a. Allotments Computer Software Licence

8 - 9

Question by Councillor Michael H Charlesworth

8. Mayor's Announcements

To receive any announcements from the Mayor in accordance with Rule 2 of Part 4 of the Constitution.

a. Official Mayoral / Deputy Mayoral Engagements

10 - 12

9. Leader's Statement

To receive any statement from the Leader of the Council in accordance with Article 2.9.2(ii) of Part 2 of the Constitution.

10. 2025/26 Draft Revenue Budgets, Medium Term Financial Plan and 2025/26 - 2029/30 Draft Capital Programmes

To Follow

Report of the Chief Finance Officer / Section 151 Officer
Report of the Finance Manager

11. Compliments, Comments & Complaints Policy (December 2024)

13 - 35

Report of the Strategic Director

12. Appointment of Additional Members for the Community Health & Wellbeing Group

36 - 47

Full Council

Tuesday, 10 December 2024, 7.00 pm

*Printed and published by Democratic Services, Oadby
and Wigston Borough Council, Brocks Hill Council
Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ*

**13. Review of Designation of Polling Place for Polling Districts N1 & N2
(Wigston All Saints)**

48 - 54

Report of the Legal & Democratic Services Manager / Deputy Monitoring Officer

Access all available public meeting information, documents and live broadcasts on:



Our **website** at **oadby-wigston.gov.uk/meetings**



Our **Civico** platform at **civico.net/oadby-wigston**



Your **smart device** using the **Modern.Gov** app

Agenda Item 4

MINUTES OF THE MEETING OF THE FULL COUNCIL HELD AT CIVIC SUITE, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON TUESDAY, 24 SEPTEMBER 2024 COMMENCING AT 7.00 PM

PRESENT

C D Kozlowski Mayor
J K Chohan Deputy Mayor



Meeting ID: 2714

COUNCILLORS

R H Adams
N Alam Deputy Leader of the Opposition
S S Athwal
L A Bentley Deputy Leader of the Council
G A Boulter
L M Broadley
F S Broadley
M H Charlesworth
H E Darling
M L Darr
J K Ford
D A Gamble
F S Ghattoraya
C S Gore Leader of the Opposition
S Z Haq Leader of the Council
J Kaufman
K J Loydall
C J R Martin
C A M Walter

OFFICERS IN ATTENDANCE

A E Court Chief Executive / Head of Paid Service
D M Gill Head of Law & Democracy / Monitoring Officer
S Wheeliker Senior Democratic & Electoral Services Officer

OTHERS IN ATTENDANCE

P Joshi Attending remotely
R V Joshi Attending remotely

25. CALLING TO ORDER OF THE MEETING

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

26. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors G G Hunt and I K Ridley.

Councillors P Joshi and R V Joshi attended the meeting remotely, but in accordance with the relevant provisions of the Local Government Act 1972, were not considered present for the purposes of voting.

Full Council
Tuesday, 24 September 2024, 7.00 pm

*Printed and published by Democratic Services, Oadby
and Wigston Borough Council, Brocks Hill Council
Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ*
~ Page 4 ~

27. DECLARATIONS OF INTEREST

The following Members declared a pecuniary interest with regard to item 6a of the agenda, insofar as they, their partners and/or other members of their household are currently or were previously in receipt of Winter Fuel Payments.

R H Adams
S S Athwal
G A Boulter
L M Broadley
F S Broadley
M H Charlesworth
J K Chohan
M L Darr
F S Ghattoraya
C S Gore
J Kaufman
K J Loydall
C J R Martin
C A M Walter

In accordance with the relevant provisions of the Localism Act 2011, the Monitoring Officer granted an exemption to those named above in order to allow them to participate in the debate and vote thereon.

28. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 16 July 2024 be taken as read, confirmed and approved.

29. ACTION LIST ARISING FROM THE PREVIOUS MEETING

There was no Action List arising from the previous meeting.

30. MOTIONS ON NOTICE

30a. WINTER FUEL PAYMENTS

The Council gave consideration to the Motion on Notice (as set out at page 8 of the agenda reports pack) regarding the UK Government's decision to require means-testing to qualify for Winter Fuel Payments.

It was moved by the Leader of the Council, seconded by Councillor G A Boulter and

UNANIMOUSLY RESOLVED THAT:

- (i) The Chief Executive be instructed to write to the Chancellor of the Exchequer calling for the policy on linking Winter Fuel Payments to Pension Credit receipt to be immediately paused and introduce a new threshold to determine eligibility for Winter Fuel Payments; and**

- (ii) **A significant awareness campaign to maximise uptake of pension credits be urgently commenced.**

Postscript

A copy of the letter sent to the Chancellor of the Exchequer is attached to this minute.

31. PETITIONS, DEPUTATIONS AND QUESTIONS

None.

32. MAYOR'S ANNOUNCEMENTS

The Mayor thanked Members for attending her Charity Night on 9 September 2024, noting it raised over £800.00 for her chosen charities, and reminded Members the next Mayoral Charity Night will be on 3 February 2025.

32a. OFFICIAL MAYORAL / DEPUTY MAYORAL ENGAGEMENTS

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

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

33. LEADER'S STATEMENT

The Leader of the Council presented a statement outlining her recent work and meetings she has attended, the administration's plans and an overview of recent decisions taken since the previous meeting of the Council, together with fielding questions in relation to her statement.

The Leader spoke about her fading hope in the new UK Government due to further cuts in services, the change in winter fuel allowance eligibility and retaining the 2-child benefit cap, as well as the need to continue with the Council's Sustainability Plan to achieve a balanced budget and avoid issuing a Section 114 notice.

The Leader also spoke about the need to ensure the transition to fortnightly refuse collections be as smooth as possible for residents and assured residents that the privately-owned green spaces that were up for sale by developers would remain as public open spaces in being designated as such in planning terms.

34. APPROVAL OF THE COUNCIL'S LGBCE 'COUNCIL SIZE' SUBMISSION (OCTOBER 2024)

The Council gave consideration to the report and appendix (as set out at pages 11 – 29 of the agenda reports pack), which provided Members with the opportunity to comment on and approve for submission a report to the Local Government Boundary Commission of England (LGBCE) setting out what number of Councillors the Council itself considered appropriate as part of the ongoing LGBCE review.

Councillor M H Charlesworth proposed an amendment to the report (a copy of which is attached to this minute) recommending a reduction in Councillor numbers to achieve

parity with other Councils in terms of number of electors per Councillor. The amendment was not seconded and therefore it was not voted upon.

Councillor F S Ghattoraya left the Civic Suite at 7:39 pm and re-entered at 7:46 pm.

Councillor M L Darr left the Civic Suite at 7.55 pm and did not return.

It was moved by Councillor G A Boulter, seconded by Councillor C S Gore and

RESOLVED THAT:

Members approved the report for submission, subject to final amendments made following consultation with the Leader of the Council, the Deputy Leader of the Council, the Leader of the Opposition, the Head of Paid Service / Chief Executive and the Head of Law & Democracy / Monitoring Officer.

For	19
Against	1
Abstentions	0

THE MEETING CLOSED AT 8.17 pm

Agenda Item 7a.

QUESTION ON NOTICE

Full Council | Tuesday 10 December 2024

Allotments Computer Software Licence

Question

In each year's budget book there is a payment of £1,600 for an Allotments Computer Software Licence (Ledger Code 20001 2004).

- 1. When did this licence begin?*
- 2. What is the duration of this licence?*
- 3. Who is the £1,600 paid to each year?*
- 4. Who set this licence agreement up?*

Councillor M H Charlesworth

Questioner

The above question was duly received by the Head of Law & Democracy on 29 November 2024 in accordance with Rule 13, Section 1 of Part 4 of the Council's Constitution.

In accordance with Rule 13, Section 1 of Part 4 of the Council's Constitution, the questioner may ask one supplementary question without notice which must arise directly out of the original question or reply.

QUESTION ON NOTICE

Full Council | Tuesday 10 December 2024

Allotments Computer Software Licence

Reply

- 1. The license began in March 2019.*
- 2. It is on a one year rolling contract.*
- 3. The payment is made to Kogitas (MCPC) Ltd.*
- 4. The license agreement was setup by the former Corporate Asset Manager.*

Colleen Warren (on behalf of the Leader of the Council)

Chief Finance Officer / Section 151 Officer

In accordance with Rule 13, Section 1 of Part 4 of the Council's Constitution, the questioner may ask one supplementary question without notice which must arise directly out of the original question or reply.

Events attended by the Mayor, May 14th 2024 – Present (as of 02.12.24)

JUNE

05	Leicestershire County Council	Meeting Lord Lieutenant and other Civic Heads
06	OWBC – Rob Helliwell	D-Day Anniversary Event
09	Oadby & Wigston Lions	RNLI Lifeboats 200 Years Celebratory Concert
15	The Royal British Legion Oadby Branch	Standard Dedication Ceremony

AUGUST

10	Nigel Herbert (Chairman ALAA)	Allotment Day Event
----	-------------------------------	---------------------

SEPTEMBER

05	North West Leicestershire District Council	Chairman's Charity Event (Dinner)
11	Little Hill Primary School	School "House" Election
13	Blaby District Council	Chairman at Home
14	OWBC – Cllrs Bill Boulter & Carl Walter	Re-dedication of Oadby & Wigston Remembrance Room
21	Comfort Centre Leicester	Fundraising Charity Night (Sickle Cell)

OCTOBER

12	Oadby & Wigston Hindu Community	Navratri Celebrations 2024
13	The High Sheriff of Leicestershire	Justice Service
18	Leicester Grammar School	Foundation Day Service
19	Royal British Legion	Leicestershire, Rutland & County Festival of Remembrance

NOVEMBER

08	Blaby District Council	Chairman's Charity Event
10	OWBC	Wigston Remembrance Parade & Service
10	Oadby Royal British Legion	Remembrance Parade, Service & Wreath Laying
10	Lieutenant Colonel David Young & Resham Singh Sandhu	Multi-faith Remembrance Service
11	OWBC	Remembrance Day Service
27	Warning Zone	Christmas Wreath Making
29	OWBC	Celebration of Volunteers Awards / Event

Events attended by the Deputy Mayor, May 14th 2024 – Present (as of 02.12.24)**JUNE**

06	Leicestershire Lieutenancy Office	Service to Commemorate the 80 th Anniversary of D-Day
22	British Red Cross	Refugee Week
24	OWBC – Rob Helliwell	Armed Forces Day Flag Raising Ceremony
26	University of Leicester – School of Business	Leadership Networking Event
29	Leicestershire Lieutenancy Office	Armed Forces Day Parade
30	Cllr Carl Walter	Elliot Hall – Armed Forces Event

JULY

03	Pride of the Borough – David Carter	East Midlands in Bloom 2024
03	Leicester Grammar School	Celebration of Achievement Evening
06	Wigston Framework Knitters Museum – Cllr Bill Boulter	Ceremony of Socks
08	Wigston Framework Knitters Museum – Cllr Bill Boulter	Fundraising Curry Night

AUGUST

10	OWBC – Raheema Caratella	Olympics in the Park
29	Warning Zone (Charity)	Back to School Quiz Night
31	OWBC – Raheema Caratella	Oadby Food Festival

SEPTEMBER

11	Little Hill Primary School	School “House” Election
15	Charles Bellamy (Hon. Secretary RAF Association)	Leicester Battle of Britain Service

OCTOBER

04	Pride of the Borough	Awards & Celebrations 2024
30	Dean of Leicester (Leicester Cathedral)	The Cathedral Annual Dinner 2024

NOVEMBER

05 University Hospitals of Leicester NHS Trust
08 Oadby & Wigston Swimming Club
10 St Thomas' Church, South Wigston

Opening of the Leicester South Dialysis Unit
Celebrating Young People's Achievements from the Club Champs 2023
South Wigston Remembrance Service

Agenda Item 11



Full Council	Tuesday, 10 December 2024	Matter for Decision
---------------------	--------------------------------------	----------------------------

Report Title: **Compliments, Comments and Complaints Policy (December 2024)**

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

Purpose of Report:	The purpose of this report is to seek members approval for the updated Compliments, Comments and Complaints Policy which now includes a chapter that specifically focuses on the handling and management of Housing Complaints as required by the Social Housing Regulator (SHR).
Report Summary:	<p>The Council is a large and complex organisation and provides a wide range of services to many people. Sometimes we will get things wrong. We encourage feedback so we can learn and make improvements.</p> <p>This policy ensures that there is a clear process for our customers to follow when making a complaint. It also helps us to put things right when they go wrong and most importantly ensures we learn from our mistakes.</p> <p>All feedback is important, so this policy also covers how we handle compliments and comments from our customers.</p> <p>The policy is reviewed on an annual basis to ensure it meets requirements of any new legislation, in this case the Social Housing (Regulation) Act 2023. Thus, an additional chapter has been added to the policy to include the handling and management of housing complaints. As part of the Act there is a requirement to appoint a Member Representative for Housing Complaints.</p>
Recommendation(s):	<p>A. That Members approve the updated Compliments, Comments and Complaints Policy including the chapter on handling and managing housing complaints; and</p> <p>B. That Members appoint a Member Representative for Housing Complaints (MRC).</p>
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 Services & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of the Built Environment) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk</p> <p>Chris Eyre (Housing Manager) (0116) 257 2726 chris.eyre@oadby-wigston.gov.uk</p> <p>Sally Moseley (Policy, Performance & Transformation Manager)</p>

	(0116) 257 2877 sally.moseley@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	The implications are as set out at paragraph 7 of this report.
Corporate Risk Management:	Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	1. Compliments, Comments and Complaints Policy (December 2024) 2. Complaints Handling and Management Housing Chapter

1. Introduction

1.1 The Compliments, Comments and Complaints Policy is reviewed on an annual basis; therefore, it was due for review November 2024. In terms of complaints our aim is to ensure that these are handled in a consistent, fair and appropriate manner. When dealing with complaints we use the following principles:

- It should be easy for customers to make a complaint.
- When a complaint is made, where possible, we will focus on early resolution and try to solve the issue for the customer.
- When a full investigation is needed, we will consider all aspects and contact the

complainant for more information when we need to.

- We will deal with complaints in an open-minded and impartial way. The complainant, and if applicable any staff member who is the subject of the complaint, will be given a fair chance to set out their position and comment on any adverse findings before a final decision is made.
- Customers who make a complaint will be treated fairly and will not be disadvantaged in any way for raising their issue.
- When responding to a complaint, we will explain what happened, admit when things go wrong and do our best to put them right. If a complaint is unjustified, we will explain why we believe this to be the case.
- We will regularly monitor all complaints to ensure timescales and satisfaction levels are met.
- We will learn from complaints so that we can improve our services.

1.1.1 The policy was due to be reviewed in November 2025, as part of this review we have included a detailed chapter on how to handle and manage housing complaints.

2. Handling and Managing Housing Complaints

2.1 The Social Housing (Regulation) Act 2023 (the Act) empowered the Housing Ombudsman (‘the Ombudsman’) to issue a code of practice about the procedures social housing landlords should have in place for considering complaints. It also placed a duty on the Ombudsman to monitor compliance with a code of practice that it had issued.

2.2 The Ombudsman’s Complaint Handling Code (‘the Code’) sets out best practice for landlord’s complaint handling procedures, to enable a positive complaints culture across the social housing sector, regardless of the size or type of landlord. The Code encourages landlord-tenant relationships so that residents can raise a complaint if things go wrong. The Code became statutory on 1 April 2024, meaning that all social housing providers are obliged by law to follow its requirements. The Ombudsman also has a legal duty to ensure landlords’ complaint procedures and responses are compliant with the Code and in June 2024 the Council carried out a self-assessment as to the position of the Council’s complaints procedure against the Ombudsman’s Code.

2.3 Having completed the self-assessment and identifying several gaps in the way the Council manage housing complaints, it has been necessary to implement a service improvement plan (SIP). The improvement plan contains six key actions for the Council to comply with the Ombudsman’s code of practice. These actions are to:

- Review the Council’s Compliments, Comments and Complaints Policy against the Ombudsman’s Complaint Handling Code
- Draft and adopt additional guidance to comply with the Ombudsman’s Complaint Handling Code (Attached as **Appendix 2**) (Complaints Handling and Management – Housing Chapter)
- Appoint a Member Responsible for Complaints (‘MRC’)
- Produce an annual complaints performance and service improvement plan.
- Provide the Senior Leadership Team with an annual complaints’ performance report.
- Report on wider learning and improvements from complaints to stakeholders, such as residents’ panels, staff, and relevant committee

2.4 The action to appoint an MRC is a requirement of the Ombudsman’s statutory Code. This role is responsible for ensuring that the Council receives regular information on complaints that provides an insight on the Council’s Housing Team’s complaint handling performance and to advocate a positive complaint handling culture. The Code says that the MRC should be a

member of the governing body, which for housing associations would be a member of the board and for a local authority would be a Councillor.

- 2.5 As part of the new requirements set by the Social Housing Regulator there is a requirement to provide a financial remedy where appropriate to individuals whose complaints are upheld, the amount of the financial remedy will be decided by the Housing Manager in consultation with the Head of Service after seeking guidance from the Housing Ombudsman.

Compliments, Comments and Complaints Policy

Document Version Information	
Policy Owner	Customer Service Improvement Manager
Committee	N/A
Previous Review Date	27 th November 2023
Last Review Date	26 November 2024
Next Review Date	26 November 2025
Version	3.0

Content

1.0 Purpose	2
2.0 Our Approach to Complaints	2
3.0 What is a Complaint?	2
4.0 What is Not a Complaint?	3
5.0 Types of Complaint	4
6.0 Making a Complaint	4
7.0 Who Can Make a Complaint?.....	5
8.0 Process of Making a Complaint.....	6
9.0 Timescales	7
10.0 Monitoring and Reporting	8
11.0 Process of Handling Complaints.....	9
12.0 Dealing with Unreasonable, Persistent or Vexatious Complaints	10
13.0 Compliments and Comments.....	10
14.0 Relevant Legislation	11
15.0 Housing Complaints Handling and Management Chapter	11

1.0 Purpose

Oadby & Wigston Borough Council is committed to providing the best possible service to our customers and this is at the heart of everything we do.

The Council is a large and complex organisation and provides a wide range of services to many people. Sometimes we will get things wrong. We encourage feedback so we can learn and make improvements.

We ensure our staff are fully trained on complaints handling and can deal effectively with customer feedback.

This policy ensures that there is a clear process for our customers to follow when making a complaint. It also helps us to put things right when they go wrong and most importantly ensures we learn from our mistakes.

All feedback is important so this policy also covers how we handle compliments and comments from our customers.

2.0 Our Approach to Complaints

Our aim is to ensure that complaints are handled in a consistent, fair and appropriate manner. When dealing with complaints we use the following principles:

- It should be easy for customers to make a complaint.
- When a complaint is made, where possible, we will focus on early resolution and try to solve the issue for the customer.
- When a full investigation is needed, we will consider all aspects and contact the complainant for more information when we need to.
- We will deal with complaints in an open-minded and impartial way. The complainant, and if applicable any staff member who is the subject of the complaint, will be given a fair chance to set out their position and comment on any adverse findings before a final decision is made.
- Customers who make a complaint will be treated fairly, and will not be disadvantaged in any way for raising their issue.
- When responding to a complaint, we will explain what happened, admit when things go wrong and do our best to put them right. If a complaint is unjustified we will explain why we believe this to be the case.
- We will regularly monitor all complaints to ensure timescales and satisfaction levels are met.
- We will learn from complaints so that we can improve our services.

3.0 What is a Complaint?

A complaint to us is an *“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the council, its own staff, or those acting on its behalf, affecting an individual or group of individuals”*

This could, but not exclusively fall into the following categories:

- A complaint about a service.
- A complaint about a member of staff.
- A complaint about a policy.

4.0 What is Not a Complaint?

There are other subjects which we recognise that customers may feel the need to complain about but do not fit into the definition of a complaint under this policy.

Appealing service outcomes/decisions

Where a customer has a statutory right of appeal against a decision this will not be treated as a complaint. For example, where planning permission has been refused, where you do not agree with the outcome of a Benefit application, or housing application, or when you do not agree with the banding of your property for Council Tax.

Insurance claims

If the person contacting the Council wishes to make an insurance claim for the loss they have incurred, they should be advised to put the full details in writing to our Finance team:

Oadby and Wigston Borough Council, FAO Finance Team, Brocks Hill Council Offices, Washbrook Lane
Oadby, Leicester, LE2 5JJ

Tel: 0116 288 8961

Email: insurance@oadby-wigston.gov.uk

Complaint forms should not be used for insurance claims, as this can slow down the process.

Complaining about a Councillor

If a customer feels it necessary to complain about the conduct of a Councillor there is a separate process for this type of complaint which can be found on our website.

In these circumstances, if you are not sure how to proceed please contact our Customer Service Team on 0116 288 8961 who will be able to advise you of the correct process to follow.

Members Enquiries

General enquiries from Members will not be treated as complaints. There is a separate process for these.

Complaint about a service area outside our responsibility

The customer should be referred on to the appropriate authority.

Complaints about information requested under the Freedom of Information Act or Data Protection Act

The customer should contact the Information Commissioner at www.ico.org.uk or call 0303 1231113.

Neighbour disputes or anti-social behaviour

Should be reported to the housing team, the Council's Anti-Social Behaviour Officer or the Police where appropriate. We would only investigate a complaint that refers to our failure to deal with the disagreement appropriately

Issues regarding hate crime or domestic violence

These should be reported to the Police.

5.0 Types of Complaint

Multi areas of complaints

Customers sometimes make complaints about more than one section/department, how we handle these will depend on if they are unrelated or linked.

Unrelated Complaints

Complaints that do not appear to be linked in any way e.g. an issue with a park and a housing repair, will be separated by the complaint administrator and sent to the departments concerned, and separate responses will be sent on each part of the complaint.

Linked complaints

With complaints that are linked and involve more than one section or department, the complaint administrator will establish what issue is the main part of the complaint and that section/department will lead on the complaint.

Only one response letter will be sent. The lead manager will liaise with the other section/department to coordinate the response.

Complaints about our partners

Any complaint or issue relating to dissatisfaction with services provided on behalf of Oadby & Wigston Borough Council should be directed to the organisation delivering the service in the first instance.

If the organisation delivering the service does not resolve the issue, the customer can bring the matter to the Council's attention and it can be considered as a complaint.

Complaints about our contractors

The Council use private contractors for some repairs in Council-owned homes and from time to time a tenant or leaseholder may remain dissatisfied with the way a contractor has dealt with their issue. In this situation if you contact the Council we will manage the complaint and ensure that a contractor responds in line with the Council's complaint policy

Anonymous complaints

We will accept and act on anonymous complaints even though it will not be possible for the complaint to be acknowledged or responded to in this circumstance. Anonymous complaints will be investigated and used to monitor and develop our services.

6.0 Making a Complaint

Customers can make a complaint by any of the following methods:

- **Online** – by completing our online form at

https://www.oadby-wigston.gov.uk/pages/compliments_comments_and_complaints

- **Email** – by emailing our Customer Service Team at: CSC@oadby-wigston.gov.uk
- **In writing** – by writing to our Customer Service Team at: Oadby and Wigston Borough Council, Brocks Hill Council Offices, Washbrook Lane Oadby, Leicester, LE2 5JJ
- **Phone** – by calling our Customer Service Team at: 0116 288 8961
- **In Person** – at our reception point at Brocks Hill Council Offices, Washbrook Lane Oadby, Leicester, LE2 5JJ
- **Social Media** – by posting a message on any of our social media accounts. Please note - If a complaint is received via social media the complainant will be sign posted to contact the Customer Service Team to provide more information.
- **Via a third party (with permission)** – this includes advocates, MP's and Councillors. We will support customers who require assistance to make a complaint and will make reasonable adjustments where practicable.

If a customer makes a complaint they:

- will not suffer any penalty or discrimination as a result
- will have their complaint acknowledged, taken seriously and investigated
- will receive a reasoned and honest response

7.0 Who Can Make a Complaint?

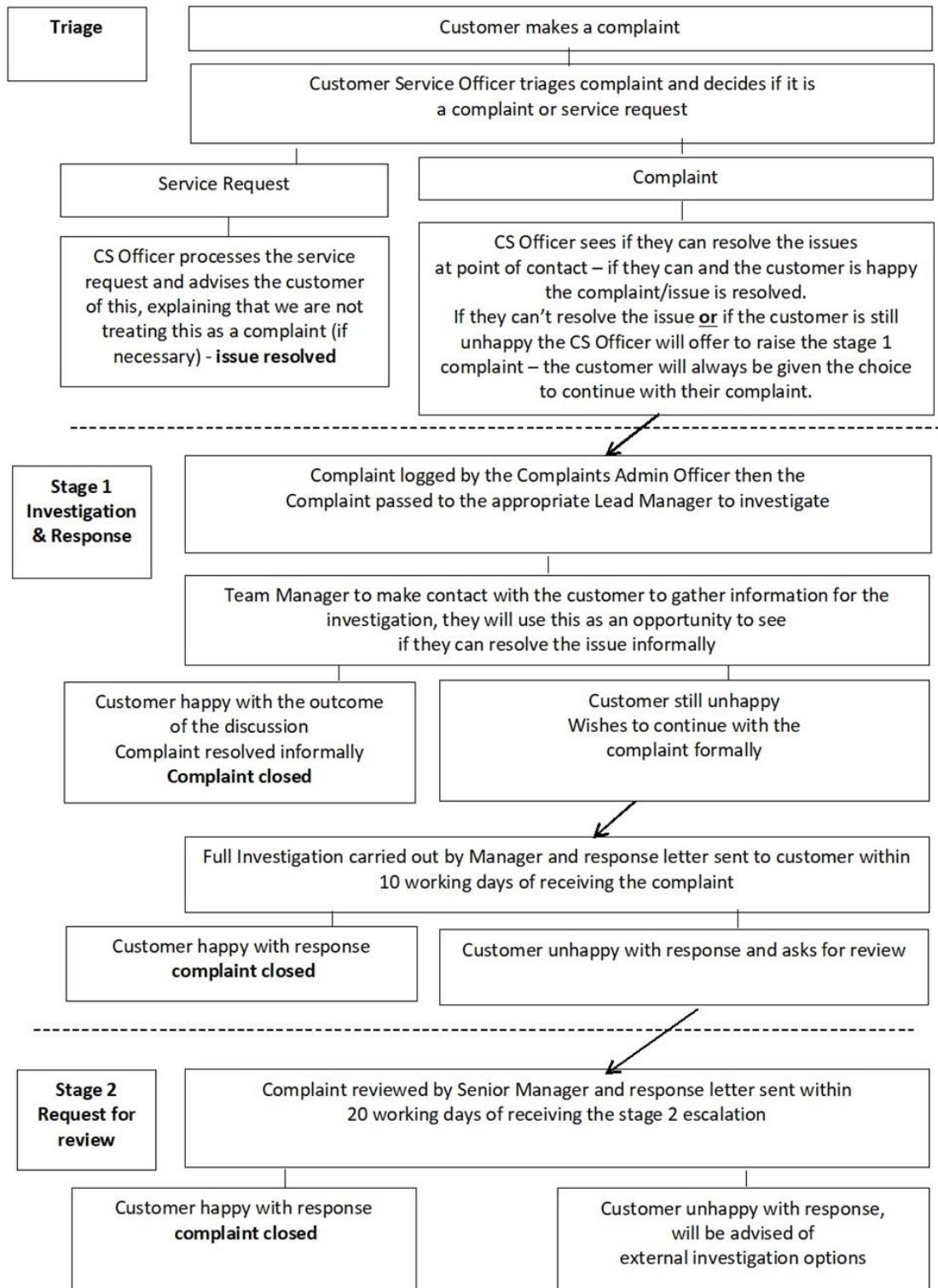
We accept complaints from residents, local businesses, visitors, suppliers of services, community groups and other groups or individuals that use or are affected by our services.

We also accept complaints from people acting on behalf of someone else such as Councillors, Members of Parliament, advocates and support agencies.

Where a complaint is made on behalf of a customer, we will require confirmation that the representative has permission to act on their behalf and information can be shared.

8.0 Process of Making a Complaint

This flowchart shows the process for making a complaint and relates to both Housing Complaints and all other general complaints.



External Investigation – General Complaints

The Local Government and Social Care Ombudsman considers general complaints about local authorities. They investigate complaints about poor service, failure to provide a service and administrative failure.

If after going through both formal stages of the Council's complaint procedure, the complainant remains unhappy with the way their complaint has been handled, they have the right to complain to the Ombudsman:

Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH

Tel: 0300 061 0614 or 0845 602 1983

www.lgo.org.uk

External Investigation – Housing Complaints

The Housing Ombudsman considers housing related complaints. Before contacting the Housing Ombudsman, the tenant has the option to contact a designated person first to help find a solution.

A designated person can be either a local Councillor or an MP. Their role is to help resolve disputes between tenants and their landlords which they can do in whatever way they think is most likely to work. If the designated person cannot help they can refer a complaint to the Housing Ombudsman.

Tenants can also choose to go directly to the Housing Ombudsman and bypass the designated person, but they have to wait for eight weeks from the response to their stage two complaint before they do so:

Housing Ombudsman Service, PO Box 152, Liverpool, L33 7WQ

Tel: 0300 111 3000

Email: info@housing-ombudsman.org.uk

www.housing-ombudsman.org.uk

The point of contact for the Housing Ombudsman will be the Housing Services Manager.

Help and Advice from the Housing Ombudsman

Residents have the right to access the Housing Ombudsman Service, not only at the point they have exhausted the landlord's complaints process, but at any stage in the complaints process.

The Housing Ombudsman dispute support advisors can offer residents support and advice at any point during the complaint process.

9.0 Timescales

We will always try to resolve any issue that is raised with us early on. If we are unable to do this informally, customers can invoke the formal process. There are 2 stages to our formal complaints process.

Stage 1

The initial complaint - Response time for this complaint is 10 working days.

Stage 2

Complainant is unhappy with the response that they have received to their initial complaint so they are asking for their complaint to be reviewed. Response time for this complaint is 20 working days.

If it is not possible to resolve a complaint within the stated timescales, the customer will be kept up to date with the progress of the complaint and informed when they should expect a response.

All complaints will be acknowledged within 5 working days of receipt of the complaint.

If the Complainant remains dissatisfied with the outcome at stage 2 they can take their complaint to the Local Government Ombudsman or the Housing Ombudsman as outlined above.

Timescales in which to make a complaint

Normally, a complaint must be made within 12 months of the event you want to complain about, or finding out that you have a reason to complain. In certain circumstances, we may accept your complaint after the 12 month time limit.

10.0 Monitoring and Reporting

Complaints and service failures will be monitored, analysed and reported on by the Policy, Performance & Transformation Manager.

The Policy, Performance & Transformation Manager or the Chief Executive will chair complaints review meetings to ensure that we are effective at handling complaints and to highlight areas for improvement.

Reviewing complaints is invaluable in allowing teams to identify any specific strengths and weaknesses within their service area, measuring customer satisfaction with services and most importantly using feedback to improve customer focus and deliver better services.

Role of the Complaints Admin Officer

Our Complaints Admin has several roles to play within the complaints procedure:

- To record all complaints.
- To acknowledge all complaints.
- To ensure that complaints are administered in a timely manner.
- To ensure that information on complaints is recorded for monitoring and reporting purposes.
- To provide feedback to the Policy, Performance & Transformation Manager, Heads of Service and Team Managers on the processing of complaints handling within departments.
- To provide guidance and advice to those handling complaints.

Role of the investigating Manager

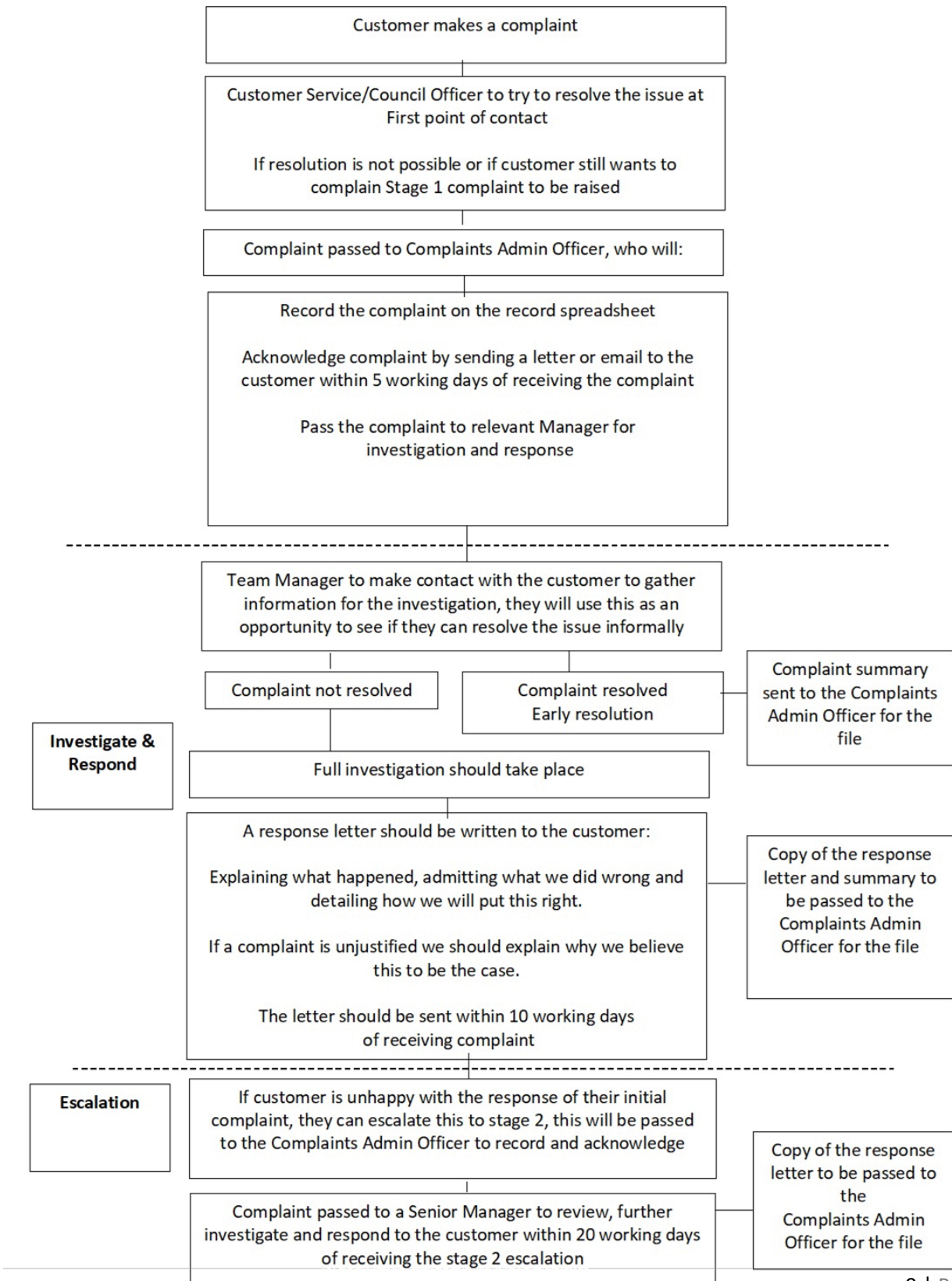
- To conduct a thorough investigation of any complaints received for their service area.
- To try and resolve issues as soon as possible.
- To respond to the customer within response timeframes.
- To provide a copy of the response letter and summary of the complaints investigation to the Compliance Officer.
- To implement any actions needed as a result of the complaint.

Role of the Senior Review Manager

- To review the initial complaint investigation.

- To review all the evidence and consider the complaint again.
- To respond to the customer with their findings.
- To ensure lessons are learned if appropriate.

11.0 Process of Handling Complaints



12.0 Dealing with Unreasonable, Persistent or Vexatious Complaints

In a small number of cases, people pursue their complaints in a way that is unreasonable, persistent or vexatious. In most instances when we consider someone's behaviour is unreasonable we will explain why and ask them to change it. If they continue to behave in an unreasonable, persistent or vexatious way, it may be necessary to restrict contact with the Council.

Please see our Unreasonable, Persistent or Vexatious Complainants Policy for more information about how we handle these type of complaints.

13.0 Compliments and Comments

Compliments

Compliments help us understand what we are doing well and what our customers really value. It's good for our staff to know that people appreciate their work. It also enables us to identify areas of best practice and share them across the Council.

When we receive a compliment we will:

- Acknowledge the compliment where possible
- Pass details of the compliment and the comment on to the Complaints Admin so that this can be recorded for reporting purposes.
- Pass the compliment to the relevant service managers for their information and so they can share it with their team

Comments

A comment is a suggestion, idea or observation about an area of our service. Comments give us ideas about improving our services and providing value for money.

Some comments do not require a response, but all comments will be recorded and shared with the relevant service area for continuous improvement.

Customers can make a Compliment or Comment by any of the following methods:

- **Online** – by completing our online form at: https://www.oadby-wigston.gov.uk/pages/compliments_comments_and_complaints
- **Email** – by emailing our Customer Service Team at: CSC@oadby-wigston.gov.uk
- **In writing** – by writing to our Customer Service Team at: Oadby & Wigston Borough Council, Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR
- **Phone** – by calling our Customer Service Team at: 0116 288 8961
- **In Person** – when meeting with a Council Officer, for example during a home visit from a Housing Officer.
- **Social Media** – by posting a message on any of our social media accounts. Please note - If a complaint is received via social media the complainant will be sign posted to contact the Customer Service Team to provide more information.

14.0 Relevant Legislation

All complaints will be handled in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018. The handling and storage of personal data will be processed in accordance with data protection legislation at all times and in accordance with the Council's Privacy Policy.

All complaints received will be dealt with in accordance with the requirements of the Equality Act 2010. We will, when necessary adapt normal policies, procedures, or processes to accommodate any individual's needs such as providing documents in large print or Braille, arranging meetings in person or undertaking home visits where appropriate.

In implementing this Policy the Council will comply with the Regulator for Social Housing's Regulatory Framework for Social Housing in England and the Housing Ombudsman's Complaint Handling Code (July 2020).

15.0 Housing Complaints Handling and Management Chapter

The Social Housing Regulation Act 2023 has empowered the Housing Ombudsman to issue a code of practice about the procedures social housing landlords should have in place for considering complaints. Please see our Housing Complaints - Handling and Management - Housing Chapter for more information about how we handle these type of complaints.

Complaints Handling and Management Housing Chapter

2024

Document Version Information	
Policy Owner	Housing Manager
Committee	Service Delivery Committee
Committee Approval Date	
Implementation Date	
Review Date	
Version	Final Draft

Contents

- 1. Housing Service Complaints Page 2
- 2. Self-assessment, reporting and compliance Page 4
- 3. Scrutiny and oversight Page 5

1. Housing Service Complaints

1.1 In relation to complaints about the council as landlord, a complaint is defined as;

“an expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the landlord, its own staff, or those acting on its behalf, affecting a resident or group of residents.”

1.2 An individual does not have to use the word “complaint” for it to be treated as such. Whenever an individual expresses dissatisfaction, the council will give them a choice to make a complaint. A complaint that is submitted via a third party or representative will be handled in line with our complaints policy and the housing chapter code of guidance, however we may require consent from the person being represented in accordance with our normal processes. Where the third party / representative is a borough councillor or member of parliament who has been approached by the individual, we will deem that to be consent.

1.3 An expression of dissatisfaction with services made through a survey is not defined as a complaint, though wherever possible, those completing the survey will be made aware of how they can pursue a complaint if they wish to. Where we ask for wider feedback about our services, we will also provide details of how individuals can complain.

1.4 If we decide not to accept a complaint, an explanation will be provided to the complainant setting out the reasons why the matter is not suitable for the complaints process and the right to take that decision to the relevant ombudsman.

1.5 We will:

- Deal with complaints on their merits, act independently and have an open mind
- Give the complainant a fair chance to set out their position
- Take measures to address any actual or perceived conflict of interest
- Consider all relevant information and evidence carefully

1.6 We will not refuse to accept a complaint or to escalate a complaint through all stages of the complaints process unless we have valid reasons to do so. These reasons include:

- The issue giving rise to the complaint occurred over twelve months ago (or the complainant became aware of the issue over twelve months ago)
- Legal proceedings have started. This is defined as details of the claim, such as the claim form and particulars of claim having been filed at court
- The issue has previously been considered under the complaints policy

1.7 A complaint may be remedied at any stage of the complaint process.

1.8 If we decide that, due to the complexity of the complaint, an extension to the timescale is necessary, we will inform the complainant of the expected timescale for a response.

An extension will not be more than ten working days without good reason. The reason will be clearly explained to the complainant.

- 1.9 When we inform a complainant about an extension to the timescale for a response, we will provide the complainant with contact details for the relevant ombudsman.
- 1.10 A complaint response will be provided to the complainant when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed. Outstanding actions will still be tracked and actioned promptly with updates provided to the complainant.
- 1.11 All points raised in the complaint definition will be addressed and clear reasons for any decisions provided, with reference to the relevant policy, law, or good practice where appropriate.
- 1.12 Where the complainant raises an additional complaint/s during the investigation, these will be incorporated into the stage 1 response if they are related, and the stage 1 response has not been issued. Where the stage 1 response has been issued, the new issues are unrelated to the issues already being investigated or it would unreasonably delay the response, the new issues will be logged as a new complaint.
- 1.13 We will confirm the following to the resident at the completion of stage 1:
 - The complaint stage
 - The complaint definition
 - The decision on the complaint
 - The reasons for any decisions made
 - The details of any remedy offered to put things right
 - Details of any outstanding actions
 - Details of how to escalate the matter to stage 2 if the individual is not satisfied with the response
- 1.14 Complainants will not be required to explain their reasons for requesting a stage 2 consideration. We will, however, make reasonable efforts to understand why the complainant remains unhappy.
- 1.15 If we decide that, due to the complexity of the complaint, an extension to the timescale is necessary on a stage 2 complaint, we will inform the complainant of the expected timescale for a response. An extension will not be more than 20 working days without good reason. The reason will be clearly explained to the complainant.
- 1.16 When we inform a complainant about an extension to the timescale for a response, we will provide the contact details of the relevant ombudsman.
- 1.17 A complaint response will be provided to the resident when the answer to the complaint is known, not when the outstanding actions required to address the issue are completed.

Outstanding actions will be tracked and actioned promptly with appropriate updates provided to the complainant.

1.18 We will address all points raised in the stage 2 complaint definition and provide clear reasons for any decisions, referencing the relevant policy, law, and good practice where appropriate.

1.19 We will confirm the following at the completion of stage 2:

- The complaint stage
- The complaint definition
- The decision on the complaint
- The reasons for any decisions made
- The details of any remedy offered to put things right
- Details of any outstanding actions
- Details of how to escalate the matter to the relevant ombudsman if the individual remains dissatisfied

1.20 Where something has gone wrong a landlord must acknowledge this and set out the actions it has already taken, or intends to take, to put things right. These include:

- Apologising
- Acknowledging where things have gone wrong
- Providing an explanation, assistance, or reasons
- Taking action if there has been delay
- Reconsidering or changing a decision
- Amending a record or adding a correction or addendum
- Providing a financial remedy
- Changing policies, procedures, or practices

1.21 Any remedy offered must reflect the impact on the resident as a result of any fault identified.

1.22 The remedy offer must clearly set out what will happen and by when, in agreement with the resident where appropriate. Any remedy proposed must be followed through to completion.

1.23 We will seek guidance issued by the Ombudsman when deciding on appropriate remedies.

2. Self-assessment, reporting and compliance

2.1 We will produce an annual complaints performance and service improvement report which will include:

- The annual self-assessment against the Housing Ombudsman and Local Government & Social Care Ombudsman's complaint handling codes

- A qualitative and quantitative analysis of our complaint handling performance. This will also include a summary of the types of complaints we have refused to accept
 - Any findings of non-compliance with the complaint handling code by the relevant ombudsman
 - The service improvements made as a result of the learning from complaints
 - Any annual report about our performance from the relevant ombudsman
 - Any other relevant report or publication produced by the ombudsman in relation to our work
- 2.2 The annual complaints performance and service improvement report will be reported to the Service Delivery Committee and will be published on the complaints section of the council's website. The Service Delivery Committee's response to the report will also be published alongside this.
- 2.3 If we are unable to comply with the complaint handling codes due to exceptional circumstances, we will inform the relevant ombudsman, provide information to complainants who may be affected and publish it on our website. We will also provide a timescale for returning to compliance with the codes.

3. Scrutiny and oversight

- 3.1 Oadby & Wigston Borough Council has a positive complaint handling culture which is integral to the effectiveness with which we resolve disputes. We use complaints as a source of intelligence to identify issues and introduce positive changes in service delivery.
- 3.2 Accountability and transparency are also integral to a positive complaint handling culture. Landlords must report back on wider learning and improvements from complaints to stakeholders, such as residents' panels, staff, and relevant committees.
- 3.3 The Head of Service for housing is responsible for Housing complaint handling.
- 3.4 The council will appoint a councillor as the Member Responsible for Complaints (MRC). The MRC will ensure that the Service Delivery Committee receive regular information on complaints which provide an insight into our complaint handling performance. The MRC has direct access to suitable information and staff to be able to perform their role and report on their findings.
- 3.5 The MRC must receive:
- Regular updates on the volume, categories, and outcomes of complaints alongside complaint handling performance
 - Regular reviews of issues and trends arising from complaint handling
 - Regular updates on the outcomes of the ombudsman's investigations and progress made in complying with orders related to severe maladministration findings
 - The annual complaints performance and service improvement report

3.6 Our objective in relation to complaint handling is to;

- have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments;
- take collective responsibility for any shortfalls identified through complaints, rather than blaming others; and
- act within the professional standards for engaging with complaints as set by any relevant professional body

Agenda Item 12



Full Council	Tuesday, 10 December 2024	Matter for Decision
---------------------	--------------------------------------	----------------------------

Report Title: **Appointment of Additional Members for the Community Health and Wellbeing Group**

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

Purpose of Report:	To seek agreement for the appointment of two additional Councillors to become members of the Community Health and Wellbeing Group.
Report Summary:	<p>The Community Health and Wellbeing Partnership Group for Oadby and Wigston brings together a range of partners to:</p> <ul style="list-style-type: none"> • Improve the health & wellbeing of the people of the borough, and to reduce inequalities in health experienced by some social groups of people living in geographical areas of greater social need. • To introduce an effective approach to partnership working in the borough both strategically and operationally. • To inform and influence strategic decisions that need to be made by respective organisations/groups. <p>The current membership of the group includes one elected member, Councillor Rosemarie H Adams who was appointed as the Chair of the Health and Wellbeing Board at the Annual General Meeting in May.</p> <p>Appointment to committees is the sole preserve of Full Council. This report seeks agreement from Full Council to select two additional Councillors to join the membership of this group.</p>
Recommendation(s):	To appoint two additional Councillors to sit on the Community Health and Wellbeing Partnership Group, namely Councillor J Kaufman and Councillor R V Joshi.
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>David Gill (Head of Law & Democracy / Monitoring Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Tom Maccabe (Community Health & Wellbeing Manager) (0116) 257 2611 thomas.maccabe@oadby-wigston.gov.uk</p>
Strategic Objectives:	<p>Our Council (SO1) Our Communities (SO2) Our Partners (SO5)</p>
Vision and Values:	<p>"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1)</p>

	Collaborative & Creative (V3)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	No corporate risk(s) identified
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:	<ul style="list-style-type: none"> • Community Health and Wellbeing Plan 2024-2027
Appendices:	<ol style="list-style-type: none"> 1. Community Health and Wellbeing Partnership Draft Terms of Reference

1. Introduction

1.1 The Community Health and Wellbeing Plan 2024-2027 for Oadby & Wigston has been developed in partnership with statutory, voluntary and health partners. The plan was taken to the Service Delivery Committee on 26 November 2024 for information.

1.1.1 To support the delivery of the plan and the key priorities set within it a Community Health and Wellbeing Group has been established and this replaces the Health and Wellbeing Board which was in place previously. The terms of reference for this newly formed group can be found at **Appendix 1**.

2. Appointment of Additional Elected Members

At the Service Delivery Committee on 26 November 2024, it was requested that Councillor J Kaufman and Councillor R V Joshi, join Councillor R H Adams as members of this group. The next meeting of the Community Health and Wellbeing Group is due to take place on 11 February 2025 at 10am, at the Brocks Hill Council Offices.

Borough of Oadby & Wigston Community Health and Wellbeing Partnership

Terms of Reference

1. Purpose

- 1.1. To improve the health and wellbeing of the people in the Borough of Oadby & Wigston, and to reduce the inequalities in health experienced by some social groups or people living in geographical areas of greater social need.
- 1.2. To introduce an effective approach to partnership working in Oadby & Wigston both strategically and operationally.
- 1.3. To inform and influence strategic decisions that need to be made by respective organisations/groups.

2. Aims & Objectives

- 2.1. To encourage collaborative working across partners to ensure optimal health and wellbeing outcomes for the residents of Oadby & Wigston.
- 2.2. To enable a space to share best practice, network, promote services and collaborate.
- 2.3. To lead the delivery of the Borough of Oadby & Wigston Community Health and Wellbeing Plan:
 - 2.3.1. To identify and agree priority outcomes for health and wellbeing in Oadby & Wigston. This will include but not be limited to;
 - contributing to the Oadby & Wigston Health and Wellbeing needs assessment,
 - identification and agreement of priorities,
 - development of the health and wellbeing plan and its supporting delivery plan, implementation and monitoring.
 - 2.3.2. To both inform the Leicestershire Joint Health and Wellbeing Strategy (JHWS) through identification of local need and respond to JHWS priorities at a neighbourhood level where appropriate.
 - 2.3.3. Adopt a 'Do, Sponsor, Watch' approach to prioritisation in line with the JHWS to ensure clarity upon system, place and neighbourhood accountability. Co-ordination across system, place and neighbourhood is key in ensuring a 'golden thread' approach to

delivering improved outcomes and will avoid duplication or contradictory action.

- 2.3.4 To review health and wellbeing priorities in line with the review timescales set out in the Oadby & Wigston Community Health and Wellbeing Plan in order they are reflective of population need.
- 2.3.5 To work in partnership with the Oadby & Wigston INT and other working groups in terms of leading the delivery of priority outcomes.
- 2.4 To drive the development of multidisciplinary team working via the INTs, including attendance and engagement in multidisciplinary team meetings.
- 2.5 To be open to participating in opportunities to pilot or test out new ways of working which may sit outside of the health and wellbeing plan but benefit the Oadby & Wigston population.
- 2.6 To embed the Public Health and Population Health Management approach, including the targeting of CORE20PLUS5 populations. (See section 4.1)

3. Approach

- 3.1 To encourage sustainable, partnership working, it is recommended that both a chair and Vice Chair are appointed from different partner organisations. The possibility of rotating the chair ship between different organisations on an appropriate basis should also be considered to ensure joint accountability.
- 3.2 The Partnership will be led and Chaired by Teresa Neal, Strategic Director for Oadby & Wigston Borough Council.
- 3.3 The Partnership will have a Vice Chair who will deputise for the Chair in their absence. The Vice Chair will be Nigel Swan, Chair of Helping Hands Community Trust
- 3.4 The Partnership will meet quarterly on the third Tuesday of the month from 10am to 12pm.
- 3.5 The Partnership owns an overarching framework of action aligned with its identified priorities. Each priority will have its own delivery group and a member lead owner with clear deliverables recorded in the form of a delivery tracker.
- 3.6 The Partnership meeting agenda will include progress and highlight reports for each priority area (delivered by the lead for that priority or a deputy) including details of risks, issues or concerns affecting delivery/progress and plans for mitigation where available.
- 3.7 Delivery leads are responsible for the content of quarterly highlight reports shared with relevant ICS groups.

- 3.8 The Partnership will determine any support measures and or resource allocation needed to ensure successful outcomes and escalate risks and issues to delivery that cannot be resolved by Partners through governance routes specified in Section 7 and in a timely manner.
- 3.9 Representatives are expected to ensure any partnership issues/concerns are brought to the Partnership for discussion and resolution.
- 3.10 Partners are expected to highlight other priority areas within their own organisations to aid discussions around MDT working and raise awareness and understanding between partners around the table.
- 3.11 Representatives are expected to ensure awareness and understanding of the Community Health & Wellbeing Plan and their priorities are shared within their own organisations.
- 3.12 The Partnership will ensure a “partner approach” is taken in relation to collating information and data. It is the responsibility of all partners to provide timely data and information pertinent to the local population in order to better understand local needs and priorities.
- 3.13 A summary of key points from each meeting and action notes will be shared following each Partnership meeting with an update on progress expected at each subsequent meeting.
- 3.14 Members or their deputies will be responsible for cascading information and providing comprehensive feedback to their respective organisations and operational teams. This will be timely where it is to inform decision making.
- 3.15 Members or their deputies will be responsible for providing comprehensive, timely feedback and outcomes of decisions to the Partnership from their respective organisations.
- 3.16 The meetings will be administered by Oadby & Wigston Borough Council.
- 3.17 Meetings will be recorded for later transcription and will be available for any absent members of the Partnership to review at a later date. The recording will not be used for any other purpose.
- 3.18 A suggested ‘best practice’ agenda is attached as **Appendix A**. This is a generic core agenda which can be tailored locally to ensure appropriate items are covered at each meeting.

4 Principles

The following principles will guide our approach:

- 4.1 **A public health approach:** Focus on early intervention and prevention which aims at improving the physical and mental health outcomes and wellbeing of people, whilst reducing health inequalities. Using a population health management approach, which will include taking into account, wider determinants of health, health behaviours and lifestyle, places and communities and integrated health and care systems.
- 4.2 **Stakeholder engagement:** Work with the local community to understand local priorities and develop an approach that is responsive and effective. Ensure engagement with patients, service users, carers and staff in the design of services. Co-design where appropriate.
- 4.3 **Collaboration:** Effective data sharing and intelligence working across agencies to facilitate an efficient and effective approach and better targeted interventions.
- 4.4 **Personalisation:** Ensure where appropriate that interventions are strengths based and tailored to individual needs and wishes.
- 4.5 **Resources:** There is no additional resource available to support the Partnership's work both in terms of financial and workforce. Partnerships will be required to think more innovatively as to how to access and secure funding rather than using conventional routes as well as how to use existing staff effectively/efficiently.
- 4.6 **Progression rather than perfection:** Focusing on the journey rather than the destination. Recognising that growth and improvement are incremental, and that mistakes and failures are a natural part of the learning process.

5 Membership

- 5.1 The Partnership is open to all interested partners from the Public Sector, Health Service, Education and Voluntary Sectors.
- 5.2 As per 3.1 to 3.3 above, the Partnership is Chaired by Teresa. In the absence of the Chair, it will be vice chaired by Nigel Swan. This will be reviewed annually.
- 5.3 Clinical representation is strongly encouraged. This can include GPs, community clinicians, mental health clinicians and other Additional Roles Reimbursement Scheme (ARRS) roles within primary care. The availability of clinicians should be considered when scheduling meetings.

- 5.4 Oadby & Wigston Borough Council will continue its support and commitment to the partnership.
- 5.5 To ensure the voice of local residents is represented, members are encouraged from Healthwatch, Patient Participation Groups (PPGs) and appropriate local Councillors.
- 5.6 Members will share collective accountability for the delivery of partnership priorities. as per the Oadby & Wigston Community Health and Wellbeing Plan 2024 – 2027.
- 5.7 There is an expectation that all partners will engage in discussions and processes and acceptance that all partners have an equal say in Partnership matters.
- 5.8 All members should be actively involved in delivery of at least one of the partnerships priorities and be prepared to own and lead on areas appropriate to their area of work. All members should have a strategic link and/or be involved with the delivery of at least one of the partnerships priorities and be prepared to support and facilitate delivery to linked areas appropriate to their area of work.
- 5.9 Where a priority lead cannot attend a meeting, a deputy should attend who is able to report progress and discuss any issues affecting delivery.
- 5.10 All partners will contribute to partnership working by sharing feedback and offering skills, expertise and knowledge to enable the delivery of identified priorities. Productive and inclusive discussions that reflect different perspectives, priorities and expertise are encouraged and all partners are expected to adhere to the meeting etiquette outlined in **Appendix B** which will be shared at the start of every meeting.

6. Quoracy

- 6.1. Chair/Co-Chair or vice chair
- 6.2. Representative from Oadby & Wigston Borough Council
- 6.3. Representative from the Oadby & Wigston INT
- 6.4. Representative from the voluntary and community sector
- 6.5. A representative from Public Health
- 6.6. A representative from at least one PCN

- 6.7. A representative from the ICB
- 6.8. Leads or deputies relevant to items being discussed.
- 6.9. Although a number of the members of the working group could fulfil more than one role in the list above, quoracy will only be achieved where there are separate members present i.e. the Representative from Oadby & Wigston District Council may not also act as the only Representative from the INT at a meeting.

7. Governance (See Appendix D)

- 7.1. The Partnership will be required to provide regular progress reports following agreed assurance frameworks to:
 - 7.1.1. their respective organisations
 - 7.1.2. the Staying Healthy Partnership for Leicestershire County (quarterly) and
 - 7.1.3. the Health and Wellbeing Board for Leicestershire County (bi-annually).
- 7.2. It will interface with key groups and networks such as local primary care meetings, the local voluntary sector forum, mental health networks, community safety partnership, active sports partnership, patient participation groups in the delivery of its priorities. Members of these groups can be co-opted at times to attend and advise the group.

8. Declarations of Interest

- 8.1 Members are required to state for the record any conflict of interest relating to any matter to be considered at each meeting. Members will be required to leave the meeting at the point a decision on such a matter is being made, after being allowed to comment at the Chair's discretion.

9. Decision Making Authority

- 9.1. The Partnership will not have any formal strategic decision-making authority. It will make recommendations to their respective organisations and/or the Staying Healthy Partnership for Leicestershire County and the Health and Wellbeing Board for Leicestershire County to inform decision making.
- 9.2. Decisions of an operational nature concerning the local delivery of services can be made.

10. Review

10.1 This Terms of Reference will take effect from 19 November 2024 and be reviewed again after the next 12 months of operation in November 2025.

Appendix A: Suggested Generic Agenda

1. Welcome and Apologies

- Post meeting etiquette – appendix B

2. Review of Action Log

3. Community Health & Wellbeing Plan Update

- Priority Area Quarterly Highlight Reports – review and discussion
- Any other business, e.g. annual refresh etc.

4. INT Update

- Updates from meetings
- Any escalations from INT to the Partnership
- Any items to be taken to the INT from the Partnership

5. Other Partner Strategic Updates

- Updates on strategic matters from:
 - i. District/Borough Council
 - ii. Primary Care (GP, dental, optometry)
 - iii. Secondary Care providers
 - iv. Leicestershire County Council – Public Health, Adult Social Care, Children’s services etc.
 - v. Voluntary Sector
 - vi. Healthwatch/PPG
 - vii. Education
 - viii. Other

6. AOB

7. Date & Time of Next Meeting

Appendix B: Meeting Etiquette

To ensure a smooth and efficient (virtual) meeting, please consider the following points:

1. **Mutual Respect:** Treat each other respectfully and kindly. We might have different viewpoints, but it is important to have professional, constructive conversations.

2. **Active Participation:** We need to hear everyone's thoughts and ideas. Please do not hesitate to participate actively in the discussions. Everyone's insights and contributions are valuable for our decision-making process.

3. **Mute When Not Speaking:** To keep things running smoothly and avoid background noise, please mute your microphone when you are not speaking.

4. **Raise Hand Feature:** If you want to speak, please use Teams's "Raise Hand" feature; this helps us keep things organised and ensures that everyone gets a chance to contribute.

5. **Stay on Topic:** Please ensure we stay on track and focus on the agenda items. We do not want to miss anything important, but we also want to make sure we are sticking to the agenda.

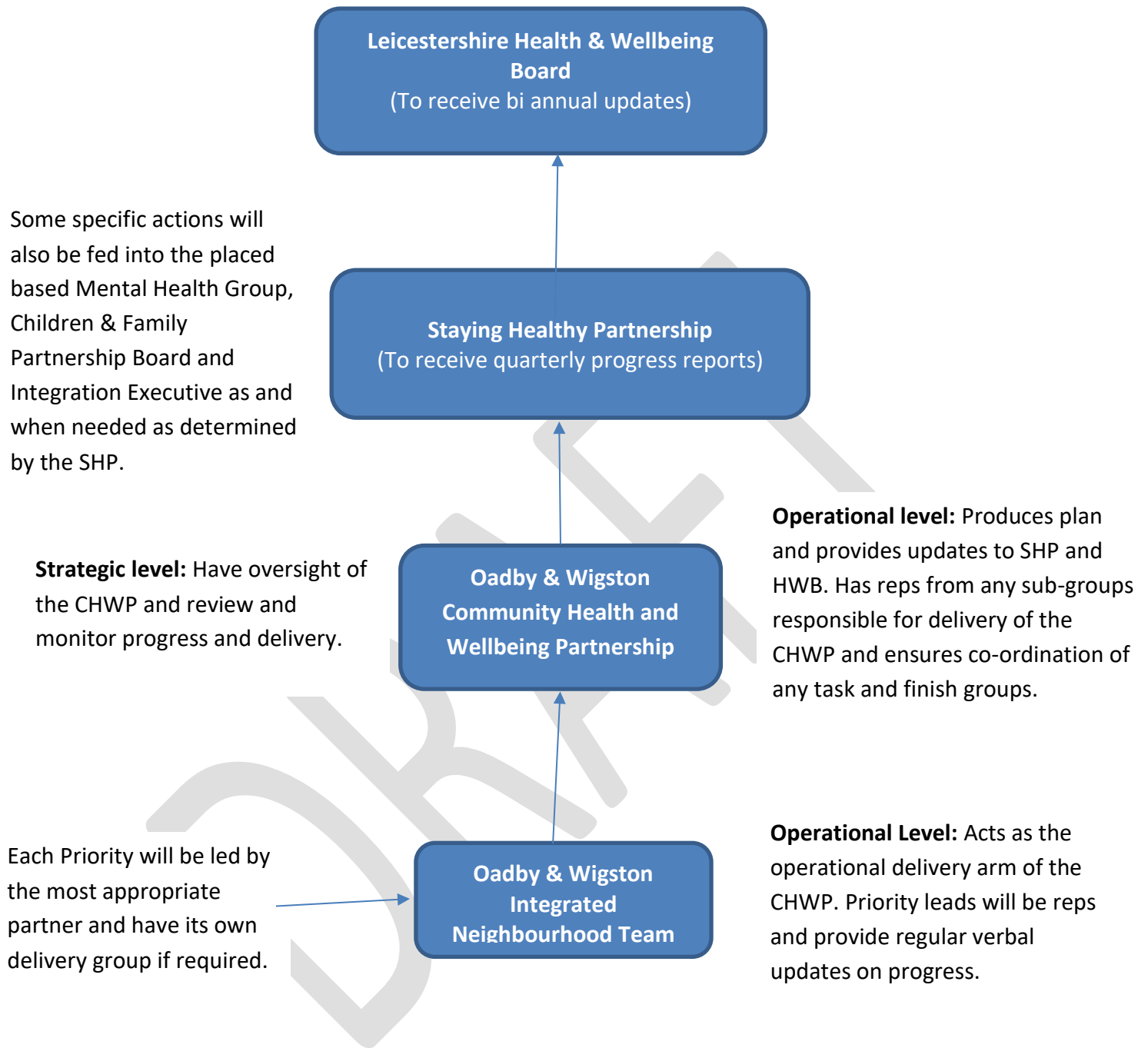
6. **Comfort Break:** Sitting still for a long time can be difficult, so we will have a break at approximately the one-hour mark, allowing us to stretch our legs, grab a snack or drink, and simply look after ourselves.

Welcome newcomers! If this is your first time joining us, please introduce yourself briefly (in the chat). We are excited to learn from your perspectives!

Appendix C: Suggested Membership of Community Health & Wellbeing Partnership

Organisation	Area
Leicestershire County Council	Public Health
Leicestershire County Council	Adult Social Care
Leicestershire County Council	Children, Family Wellbeing Service
District/Borough Council	
Active Together	
LPT	Mental Health
LPT	Community Service
LPT	Families, Children & Young People
PCN	Clinical Director
PCN	PCN Manager
Dental	
Pharmacy	
Optometry	
VCSE Organisations	
Healthwatch	
PPG rep	
ICB	Strategy & Planning Lead
ICB	Integration & Transformation Lead
Clinical Representation	GP, Mental Health, ARRS, Community
UHL	Partnership

Appendix D: Governance Structure



Each organisation will have their own internal process for reporting.

Agenda Item 13



Full Council	Tuesday, 10 December 2024	Matter for Information and Decision
---------------------	--------------------------------------	--

Report Title: **Review of Designation of Polling Place for Polling Districts N1 & N2 (Wigston All Saints)**

Report Author(s): **Samuel Ball (Legal & Democratic Services Manager / Deputy Monitoring Officer) (Deputy Acting Returning Officer)**

Purpose of Report:	To seek Council's approval on the alternative designation being proposed by the (Acting) Returning Officer (the "ARO") for the Harborough, Oadby and Wigston Constituency in respect of the polling place to be used at future elections and referenda that take place within the Borough of Oadby and Wigston for Polling Districts N1 and N2 only.
Report Summary:	The ARO proposes to re-designate Little Hill Primary School on Launceston Road, Wigston, Leicestershire, LE18 2GZ as the polling place for electors residing in Polling Districts N1 and N2 (Wigston All Saints) in lieu of All Saints Church of England Primary School on Long Street, Wigston, Leicestershire, LE18 2AH to respond to elector feedback provided at the Police & Crime Commissioner election in May 2024 and the UK Parliamentary (General) Election in July 2024.
Recommendation(s):	A. The content of the report and appendices be noted; and B. The Council approves the re-designation of Little Hill Primary School on Launceston Road, Wigston, Leicestershire, LE18 2GZ for electors residing in Polling Districts N1 and N2.
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	<p>Anne Court (Chief Executive / Head of Paid Service) (Acting Returning Officer) (0116) 257 2602 anne.court1@oadby-wigston.gov.uk</p> <p>David Gill (Head of Law & Democracy / Monitoring Officer) (Deputy Acting Returning Officer) (0116) 257 2626 david.gill@oadby-wigston.gov.uk</p> <p>Samuel Ball (Legal & Democratic Services Manager / Deputy Monitoring Officer) (Deputy Acting Returning Officer) (0116) 257 2643 samuel.ball@oadby-wigston.gov.uk</p>
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Partners (SO5)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1)
Report Implications:-	

Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications directly arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Report entitled 'Review of Polling Districts, Polling Places and Polling Stations, Full Council' to Full Council on Tuesday 28 November 2023
Appendices:	<ol style="list-style-type: none"> 1. Polling District N1 (Map) 2. Polling District N2 (Map)

1. Background

- 1.1 At an extraordinary meeting of the Full Council on 28 November 2023, Members approved the Polling District, Polling Places and Polling Station arrangements proposed by the (Acting) Returning Officer ("the ARO") following a statutory review of the same ("the 2023 Review").
- 1.2 This approval included the designation of All Saints Church of England Primary School on Long Street, Wigston, Leicestershire, LE18 2AH as the polling place for electors residing in Polling Districts N1 and N2 situated in the Wigston All Saints Ward ("the Existing Polling Place").
- 1.3 In doing so, Members accepted the representations made by Councillor Charlesworth for and on behalf of the three Ward Councillors for the Wigston All Saints, who at the time cited proximity concerns and preferred a polling place venue closer to the Wigston town centre.

2. Information

- 2.1 At both the Police & Crime Commissioner Election held on 2 May 2024 and the UK Parliamentary (General) Election held on 4 July 2024, the overwhelming feedback received from most electors attending the Existing Polling Place - the majority of whom reside and travelled from the south-westerly corner of the Little Hill Estate - was that it was inconveniently located too far from the bulk of properties situated in Polling District N1.
- 2.2 In consideration of the elector feedback received, the ARO undertook a statistical analysis of the electorate by street level in both Polling Districts N1 and N2 to determine where the bulk of electors resided and their relative walking distance(s) to/from the Existing Polling Place

and to/from the Little Hill Primary School on Launceston Road, Wigston, Leicestershire, LE18 2GZ ("the Proposed Polling Place") on the assumption that most electors attend on foot.

N1 - Wigston All Saints				
Street	Properties	Electors	All Saints (miles)	Little Hill (miles)
Alderstone Close	12	24	1	0.2
Ashton Close	8	10	0.7	0.2
Barton Close	8	16	0.7	0.1
Blunts Lane	34	48	0.3	0.6
Buckfast Close	21	28	0.7	0.2
Bude Road	2	6	0.5	0.4
Bushloe End	19	41	0.4	0.5
Camborne Close	21	36	0.7	0.2
Cawsand Road	16	29	0.7	0.1
Cedar Avenue	21	31	0.4	0.5
Central Avenue	80	129	0.4	0.6
Collaton Road	29	51	0.5	0.4
Cross Street	20	24	0.4	0.6
Davenport Road	64	89	0.5	0.4
Falmouth Drive	63	122	0.6	0.5
Gas Lane	1	1	0.4	0.3
Helston Close	13	25	0.8	0.2
Honiton Close	15	27	0.8	>0.1
Kenton Avenue	11	21	0.7	0.2
Launceston Road	32	49	0.6	0.2
Laverstock Road	18	28	0.9	0.1
Long Street	39	74	0.2	0.6
Longford Close	6	12	0.9	0.2
Moat Street	82	124	0.4	0.5
Newbury Close	7	18	0.8	0.2
Newgate End	33	50	0.5	0.4
Parlour Close	21	21	0.5	0.5
Peacock Place	29	45	0.4	0.6
Penryn Drive	6	11	0.6	0.3
Pensilva Close	22	40	0.8	0.2
Penzance Avenue	71	135	0.6	0.4

Pitton Close	24	47	1	0.2
Pochins Close	41	52	0.5	0.3
Rectory Close	22	25	0.5	0.4
Redruth Avenue	40	62	0.8	0.2
Ringwood Close	7	9	0.9	0.2
Salcombe Close	22	35	0.6	0.2
Saltash Close	13	21	0.6	0.3
Seaton Road	109	204	0.7	0.2
Sherford Close	12	21	0.5	0.3
St. Ives Road	63	122	0.6	0.4
Station Road	31	53	0.7	0.5
Taunton Close	17	35	0.8	0.1
Tremaine Drive	11	20	0.5	0.3
Truro Drive	27	56	0.7	0.4
Wellhouse Close	28	57	0.9	0.2
Willow Place	11	12	0.2	0.6
Wimborne Close	6	9	0.8	0.2
Other Electors	-	6	-	-
Total (N1)	1,308	2,211	1 (average)	0.3 (average)

N2 - Wigston All Saints				
Street	Properties	Electors	All Saints (miles)	Little Hill (miles)
Aylestone Lane	81	104	0.5	1.1
Bell Street	12	5	0.3	0.9
Central Avenue	4	6	0.4	0.6
Elizabeth Court	80	95	0.1	0.7
Leicester Road	4	4	0.6	1.2
Long Street	11	12	0.2	0.6
Paddock Street	76	61	0.2	0.7
Other Electors	-	0	-	-
Total (N2)	268	287	0.3 (average)	0.8 (average)

2.3 The statistical analysis confirmed that the bulk of electors do reside in Polling District N1 and their relative walking distance(s) to/from the Existing Polling Place compared to that to/from the Proposed Polling Place, on average, is considerably shorter thereby indicating that the Proposed Polling Place would be better situated for most (albeit not all) electors.

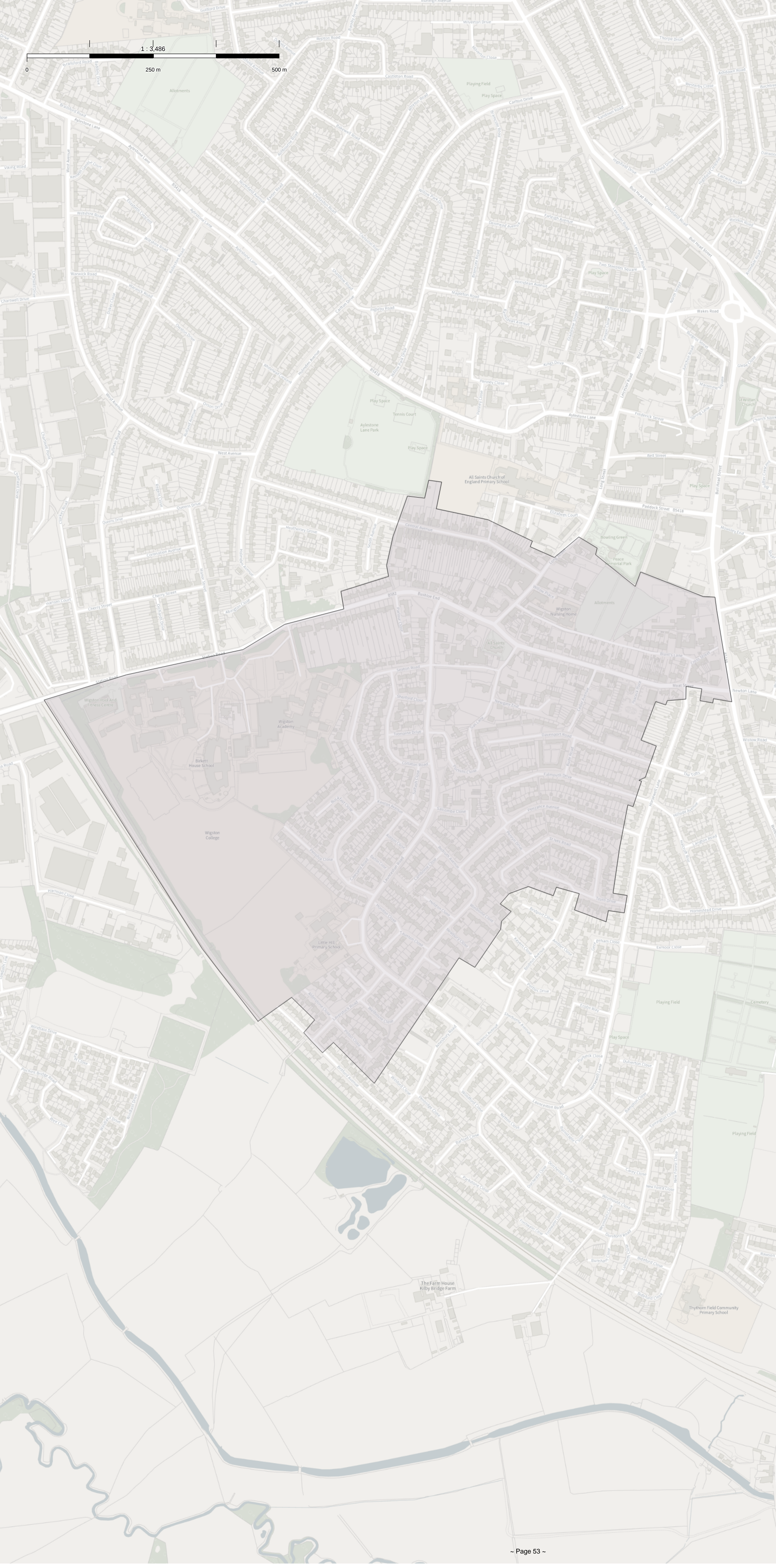
- 2.4 As the Proposed Polling Place was originally proposed in the 2023 Review's 'Draft Comments & Proposals' stage as the ARO's preferred polling place venue, a previous assessment was undertaken in October 2023 which identified the hall, a self-contained area with direct access and /egress for electors and polling staff, as the most appropriate room for polling purposes.
- 2.5 On 11 September 2024, [a special "mock" election organised by the Council's Electoral Services Team was hosted at Little Hill Primary School](#) – for pupils, parents, teachers and governors to "elect" their new house names - which emulated the near identical polling place set-up and arrangements as would be adopted at a real election and/or referendum. The event reaffirmed the ARO's earlier assessment that there are reasonable facilities for voting.
- 2.6 On 21 November 2024, a discussion with the school's current Head Teacher and Premises Manager also indicated the use of the hall would not significantly impact the school's day-to-day operations. As such, a partial or full school closure would therefore not be required on polling day: notwithstanding that any school closure remains in the Head Teacher's discretion.

3. Alternative Polling Place Option(s)

- 3.1 The ARO understands that the former Elms Social and Service Club on Bushloe End, Wigston, Leicestershire, LE18 2BA – as the previous designated polling place prior to the 2023 Review – to date remains an unavailable and otherwise unviable alternative polling place venue for the same reasons as set out in the 2023 Review's 'Final Comments & Proposals' stage.

4. Proposed Change and Implementation

- 4.1 For the reasons above, The ARO proposes to re-designate Little Hill Primary School on Launceston Road, Wigston, Leicestershire, LE18 2GZ as the polling place for electors residing in Polling Districts N1 and N2 (Wigston All Saints) in lieu of All Saints Church of England Primary School on Long Street, Wigston, Leicestershire, LE18 2AH. If approved, the Proposed Polling Place will be used for all scheduled and non-scheduled elections with immediate effect.



Oadby & Wigston
BOROUGH COUNCIL

District N1

Ward:

Wigston All Saints

County division:

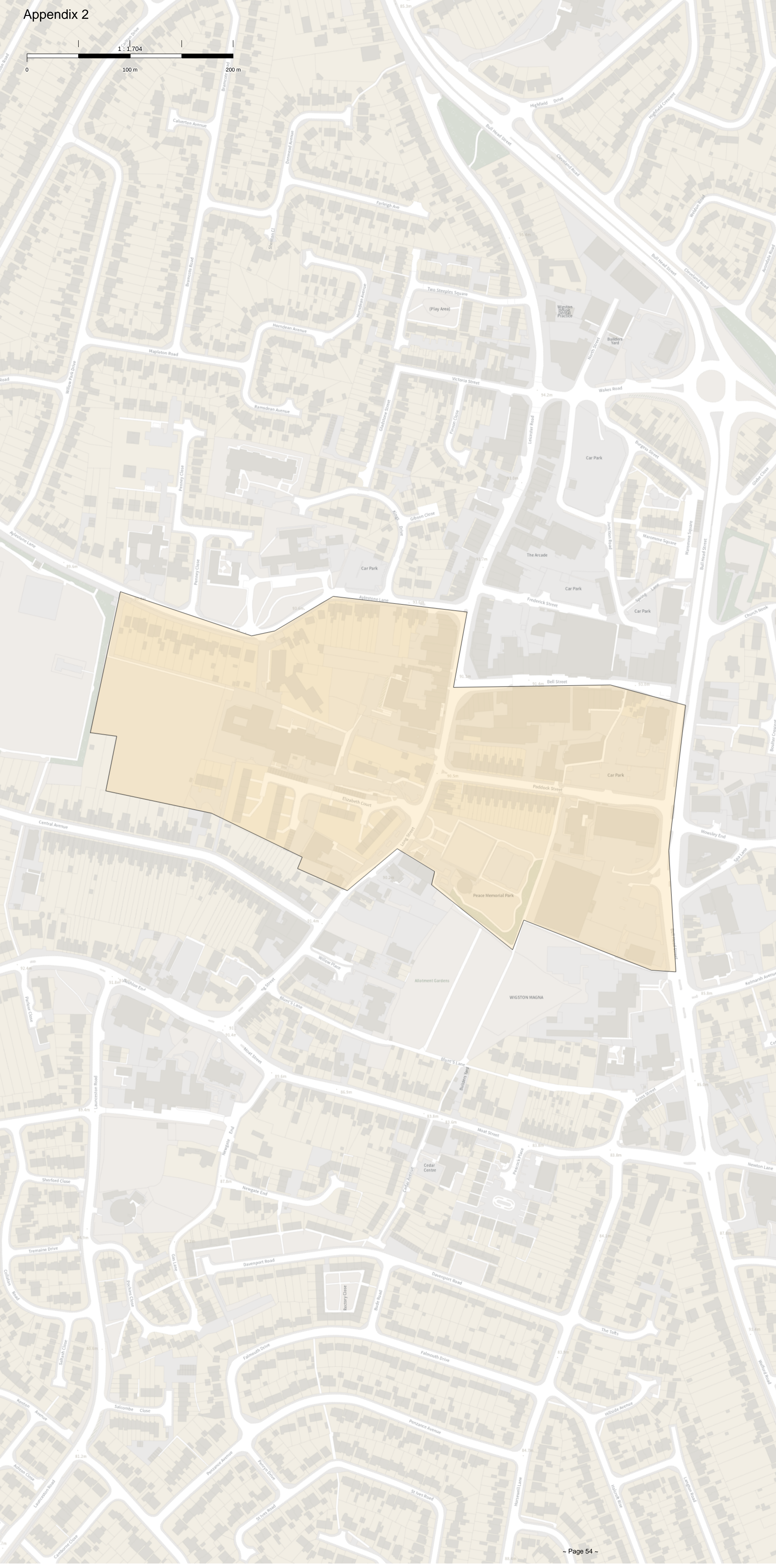
East Wigston

Parliamentary boundary:

Harborough, Oadby & Wigston

Parish:

None



District N2

Ward:

Wigston All Saints

County division:

North Wigston

Parliamentary boundary:

Harborough, Oadby & Wigston

Parish:

None