



**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, 11 March 2025, 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  
03 March 2025

**Anne E Court**  
Chief Executive



**Meeting ID:** 2748

**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/20182-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.



**Postal Address:** Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ

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

**Telephone:** (0116) 288 8961 **Email:** customer.services@oadby-wigston.gov.uk



oadby-wigston.gov.uk



OadbyWigstonBC



@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. **Corporate Performance Update (Q3 2024/25)**

**8 - 72**

Report of the Head of Customer Service & Transformation

## 8. **People Strategy Update**

**73 - 98**

Report of the HR Manager

## 9. **Homelessness Update**

**99 - 107**

Report of the Housing Manager

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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, 26 NOVEMBER 2024 COMMENCING AT 7.00 PM**

## **PRESENT**

G A Boulter                      Chair  
F S Broadley                     Vice-Chair



**Meeting ID: 2726**

## **COUNCILLORS**

R H Adams  
N Alam  
S S Athwal  
L A Bentley  
H E Darling  
F S Ghattoraya  
C S Gore  
S Z Haq  
J Kaufman  
K J Loydall  
C J R Martin

## **OFFICERS IN ATTENDANCE**

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

## **16. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillor G G Hunt.

## **17. APPOINTMENT OF SUBSTITUTES**

None.

## **18. DECLARATIONS OF INTEREST**

None.

## **19. MINUTES OF THE PREVIOUS MEETING**

By affirmation of the meeting, it was

### **UNANIMOUSLY RESOLVED THAT:**

**The minutes of the previous meeting held on 3 September 2024 be taken as read, confirmed and approved.**

**20. 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 3 September 2024 be noted.**

**21. PETITIONS AND DEPUTATIONS**

None.

**22. COMMUNITY HEALTH & WELLBEING PLAN**

The Committee gave consideration to the report and appendices (as set out in pages 8 - 52 of the agenda reports pack), which presented Oadby & Wigston's Community Health & Wellbeing Plan for 2024-2027.

By general affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**The content of the report and appendices be noted.**

**23. CORPORATE PERFORMANCE UPDATE (Q2 2024/25)**

The Committee gave consideration to the report and appendices (as set out in pages 53 - 154 of the agenda reports pack), which provided 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.

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 8.40 pm**

## SERVICE DELIVERY COMMITTEE

### **ACTION LIST**

**Arising from the Meeting held on Tuesday, 26 November 2024**

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
<b>1.</b>	<p><b>5. - Action List Arising from the Previous Meeting</b></p> <p>Members raised concerns about parking enforcement and requested information about officers' rotas, number of tickets issued and number of appeals.</p>	<p>Dave Gill to report back about illegal parking after liaising with enforcement team &amp; police.</p> <p style="text-align: center;"><b><i>Due by Mar-25</i></b></p>	<b>DaGi</b>	Complete
		<p>Information about number of tickets issued is in the Operational Update. Due to the time it can take to conclude the appeals process, it is difficult to report accurate appeals stats on a quarterly basis. We will explore an annual report on this. The CEO rota will be circulated to Members outside the meeting.</p>		
<b>2.</b>	<p><b>5. – Action List Arising from the Previous Meeting</b></p> <p>Members requested Action Plan for the homeless situation in the Borough.</p>	<p>Chris Eyre to provide a report detailing the current homelessness situation and what the Council is doing to tackle homelessness, including plans to buy and rent properties.</p> <p style="text-align: center;"><b><i>Due by Mar-25</i></b></p>	<b>ChEy</b>	Complete
		<p>Report will be brought to the next Service Delivery Committee.</p>		
<b>3.</b>	<p><b>7. – Community Health &amp; Wellbeing Plan</b></p> <p>Several edits were suggested to the Community Health &amp; Wellbeing Plan including using an up-to-date map.</p>	<p>Teresa Neal to co-ordinate updates.</p> <p style="text-align: center;"><b><i>Due by Mar-25</i></b></p>	<b>TeNe</b>	Complete
		<p>All changes requested by Members have been completed.</p>		
<b>4.</b>	<p><b>7. – Community Health &amp; Wellbeing Plan</b></p> <p>Request to include two more Members, Cllr Kaufman and Cllr Joshi,</p>	<p>Teresa Neal to bring a report to Full Council on this.</p> <p style="text-align: center;"><b><i>Due by Dec-24</i></b></p>	<b>TeNe</b>	Complete
		<p>Report brought to Full Council on 10<sup>th</sup> December. Members agreed for the two additional members listed to join the</p>		

Council Body  
Date

Chair's  
Initials \_\_\_\_\_

	on the Partnership Group	Community Health and Wellbeing Partnership Group.		
5.	<b>8. – Corporate Performance Update (Q2 2024/25)</b>  Request that information on the Dog Patrol Service is reported at the next Service Delivery Committee to include number of dogs collected, tickets issued etc.	Dave Gill to provide information in the Operation Update.  <i><b>Due by Mar-25</b></i>	<b>DaGi</b>	Complete
		An update is included in the Corporate Performance Update.		
6.	<b>8. – Corporate Performance Update (Q2 2024/25)</b>  It was requested that Sickness Absence Figures are clearer in future reports.	Trish Hatton to review and make information clearer going forward.  <i><b>Due by Mar-25</b></i>	<b>TrHa</b>	Complete
		Information on sickness figures has been reviewed and set out more clearly in the operational update report.		
7.	<b>8. – Corporate Performance Update (Q2 2024/25)</b>  Members requested an update on the future direction of the Lightbulb Service.	Teresa Neal to provide update.  <i><b>Due by Mar-25</b></i>	<b>TeNe</b>	Complete
		Update on the current position is included in the operational update.		

\* | 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).

# Agenda Item 7



**Service Delivery  
Committee**

**Tuesday, 11 March  
2025**

**Matter for  
Information**

**Report Title: Corporate Performance Update (Q3 2024/25)**

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

<b>Purpose of Report:</b>	To provide an update on progress during Quarter 3 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.
<b>Report Summary:</b>	<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 3 2024-2025.</p> <p>There are 38 statutory KPI's. 35 are to be reported for Quarter 3 2024-2025.</p> <p>There are 42 Corporate Strategy KPI's. 19 are to be reported for Quarter 3 2024-2025.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system.</p>
<b>Recommendation(s):</b>	That the performance of the Council against its Corporate Objectives in delivering services be noted.
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	<p>Trish Hatton (Head of Customer Service &amp; Transformation) (0116) 257 2700 <a href="mailto:trish.hatton@oadby-wigston.gov.uk">trish.hatton@oadby-wigston.gov.uk</a></p> <p>Teresa Neal (Strategic Director) (0116) 257 2642 <a href="mailto:teresa.neal@oadby-wigston.gov.uk">teresa.neal@oadby-wigston.gov.uk</a></p>
<b>Strategic Objectives:</b>	<p>Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)</p>
<b>Vision and Values:</b>	<p>"Our Borough - The Place To Be" (Vision) Customer &amp; Community Focused (V1) Proud of Everything We Do (V2) Collaborative &amp; Creative (V3)</p>

	Resourceful & Resilient (V4)
<b>Report Implications:-</b>	
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.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	Corporate Strategy (2024 -2027)
<b>Appendices:</b>	Appendix 1 - Operational Update Appendix 2 - Lightbulb Performance Dashboard Appendix 3 - Safe Spaces Performance Dashboard Appendix 4 - Home Gadget Performance Dashboard Appendix 5 - Housing Respiratory Illness Dashboard Appendix 6 - Customer Service Statistical Analysis Appendix 7 - Forward Planning Events Calendar

## 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 Q3 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.

## 2.0 Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's 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 3 (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 second quarter of 2024-2025 (Jul, Aug, Sept) percentages were also: 95% Green, 5% 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 Three 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	19	95%	1	5%	0	0%
<b>Department</b>						
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, 35 were due for reporting as at the end of Quarter 3 2024-2025. Of the **35**:

**28** were Green status

**7** were Amber status

**0** were Red status

This equates to 80% Green, 20% Amber and 0% Red status.

In comparison the second quarter of 2024-2025 (July, Aug, Sept) percentages were as follows: 91% Green, 9% 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 Three 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	28	80%	7	20%	0	0%
<b>Department</b>						
Built Environment	15	79%	4	21%	0	0%
Customer Service & Transformation	7	78%	2	22%	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, 19 were due for reporting as at the end of Quarter 3 2024-2025.

Of the 19:

**18** were Green status

**1** was Amber status

**0** were Red status

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

In comparison the second quarter of 2024-2025 (July, Aug, Sept) percentages were as follows: 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 Three 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	18	95%	1	5%	0	0%
<b>Department</b>						
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	8	89%	1	11%	0	0%

### 3.0 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 3 2024-2025.

#### Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale	90% (TSM)	76% (419 out of 553 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. Our	Amber

			new contractor commenced on 3 <sup>rd</sup> February 2025.	
OCOM 14 (s)	Ensure all Council properties that require asbestos safety checks have an asbestos management survey or re-inspection carried out	100% complete (TSM)	27.03% Percentage decrease from previous quarters due to a re-calculation of this KPI (17 out of 88 blocks have a valid asbestos survey therefore 130 out of 481 properties have a valid asbestos survey). An order has been raised to ensure that we are 100% compliant by year end and this will be monitored on a monthly basis to ensure we remain on track.	
OCOM 17 (s)	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	82.97% (979 out of 1180 Properties) In the last 3 years we have been working on completing an annual programme of electrical inspections to meet the target which consists of approximately 300 properties per year. The difficulty with this programme is that the inspections have been picking up major installation works, and this work must be programmed which delays receiving compliance certificates. Also, we have approximately 8% no access given for an electrical inspection, the tenancy team have been working on a joint procedure to deal with this.	
OCOM 19 (s)	Ensure all Council properties have	100% complete (TSM)	93.73% (1106 out of 1180 properties). Properties	

	smoke detection installed		have fallen out of compliance because the detectors are over their 10 year lifespan. Arrangements are being put in place to replace these.	
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Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025.

**4.0 Finance Update**

**4.1 Exception Report – Finance**

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

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025.

**5.0 Customer Service & Transformation Update**

**5.1 Exception Reporting of Customer Service and Transformation**

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

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OC1 (s)	Council Tax Collection rate	97.5%	Target 85.20% Actual 82.11% Work on the collection rate improvement action plan continues, other service improvements are ongoing	Amber
OE1 (s)	NNDR Collection rate	98.5%	Target 82.29% Actual 79.50% Work on the collection rate improvement	Amber

			action plan continues, other service improvements are ongoing	
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Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2024-2025.

**6.0 Law and Democracy Update**

**6.1 Exception Reporting – Law and Democracy**

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

Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
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. A plan has been set out to deliver with IT support	Amber

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OCOM 21 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	59 high risk inspections required to be completed by Q4. Plan in place to deliver	Amber

Corporate Strategy Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
S04-02	To ensure that we are a carbon conscious borough	Approved Engagement Strategy to help maximise recycling collection	Delayed due to waste transformation and other national changes in waste services, target has been extended to 2025/26.	Amber



## Service Delivery Committee

### Operational Updates – Quarter Three (2024/2025)

#### BUILT ENVIRONMENT UPDATE

##### Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 3, 76 out of 79 Planning Applications were decided in time or within an agreed extension of time. Of the 4 appeals decided by the Planning Inspectorate, 2 appeal decisions were overturned (i.e. lost by the Council), with 2 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 course of the year as a result of the service transformation work that was implemented at the beginning of the year.

The public consultation on the new Local Plan closed on 21<sup>st</sup> February 2025. Due to the planning framework changes published by Government, the Council has been forced to pause its current new Local Plan production at draft plan stage. The pause is required so that the Planning Department can assess whether 382 new homes per year can be accommodated within the Borough.

##### Climate Change

Following publication of the Council's Climate Change strategy a short-term Delivery Plan has now been drafted. It includes current and planned future climate related actions over a 2 year period and will co-ordinate these in one document to cover both internal and wider borough activities. Key teams across the council have had input into the Delivery Plan, after consultation with SLT and CMT. Consultation on this document with Members through the Working Group is ongoing.

A further phase of work on the Delivery Plan is to monitor the Council's progress on tackling climate change by measuring our carbon reduction internally and so update our baseline figures from 2019/20. The new carbon footprint will then reflect the move to the new Council Offices at Brocks Hill. This work will be accelerated on publication of the Delivery Plan.

The latest phase of the group buying Big Energy Switch scheme operated by iChoosr and promoted by the Council to local residents, auctioned in October last year. British Gas won with a 12 month fixed rate tariff and switchers based on a standard tariff made an average saving of £153. Plus, the tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability. A new auction opens in February of this year.



To update on the Local Area Energy Plan, Leicestershire County Council (have funding as part of a wider package of work) are working with Energy Systems Catapult to develop this, primarily as an interactive map to provide a plan for decarbonisation across Leicestershire by 2050. Each district will have an energy plan and the Council has continued to input into its development through steering groups and stakeholder workshops and meetings.

Finally, community energy co-operative Green Fox has completed initial calculations to help the Council explore the installation of solar PV on its buildings – this is utilising funding as part of a wider LCC project to accelerate net zero action.

## **Housing**

### Stock Condition Survey

To fully understand our housing stock, forecast required planned component renewal budgets, to gain sight into our tenants, and gather information on any potential hazards (including damp and mould) we have commissioned a complete stock condition surveys of the housing stock.

Mobilisation activity was carried out throughout June 2024 including approach, customer contacts, vulnerability and flagged tenant information, data protection, checking of DBS certificates, data collection methodology and so on.

All customers were sent a letter introducing the contractor Impart Links and explaining their role in carrying out the survey.

The survey included assessing the condition and age of components such as roofs, bathrooms, kitchens, matters relating to the Housing Health and Safety Rating System and any obvious repair issues.

As of 17th January 2025 all surveys are either complete or have been through access protocols and have been omitted from the survey list. To be omitted from the list properties need to have been:

- Sent an appointment letter
- Had a minimum of 3 x phone calls
- Minimum 3 x cold calls and or appointed visit (i.e. attended front door)
- A customer refusal

Customer response to Impart links communication has been positive. Access rates are high compared to the benchmark rate of 80% - Impart Links have achieved 87%.

The surveys have highlighted several tenant issues including hoarding and some issues with hygiene that we have been able to alert to housing officers and have begun to assist customers as appropriate. The surveys have also reported some issues that fall into the HHSRS (Housing Health and Safety Rating System) category, which our surveyors have been alerted to and have actioned as required. The data collected at survey will inform our ongoing planned programmes and will assist in prioritising the properties most in need of upgrades

A final report is expected in February 2025.





## Tenant Satisfaction Measures 2023-24

The Regulator of Social Housing (RSH) has published its findings of the National Tenant Survey (NTS). The survey acts as a robust and independent benchmark for landlords' Tenant Satisfaction Measurements results and provide information about levels of satisfaction among different groups of tenants.

Benchmarked against the National Tenant Survey the Council scored higher in 11 of the 12 Measures.

		National Tenant Satisfaction Survey	OWBC Tenant Satisfaction Survey
TPO1	Proportion of respondents who report that they are satisfied with the overall service from their landlord	70%	80%
TPO2	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	75%	86%
TPO3	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	69%	81%
TPO4	Proportion of respondents who report that they are satisfied that their home is well maintained	70%	79%
TPO5	Proportion of respondents who report that they are satisfied that their home is safe	77%	78%
TPO6	TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	58%	72%
TPO7	TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65%	76%



TPO8	TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	70%	87%
TPO9	TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	35%	39%
TPO10	TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68%	54%
TPO11	TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	58%	71%
TPO12	TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	57%	60%

## Lightbulb

Quarter three Performance data for Lightbulb can be found at appendix 2

In terms of the budget position, the initial allocation for 24/25 was £381,229, this was less the funding that was top sliced to cover the costs of the pilots. Further funding was received of £69,075, with a carry-over of £400,881 from 23/24.

The total amount of budget available for this year was £851,185 of which we have spent £376,446, with a further £185,289 committed leaving a balance of £289,450.

Additional meetings of the Lightbulb Executive Board have taken place to agree the approach re the pilots for 25/26 and the introduction of the case worker role into the structure to help our residents identify builders, get quotes and manage ongoing relationships with contractors.

Blaby District Council and the Lightbulb Executive Board are still working on finalising the structure for Lightbulb going forward. This includes discussions around a business case developed by County around how Minor adaptations may operate going forward. Once this work is completed a report will be brought to Service Delivery Committee.

## Safe Spaces

The safe spaces project will be continuing to understand and develop the offer for people across the County who have hoarding behaviours. A recent review of the service shows that it is well regarded by Professionals, Clients and Family members of those using the service.



The only service improvement identified, was for more of the same. The underspend carried forward from the previous year, will be used to appoint a social worker with ASC. Development of this part of the project has been delayed in part due to staffing changes at LCC, the business case is currently with Directors at LCC. The Safe Spaces Performance Dashboard can be found at appendix 3

### **Assistive Technology & Dementia Pilot**

The focus for Assistive technology and Dementia pilot over the next 12 months will be to review the service offer this will be carried out by the Assistive Technology Project Team leader following this a vision will be developed for the project and a district wide dementia offer. A similar amount of funding as last financial year is being requested again. See the Home Gadgets Performance Dashboard at appendix 4

### **Housing & Respiratory Illness Project**

The Housing and Respiratory Illness Project will continue to develop the delivery pathway identified in the initial stages of the pilot. Working with Partners to understand the impacts of housing on health and offering a robust and accountable referral system which is easy to use for the referring professional and by providing consistent, high-quality data. The project will also look to fill the gaps in service delivery by providing a training pathway for Housing Enforcement Officers across the County, if the option to provide the additional funding is approved.

Our budget allocation for 25/26 is £571, 074 of which £125, 920 will be top sliced to cover the costs of all the proposed pilots if they all go ahead, some are still to be confirmed. The Housing and Respiratory Illness Dashboard can be found at appendix 5

### **Leicestershire Building Control Partnership**

In terms of this quarter for Oadby & Wigton, £13,531 of the income generated has been in this borough. Our market share was 35% in October, dropping to 32% in November but then rising to 63% in December.

This has been a difficult quarter for the partnership as they have gone through two audits one internal audit and an external one by the Local Authority Building Control (LABC). There were no major issues that came out of these audits which was positive. The Partnership however has been open to a third audit which commenced on the 13<sup>th</sup> January by the Building Safety Regulator (BSR). Leicestershire Building Control Partnership is one of fifty building control providers that are being audited in the first batch of the BSR programme.

Chief Executives have received a letter from Ministry of Housing Communities and Local Government (MHCLG) regarding the new building safety levy that is to be introduced and the new burdens money that will be allocated to cover staff, training and IT costs to implement this. The Leicestershire Building Control Partnership will be developing a proposal for how they will manage this on our behalf and this will be agreed at a future Executive board meeting.

Collection of the new building safety levy will commence in September 2025.



## 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 over 140 applicants' details for the Household Support Fund.

#### Benefits Performance

Speed of processing new claims HB/CTS	Q3 Actual
Target 28 days	17.30 days

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

Speed of processing Change in Circumstances	Q3 Actual
Target 10 days	2.23 days

#### Benefits Calls

Quarter 3	Oct	Nov	Dec
Number of calls	245	418	185
Number of calls answered	236	409	184
Percentage answered	96.32%	97.84%	99.45%
Number of abandoned calls	9	9	1
Average wait time before abandonment (m:ss)	0:27	0:47	0:08

#### 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.



<b>FIO referrals Q3</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number of referrals completed	68	80	40

## **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.

During this quarter there was a temporary Business Rates and Recovery Team Leader, this vacancy has now been filled. There has also been a long-term sickness absence within the team.

### Business Rates Calls

<b>Quarter 3</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number of calls	67	59	42
Number of calls answered	58	51	40
Percentage answered	86.56%	86.44%	95.23%
Number of abandoned calls	9	8	2
Average wait time before abandonment (m:ss)	4:00	2:21	5:28

## **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.

There has been a change in the way the Team receive and process work coming in, with the introduction of DASH as a workflow. This change allows closer recording and monitoring of work being received and processed.

<b>Q3 Council Tax Recovery</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Reminders	247	379	429
Finals	51	87	43
Summonses	162	240	0
Liability Orders	109	135	190



<b>Q3 NNDR Recovery</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Reminders	39	18	20
Finals	31	16	5
Summonses	5	17	0
Liability Orders	8	12	8

### 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.

<b>Quarter 3</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number of calls	197	224	173
Number of calls answered	173	200	153
Percentage answered	87.81%	89.28%	88.43%
Number of abandoned calls	24	24	20
Average wait time before abandonment (m:ss)	0:21	1:26	0:27

### Recovery Calls

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

### Recovery

<b>Quarter 3</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number of calls	446	488	365
Number of calls answered	408	442	335
Percentage answered	91.47%	90.57%	91.78%
Number of abandoned calls	38	46	30
Average wait time before abandonment (m:ss)	3:00	3:08	4:29

### 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)	Oct	Nov	Dec
	%	%	%
<b>Council Tax</b>			
Target Rate	66.79	76.09	85.20
Actual Collection Rate	64.25	73.21	82.11
<b>National Non-Domestic Rates (NDR)</b>			
Target Rate	65.14	73.99	82.29
Actual Collection Rate	67.10	72.23	79.50

This is comparable to the position we were in at the same time last year.

### **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.

Q3	Oct	Nov	Dec
No of Council Tax properties	24,493	24,526	24,527
No of Council Tax Direct Debits	19,076	19,050	18,763
No of Single Person Discounts	7,650	7,620	7,632
No of Businesses	1,420	1,420	1,423

### **IT Team**

Throughout Q3, the IT team have prioritised the external cyber security audit as this is a key audit that checks all elements of the infrastructure. The audit is trying to find vulnerabilities in the Councils infrastructure whereby it tries to penetrate the network from an external perspective, a user's device and known cyber threats. The audit then reports on anything that could be improved or changed to increase the chances of preventing a cyber threat affecting the Council.

The results/report was received in December and very positive. There were no major issues or vulnerabilities found, but they have given some lower threat recommendations that the Council can adopt to improve further. An action plan has been created and the IT team are working through this to ensure we are as cyber secure as possible.

Throughout this period, we have also rolled out Windows 11 to all users. Following testing with 15% of the work force, this was rolled out to all staff throughout Q3.

In December, it was time to renew the Councils VPN certificates for end user devices which was completed with no downtime to staff to ensure a seamless update whilst maintaining service provision for the entire workforce. The other main focus has been dealing with annual leave and preparing for the Christmas closure.

See key information of service delivery below:



	<b>Type</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Number of contacts	Service Desk	70	76	56
	Email	14	10	11
	Walk in / Phone	32	32	18

<b>Standard</b>	<b>Target</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
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%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
Major changes completed by IT team	<p>External Cyber Security test started</p> <p>Team undertook some Microsoft workshops to ensure we are best utilising Microsoft products</p>	<p>External Cyber Security test completed</p> <p>Completed recruitment for vacant post</p> <p>Tested Windows 11 with select users</p>	<p>VPN certificate renewal</p> <p>Moved all devices to Windows 11</p>

## Communications and Marketing

### Our email subscription service

<b>Measure</b>	<b>Q3 Totals</b>	<b>Comparison to previous quarter</b>	<b>Percentage of possible subscribers</b> (based on 42,000 adults registered to vote)
Total subscriptions	13282	+2.2%	31.6%





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

<b>Measure</b>	<b>Q3 Totals</b>	<b>Comparison to previous quarter</b>
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	78.2%	-0.9%
Open rate	52.4%	+3.2%
Bulletins sent (in quarter)	49	+4
Emails delivered (in quarter)	202,765	+19.1%

#### **Subscribers by topic (email subscription service)**

<b>Topic</b>	<b>Number of subscribers</b>	<b>Comparison to previous quarter</b>
Citizen's Panel	103	-1%
Community & Voluntary Sector	3272	+4.8%
Community Safety, Crime & Anti-Social Behaviour	1582	+12.9%
Consultations & Surveys	3355	+4.2%
Council News & Information	7068	+1.8%
Health, Wellbeing, Sport & Leisure	4959	+2.7%
News for Businesses	1226	+2.1%
News for Council Tenants*	1071	+4.1%
Planning	401	+112.1%
Private Sector Housing News	559	-2.4%
Recycling, Refuse & Bin Collections	6193	+2.4%
Sports Clubs	12	N/A
What's On & Events	3821	+3.2%

\* 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.

[\*\*Borough recognised as East Midlands in Bloom's least littered entry as it scores 14th consecutive Gold Award\*\*](#)



[Consultation launched on review of local election boundaries in Oadby and Wigston](#)

[Support the boroughs Remembrance parades this November](#)

[Solar Panel installation commences at Wigston Pool and Fitness Centre](#)

[Borough bin review to maximise efficiency and prioritise heavily used areas](#)

[Oadby & Wigston volunteer heroes celebrated at glitzy awards evening](#)

[Popular scheme returns as 1,000 free trees gifted to Oadby & Wigston residents](#)

[Budget Consultation - 2025/26](#)

[Council Leader's statement on English Devolution White Paper](#)

[Read the latest 'Our Borough' now!](#)

[Salon 62's 'Santa's Workshop' scoops top prize in borough's Christmas shop front competition](#)

## Social media

<b>Measure</b>	<b>Facebook</b>	<b>Comparison to previous quarter</b>
Number of Followers	4965	+574
Number of posts	91	-22.2%
Post reach*	167,849	-8.4%
Engagement – reactions, comments, likes and shares	2,838	-1.6%
<b>Measure</b>	<b>Twitter</b>	<b>Comparison to previous quarter</b>
Number of Followers	2668	-24
Number of posts	57	+5.2%
Post impressions*	11,400	-24.5%
Engagement – reactions, comments, likes and shares	142	-40.8%



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

## **Policy, Performance and Transformation**

The Policy Performance and Transformation Manager continues to work with both the Clean & Green team and the Revenues & Benefits team on service improvements. The Council Tax team has now fully moved to using the DASH system as their workflow. The Business Rates section is next in line to migrate, and work is currently underway to achieve this.

Following a successful assessment we achieved the Customer Service Excellence award for the fifth consecutive year, earning 10 Compliance Pluses. This achievement reflects the dedication and hard work of staff who have risen to the challenges posed by organisational change.

The new compliance system has been implemented for managing Freedom of Information (FOI) requests, leading to a reduction in response times. Work is now progressing on phase 2 and moving complaints administration over to this platform.

## **HR Team Update**

### **Headcount**

<b>Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q3 (31.12.24)</b>			<b>Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q3 (31.12.23)</b>	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	172	164	186	178.77
Number of Temporary Staff (Agency Workers)	5	5	6	6
Total	177	169	192	184.77

In addition to the agency workers listed above there were also 86 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

<b>Reason for cover</b>	<b>Number of agency days worked</b>
-------------------------	-------------------------------------



Sickness	32
Annual Leave/Contractual Bank holidays in lieu	45
Replacement for Permanent Staff	0
Extra Agency staff to cover extra Monday & Tuesday rounds & compost	9
Total	86

The number of agency workers in our Waste & Recycling team has reduced considerably from earlier in the year following the move to fortnightly bin collections and that we need much fewer staff to cover the Monday/Tuesday rounds and compost although that have been a number of days needing to be covered due to sickness.

### Staff Turnover

As you will see from the table below staff turnover has decreased over the previous 2 years. We are just slightly above the median local government rate of 14%.

<b>Staff Turnover - Yearly comparison</b>		
	<b>2023/24</b>	<b>2022/23</b>
Average Head Count for the period	177.5	178
Number of Leavers	28	29
Staff Turnover	15.77%	16.29%

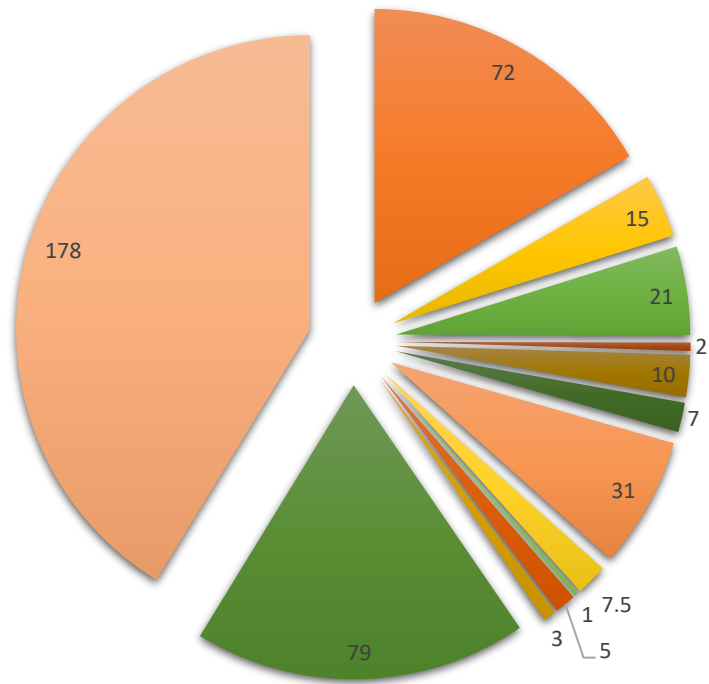
### Staff Sickness

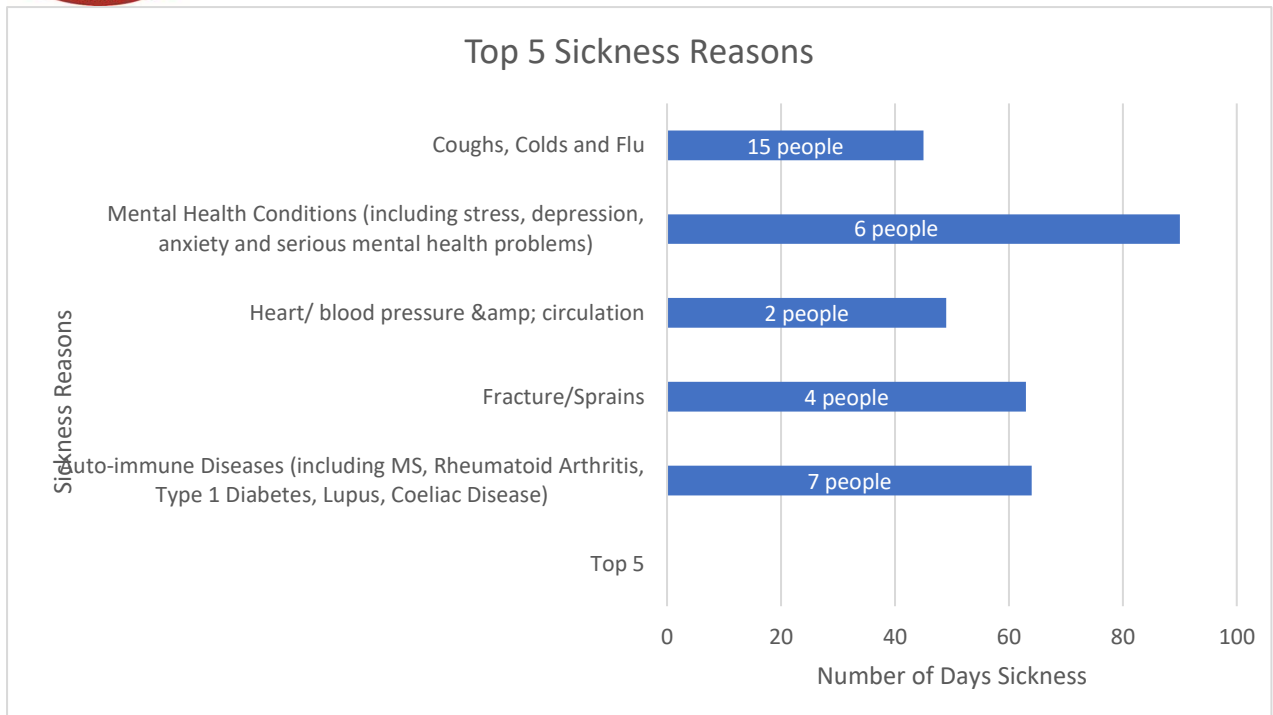
In Q3 2024-2025 our total number of days lost due to sickness was 431.5 days.



## Number of Staff Sickness Days Q3 2024-2025

- Clean & Green
- Corporate Assets
- Customer Services
- Economic Regeneration
- Environmental Health
- Finance
- Housing
- HR
- Legal & Democratic Services
- Planning Policy & Development
- Regulatory Services
- Revenues & Benefits
- Waste Services





The most common reason for sickness absence tends to be mental health conditions. Although we have a high number of days lost due to this reason it is a limited number of employees who are on long term sick leave who are affected and could be for a range of reasons including personal reasons.

Other common reasons for longer term absence include auto-immune diseases and fractures/sprains. Colds/Coughs/Flu are also common and this tends to be limited to short term absences, particularly during the winter flu season.

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 (EDI)**

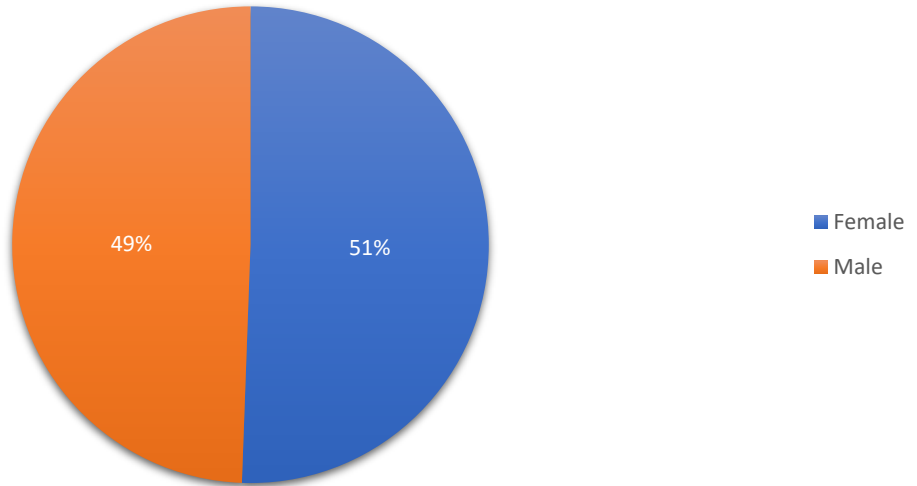
To better understand our employee profiles, we ask staff to provide us with their EDI information. Staff members do not have to provide this information, it is optional for them to do so.

The data presented below is a snapshot of the information we currently have. The HR Team will continue to encourage staff to provide us with this information to help us close the data gap.

The Council has a 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.

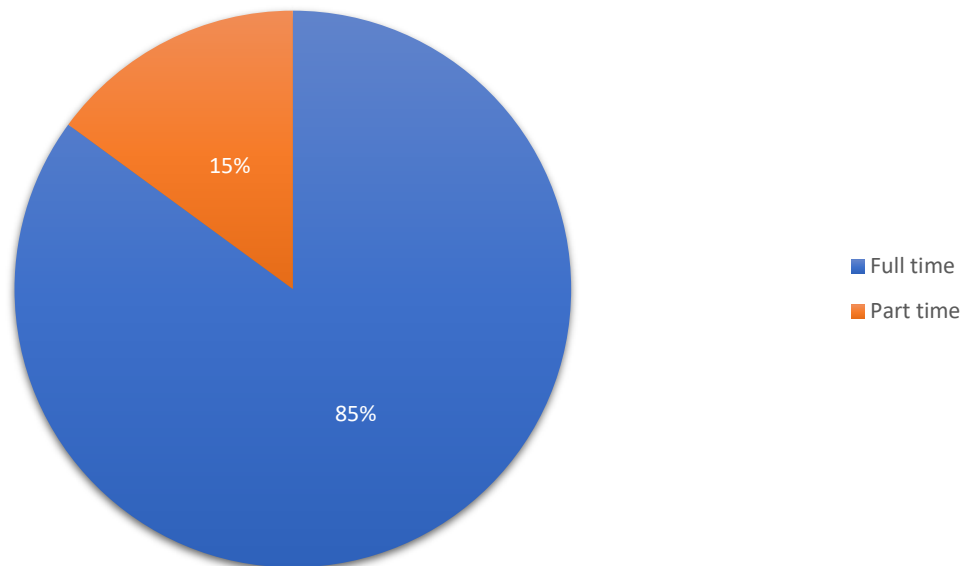


### Gender Profile



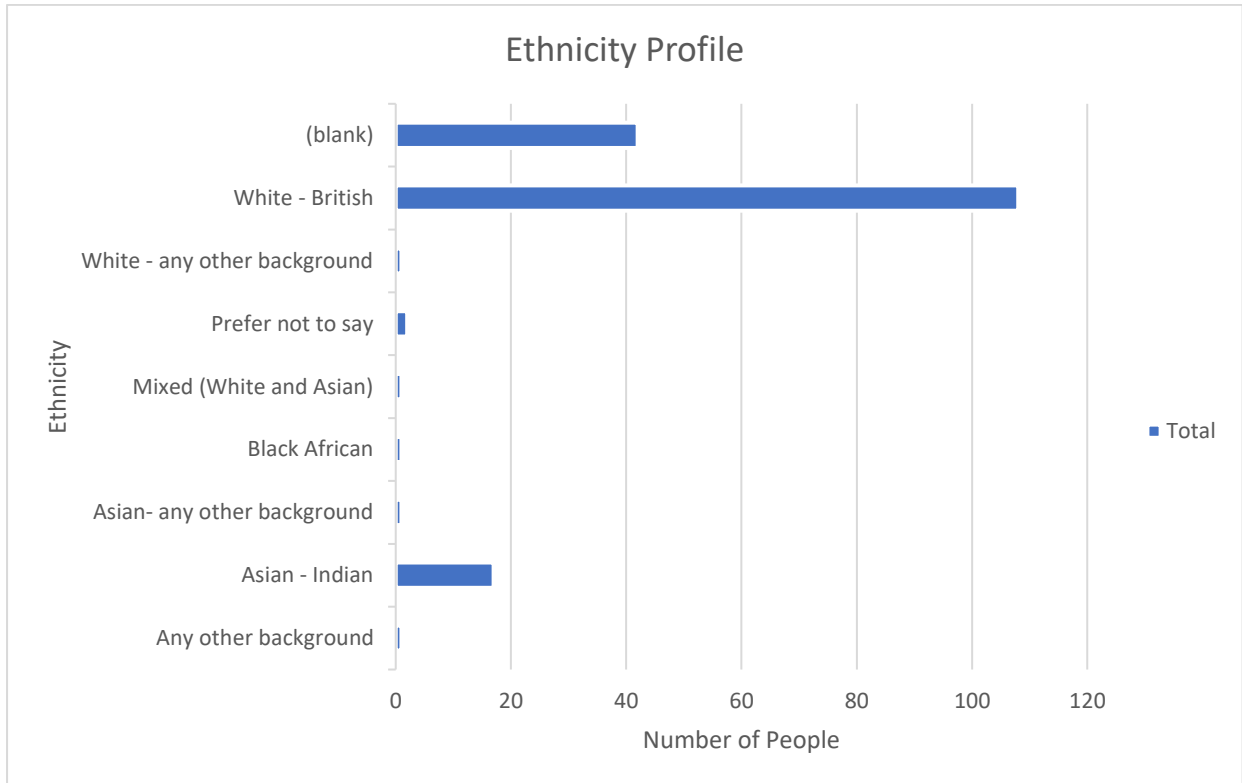
We have approximately 15% of employees who work part-time which is fairly low compared to the national average which is 24%.

### Employment Type Profile

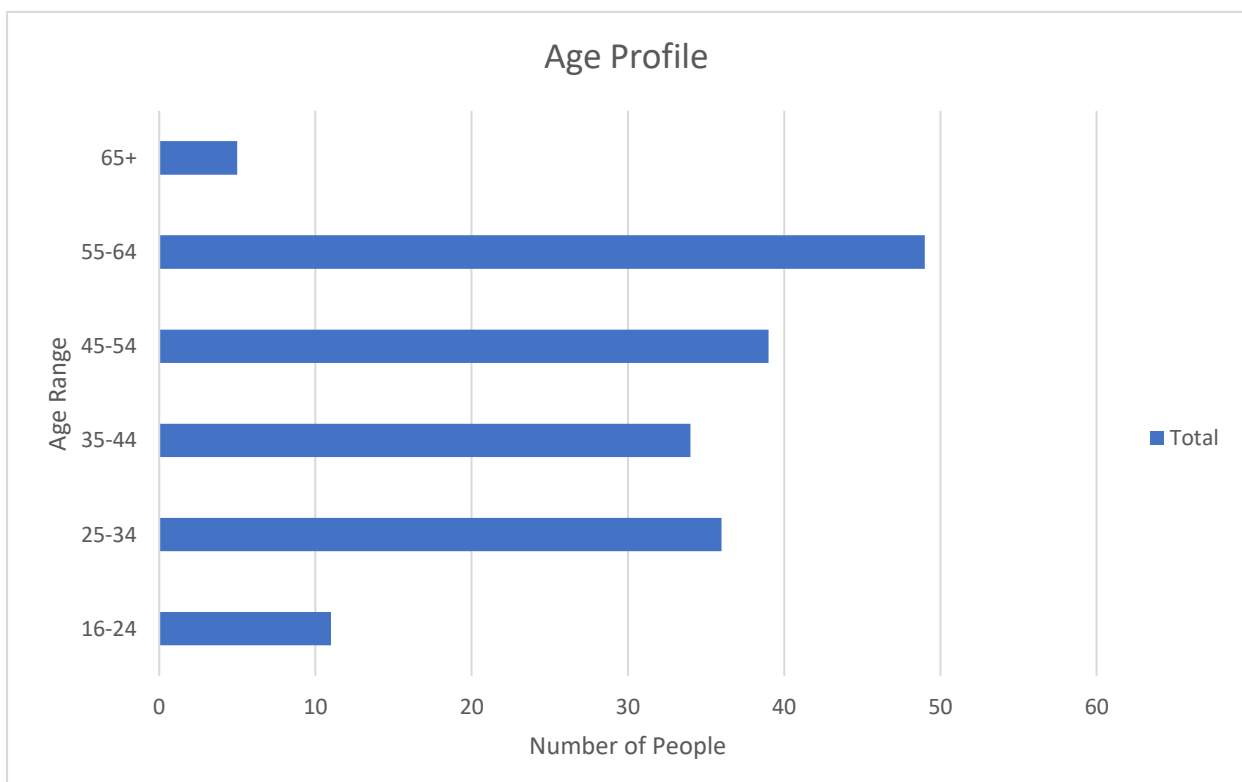




Our current data show that we have a high proportion of White British employees, followed by Asian employees, then a lower proportion of Black employees. This may be due to our local demographics. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black.



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

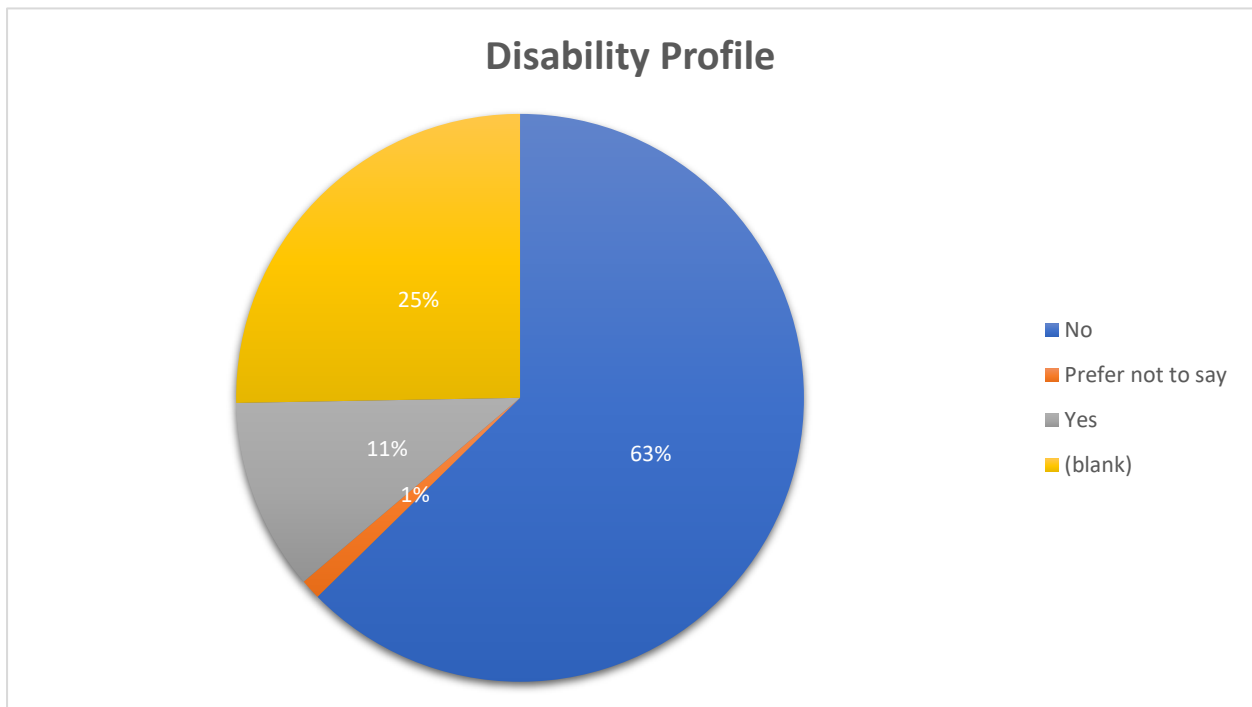






According to the Office for National Statistics 17.7% of the population are disabled but the national local government disability profile is that only 5.1% of local government employees are disabled. According to our current records 11% of our employees are disabled.

We have recently become Disability Confident Committed which should encourage disabled employee to come and work with us. Disability Confident helps us successfully employ and retain people with disabilities and health conditions.



## **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. The Regulatory Compliance Apprentice who has now passed her assessments and exams and become a Regulatory Compliance Officer will be enrolling on a 2 year food course during Q4 which will give us added resilience and provide much needed capacity in this area of work. There is still a backlog of inspections which we are working hard to recover and we have a plan set out to ensure all high risk inspections will be completed by the year end. Staff absence and a greater demand for our other services has not helped. The Manager is now providing a day a week operational cover to ensure the day to day Environmental Health service can cope. During Q3 we had a food service audit which gave significant assurance overall while recognising capacity is an important issue.

During quarter 3, 4 inspections took place, 2 businesses had several revisits following their inspection due to pest proofing issues and hygiene issues. One involved the service of a



Hygiene Improvement Notice. 5 new businesses have registered with all 5 triaged, and all 5 classed as high risk which will 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 33 new food businesses registered that require an inspection. There have been 28 food and health and safety complaints investigated in this period.

The team are continuing to work with the FSA, the Food Crime Unit, and Trading Standards in relation to food packaging.

Environmental health service requests have increased this quarter with over 400 received relating to side waste, alleged fly tipping, abandoned vehicles, noise and pollution related incidents. One fixed penalty notice was issued for a fly tipping offence.

In Q3 no welfare burials were handled.

A case referred to the Crown Court for a trader working unlawfully during Covid along with other offences was concluded and the trader responsible received a 71 month custodial sentence, along with a 10 year directorship ban. The trader will serve approximately half of the sentence in prison and then will be released on licence. If he breaches his licence conditions, he will be recalled to prison to continue the remainder of his sentence. Trading Standards were the lead agency supported by Environmental Health.

The Council attended a Defra workshop on PM 2.5 (particulate matter less than 2.5 microns in diameter which due to their small size can travel far, and many can be inhaled and enter the bloodstream). This work is looking to examine options for real time measurement, see what future controls are needed, clearly define objective levels, and how practically we can make a difference working more effectively.

The Parklands Primary School air quality school pilot project is unlikely to continue into Q4. Much work has taken place with the support of the school in the last 2 years. Unfortunately at this time the school are unable to commit staff and pupil time going forward. Launde Primary School is one that is now being considered. They are keen to work with us to improve outcomes for their children, to improve knowledge, understanding, reduce inactivity levels for their pupils and reduce congestion issues in and around the school at peak times.

In Q3 we consulted on our first ever Air Quality Strategy and this will set out our key objectives to improve local people's health and wellbeing. This also meets with the new mandated requirement from the Government that all local authorities should have an air quality strategy for their area. It is recognised that local government has an essential role to play in delivering cleaner air for communities and this will be considered by the Licensing and Regulatory Committee in Q4.

### Dogs

Animal Care Services Ltd (ACS) continue to be contracted to provide our statutory stray dog service. The agreement runs until April 2026 (with an option to extend a further 2 years after).

In the last 12 months they have collected 15 strays on our behalf with 0 put to sleep, 6 reclaimed by their owners (5 within 24 hours) and 5 rehomed. Only 1 dog had to be treated by the veterinary surgeon. Dogs prior to rehoming will receive a behavioural assessment.



We make stencilling requests direct (35 in the last year) and ACS will carry these out as and when they patrol. Our contract is for 6 hours per week of patrols in parks, open spaces, along footpaths and known problem areas. Most of the work is focussed on education and reminding dog owners of their obligations to remove dog fouling. No fines have been issued but 25 warnings given to dog owners who have then conformed.

ACS provide an invaluable service for us when assisting with dangerous dogs and banned breeds.

There is a consultation currently on our Public Space Protection Order which provides controls for dog fouling, keeping dogs on leads and dog bans from certain areas. This will be considered at the Licensing and Regulatory Committee in Q4 and then Council in April 2025.

### **Private Sector Housing**

The team are dealing with approximately 150 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	892
Number of exemptions	0
Empty homes undergoing renovation	13
Licenses pending	21
Licenses issued	765
Licenses withdrawn	104
Income	£646,204.01
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

We have now completed 303 property inspections within the selective licensing scheme area.

During Q3 a considerable amount of work has been carried to develop proposals for a new selective licensing scheme which, subject to approval, could start following the conclusion of the current one in May 2025. Consultation is currently taking place with a report and decision to be considered in Q4.

#### Empty Homes

Proactive work on empty homes is currently limited due to a focus on the selective licensing scheme inspections. Reactive work continues with tackling empty homes on a complaint basis. In Q3 we have issued two properties with Prevention of Damages by Pests Act notices.



## Energy Grants Projects

We are currently in the process of commencing the close down for the Social Housing Decarbonisation Fund, Wave 2.1 where measures have been successfully installed into 72 properties with a further 5 being surveyed at the moment. In total 150 energy efficiency measures will be installed across the term of the scheme.

We have also received an indicative figure for the new governments private homes scheme called Warm Homes: Local Grant which would provide us with £1.78 Million of funding for the initial two years of the scheme with potential for further funding in year three subject to the Department for Energy Security and Net Zero approving further funding for the scheme nationally. A decision is likely after April 2025.

## **Licensing**

A case file is being prepared for a former licensed premises for allegation around noise nuisance and contravention of Licensing Act 2003. This follows joint working with Environmental Health over an extensive period.

The Institute of Licensing have produced some new guidance for taxi and hackney carriage drivers. We are in the process of updating our policy to reflect this along with a revision of our penalty points system. The proposed changes will be considered by our Licensing and Regulatory Committee in Q4.

All animal welfare establishment have now been inspected.

## Q2 licenses processed

New and renewal vehicles	102
New and renewal drivers	36
New and renewal operators	2
Street collections	5
Small society lottery	2
House to house	8
Other licences	17 (4 relate to animal welfare)
Licensing Act	22

## **Community Lottery**

A successful volunteer event was held in November 2024. This was supported by and promoted the work our community lottery, recognising the value that our local volunteers and community groups make.

We are now required to provide quarterly Gambling Commission regulatory returns. I am pleased to report there are no issues to raise in Q3.

Our Gambling Licence has been updated to include the Section 151 Officer as Annex A along with the Head of Law and Governance. An Annex A individual is a person ultimately responsible for ensuring we comply with all the Gambling Commission requirements.

There are 29 good causes currently signed up and 417 tickets sold approximately each week which is generating £13,010 in annual revenue for our voluntary and community sector.



## **Corporate Assets**

### **Staffing**

A new assistant premises officer was recruited in October which allows for more resilience within the team.

### **Training**

From discussions during appraisals and previous one-to-one meetings, a comprehensive training program has been implemented across the team. This aims to ensure that all staff have the necessary skills and knowledge while also improving the team's overall resilience. The training will continue to be rolled out over the coming months

### **Events**

The Clean and Green team have helped with the following events by ensuring the areas were clean and tidy, while providing support wherever needed

- Remembrance Sunday Parade 10th November
- Beacon Lighting at Peace Memorial Park 11<sup>th</sup> November
- Oadby Light Switch on 16<sup>th</sup> November
- Wigston Light switch on 30<sup>th</sup> November
- Christmas Capers South Wigston 7<sup>th</sup> December

### **Pothole repairs**

Work has begun on repairing potholes and refreshing line markings across the borough's car parks.

In this quarter the following car parks had works-

- Sandhurst street- pot hole repairs- 19<sup>th</sup> November
- East Street Car Park – pot hole repairs- 21<sup>st</sup> November
- Spring Lane- line marking- 21<sup>st</sup> November
- Aylestone Lane -Line marking- 25<sup>th</sup> November
- Station Street- Line marking - 27<sup>th</sup> November

The following works are due to take place in the next few months weather permitting

- East Street Car Park- Line marking
- Kirkdale road- pot holes and line marking
- Wigston Swimming pool- line marking

### **Parking**

We have been collaborating with our parking machine contractors to resolve issues with our card readers. Following a successful trial at Parklands, we are now preparing to install 20 new card readers across all our car parking machines to enhance efficiency and user experience.



## Penalty Charge Notice Issued, and income generated

2024	PCNs Issued	Income generated
October	94	£2,401
November	88	£2,349
December	46	£1680
Total	228	£6,430

## Complaints, FOI's Member Enquiries and Dash

Area	FOI	Complaints stage 1	Members Enquiry	Dash
Cemetery	1	0	2	8
Allotments	0	0	0	36
Parking	3	0	0	27
Pavilions	0	0	0	3
Cleansing	1	0	5	177
Green	1	0	1	35
Other	3	0	4	24
Total	9	0	12	310

Corporate Assets received 331 enquiries through the channels mentioned above, with the majority submitted via the customer service team and the DASH system. There has been additional enquiries received through email and customer calls, which are more difficult to quantify.

### Ministry Of Justice Community Payback

The weekend team have been very helpful in clearing overgrown vacant plots and carrying out winter maintenance of hedges at the Aylestone Lane allotments. They will soon begin similar work at the Wigston Lane allotments.

The weekday team has completed winter maintenance at Blaby Road Park and the Peace Memorial. They are now focusing on the junior play area project at Brocks Hill. This work has been a great asset to the Clean and Green team and allowed them to focus on other work.

## Community and Wellbeing

### Leisure Contract – provided by SLM

The Autumn/Winter Period of October through December is notoriously the slowest period of the year in the leisure industry with dark nights, cold and wet weather and lots of other distractions including Christmas and New Year. Similar to the previous period it is one which is difficult to predict for activity use as this is very weather dependent, if the weather is mild we can expect an increase in the people attending the indoor leisure environment, however if the weather is inclement and cold people are looking to go home and get warm rather than come out to the Local Leisure Centre.

Review:



It is pleasing to note that gym use and group exercise classes had a good increase like for like on last year, with more users accessing the facilities particularly after the investments at Parklands to increase weight resistant equipment, 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 55,880 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was 59,190 customers per month coming through the doors. The main decrease we have seen were in October and December where movement in School Holidays and noted above the weather being better than it was the same period last year so less people came to use the centres.

We do note that Swimming lesson numbers are down on last year which particularly impacts on user numbers as shown with spectator visits dropping commensurately. The biggest driver in this is post COVID swimming lesson numbers grew rapidly as there was a year of missed swimming and now as time progress those additional children coming through the pools has reverted back almost to pre covid levels.

Description	Oct-24	Nov-24	Dec-24	Total	Oct-23	Nov-23	Dec-23	Total	Variance
Swimming	23,224	22,675	15,611	61,510	27,818	24,355	19,932	72,105	-10,595
Gym/Fitness Classes	22,657	21,836	17,068	61,561	21,504	19,526	16,206	57,236	4,325
Sports/Activities	4,799	4,638	3,956	13,393	4,863	4,546	4,880	14,289	-896
Activity Total	50,680	49,149	36,635	136,464	54,185	48,427	41,018	143,630	-7,166
Spectators	12,067	11,709	7,400	31,176	12,843	12,306	8,791	33,940	-2,764
Grand Total	62,747	60,858	44,035	167,640	67,028	60,733	49,809	177,570	-9,930

#### Membership:

Over the last Quarter the trend on core activities was good and Gym membership maintained a good like for like on last year which has shown some signs of recovery from previously where we have lost out in regards to competition and car parking related issues.

Swimming Lessons have taken a significant hit however and as noted in the usage we put this down to the post covid effect where swimming lessons performed at their highest ever levels and are now returning to Pre Covid levels.

Membership	Oct-24	Nov-24	Dec-24	Average	Oct-23	Nov-23	Dec-23	Average	Variance
Gym	4,415	4,436	4,388	4,413	4,409	4,426	4,334	4,390	23
Swim Lessons	2,750	2,695	2,783	2,743	2,913	2,916	2,868	2,899	-156
Total	7,165	7,131	7,171	7,156	7,322	7,342	7,202	7,289	-133



## Community Well-Being:

The Leisure Centres had yet another great quarter where we continue to deliver on this years 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

- The Winter HAF Junior Gym membership programme ran at Parklands. We managed to have a total of 29 users over the Winter break.
- We have had 2 referrals through the LCFC violence reduction programme.

### Healthy Ageing

- Through Q3 the senior sessions have been fantastic with 780 attendances. These include Senior Kurling, Senior Badminton and Walking Football.
- At Wigston Pools & Fitness we trialled a community health walk in. this walk was targeted at over 50s and people with long term health conditions. Its was a 30-minute walk around Blaby road park and back to the leisure centre for a hot drink. We had 4 attendances, but we have decided to relaunch on a different day.
- There's current 8 carer memberships across the 2 leisure centres.

### Healthy Communities

- In October we ran a Menopause Roadshow in partnership with Vita Health, Active Together and Age Concern menopause awareness. Over the course of the week, we ran sessions at across the leisure centres as well as an online event on world menopause day to celebrate and offer the information online that's was offered at the events. People attending the events managed to access specific exercise classes targeted at menopause such as Pilates, walking netball and aqua fit as well as to hear about the different signs and symptoms of menopause along with a specific diet that could support the management of the symptoms. it was a great success, and we managed to reach over 200 people over the week!
- As part of our partnership with the Leicestershire FA, they delivered partnership footballs to each site.
- The ladies No strings badminton session had 114 attendances • The social pickleball session at Parklands had 48 attendances through this quarter

### Healthy Lives

- Through Q3 we have had 5 referrals come through and start the programme. All of these signed up as members to access the exercise referral scheme. We will be looking to create some new marketing in the new year, to push new referrals.
- The Parkinson's membership offer currently has 71 members accessing the leisure centres in the Oadby & Wigston Borough.
- The steady steps maintainers had 115 attendances this quarter.
- The Heartsmart cardiac rehab programme had 964 attendances across the 4 weekly sessions.
- Escape pain plus we are now running at the centre had 72 attendances over the quarter.





## Healthy Workplaces

- Everyone Active attended the Leicester Business Festival skills workshop at University of Leicester Business hub. The event looked at bringing together local business to build a skills plan looking at the local sport and physical activity sector and making a collective effort to improve the conditions of the local sector to recruit, train, support and retain a more representative, inclusive, skilled and trusted workforce ready to support our local population.

### **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

### General:

In general although it is disappointing to report on numbers dropping, we have identified that a large majority of this is industry wide and not as of a local effect. W

We are confident in the understanding that a large proportion of this was based on customer choice being driven by the winter and the weather and despite this core gym memberships etc have maintained a parity on last year.

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 health and 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 team have continued to support boxing sessions provided by professional boxer Paige Murney and Waterfront Sports & Education Academy that engage with disengaged students at South Wigston High School. Funded by UKSPF, data will be gathered in Q4 for reporting.

Due to capacity challenges, Parklands Primary School have taken a step back with supporting the Council's Air Quality Project. A shift in focus to Launde Primary School has taken place.

Martha Jones, Public Health Apprentice and supported the relaunch and redesign of the Pantry Nook in South Wigston. The provision now runs weekly from Elliott Hall to support individuals and families with affordable groceries and household items. After 8 weeks, the Pantry now has 23 members supporting the project and have provided essential items to 63 adults. The Pantry also ran a Christmas hamper day where families were provided with affordable Christmas foods and items.



As part of the Community Health and Wellbeing Plan, Martha is working on the priority group for Physical Health. In particular, she is working on cancer screening rates in the borough. She is meeting with O&W PCN staff to look at the barriers to accessing cervical screening and how to promote more residents to take it up. Other colleagues are sitting on the Risky Behaviours with Young People priority group.

### **Health and Wellbeing – supplied by Blaby District Council**

In Q3, the health partnership was launched on the 19<sup>th</sup> of November with both Faye Gardiner and Tracy Gaskin in attendance.

The first working group for the Physical Inactivity priority commenced and was chaired by Faye Gardiner. Within this meeting, 4 key priorities were identified and set with delivery partners, funders and key stakeholders such as Active Together in attendance. The four identified priorities within Physical Inactivity are Older Adults, Ethnic Diversity Communities, Place based Approaches and Children and Young People. Within these priorities, the working group have begun to set objectives to deliver against, such as physical activity provision and education in Mosque Schools. Objectives for delivery are due to be finalised at the next meeting on the 12<sup>th</sup> of February when the full action plan will be outlined.

Faye and Tracy also attended the children and young people mental health working group on the 8<sup>th</sup> of November, where we were involved in discussions to shape the action plan to support Hussein Khan with the delivery of this priority and to gain a greater understanding of the support schools need regarding children's mental health.

We are currently in the process of writing a Sport England bid to support a 'place based' approach to delivery of physical activity and health initiatives in Oadby and Wigston Borough. We have identified an MSOA in OW using Active Lives and JSNA data where residents are the most inactive in Leicestershire and have poor health outcomes. The funding would support us to run community consultation in this MSOA area for 25/26 (contract dependant) with the aim being to use the data collected to shape the delivery of a targeted 9-week physical activity behaviour change programme supporting residents within this area to be more active and improve health outcomes as a result. This would involve signposting to local activities as well as providing new, targeted programmes in the community, with incentives and rewards for attending.

Tracy Gaskin attended the district health leads meeting on behalf of Oadby and Wigston on the 25<sup>th</sup> of November to discuss health priorities for the borough and will continue to attend this quarterly.

We are looking to recruit a full-time permanent health and physical activity post in early 2025 which would support the operational delivery of health initiatives in Oadby and Wigston and allow Faye Gardiner to provide more strategic support for the contract.

Meetings with Martha Jones, the public health apprentice, took place in November to outline where further support may be needed moving forward with health programmes in the borough.

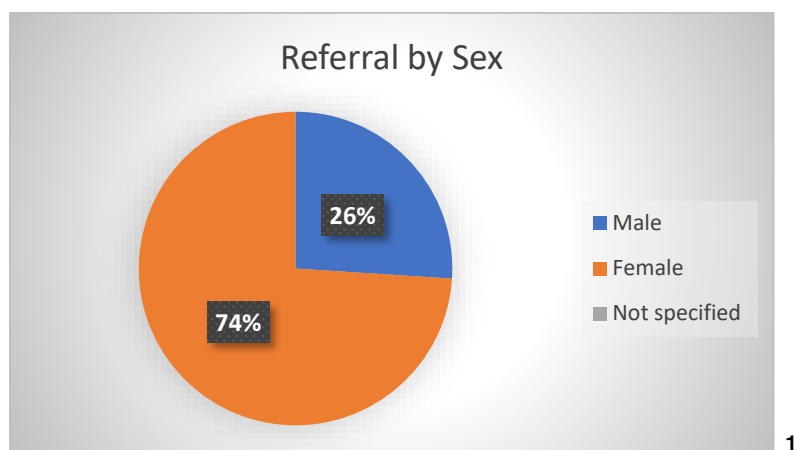


## **Sport and Physical Activity – supplied by Blaby District Council**

### **Referral Data**

We have successfully processed a total of 110 physical activity referrals from residents for Q3. This can be broken down into 73 self-referrals through the new pathway and 39 referrals directly from health care professionals. Of the OW referrals received, 56% were deemed as completely inactive at baseline.

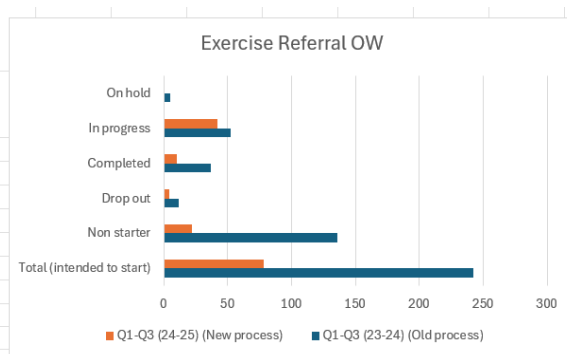
We have seen a considerable increase in the number of female referrals received since moving to a self-referral pathway, with 74% of referrals from Q3 reporting as being female. This is positive as women are more likely to be inactive (49% of female referrals are completely inactive vs 44% of male referrals). However, more targeted promotion to encourage an increase in male referrals should still be looked at.



1

### **Exercise Referral**

Status	Q1-Q3 (23-24)	Q1-Q3 (24-25)
	(Old process)	(New process)
Total (intended to start)	242	78
Non starter	136	22
Drop out	12	4
Completed	37	10
In progress	52	42
On hold	5	0
Unknown	0	0



The change in process from Health Care Professional referring into Exercise Referral at Parklands Leisure Centre to a self-referral process has had a positive impact on the number of non-starters, falling from 56% (136) in Q1-Q3 23/24 to 28% (22) Q1-Q3 24/25. Furthermore, dropouts from those starting the programme have dropped from 12 in Q1-Q3 of 23/24 to 4 in 24-25, a 67% reduction.



## **Easy Movers**

We have begun a new 'Easy Movers' circuit class at the Freer Centre, providing a new community offer for residents with health conditions who are looking to get active. We have had 19 participants attend so far with 106 attendances over the quarter.

## **Community Programme Feedback**

94.4% of participants agreed or strongly agreed taking part in one of our community programmes has increased their physical activity levels. Furthermore, 61% of participants said they agree or strongly agree they had seen improvements in their mental health. Finally, 89% said they were very satisfied overall with the programme they attended.

I have done more PA than I would of without the programme	To what extent do you agree or disagree with the statements about your participation in the activity. [It has helped me to manage my mental health]	How would you rate your overall experience of participating in the activity?	How satisfied were you overall with the programme?
94.4% agree or strongly agree	61.1% agree or strongly agree	83% rated their experience as Excellent	88.8% were very satisfied with the programme

Quotes from feedback
I enjoy pushing myself and learning new exercises that are helping me get stronger. I like that it gets me out the house each week for some time to myself.
My favourite part of the sessions is learning new skills, making friends and fitness. I love it and it's always something I look forward to in the week.
I love that I feel included in every session and everyone is made to feel welcome. I've also found out more about what is available locally to me.
Lovely group to walk with and Michael is very committed and a great walk leader. It has motivated me to walk more.

## **Q3 Attendance**

This quarter, we have had a total of **691 attendances** across our Level 2 community programmes and over **564 attendances** across our targeted health condition programmes (Level 3 and 4). Individual attendance figures are shown in the tables below:

### *Participation Numbers - Level 2 Programmes*



Session	Location	Started	Attendance
Walking Football	Wigston Academy	Ongoing	77
Walking Netball	Wigston Academy	Ongoing	96
Walking Cricket	Beauchamp College	Ongoing	81
Walking Hockey	Uni of Leicester Sports	Ongoing	106
Health Walks	5 x walks across borough	Ongoing	331
<b>Total</b>			<b>691</b>

*Participation Numbers- Level 3 Programmes*

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	110
Easy Movers	Freer Centre	Ongoing	106
Escapees	Parklands Leisure Centre	Ongoing	57

Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	9 Participants
Steady Steps Plus	Oadby St Pauls Church	Ongoing	91
Steady Steps Plus	Wigston Freer Centre	Ongoing	40
<b>Total</b>			<b>404</b>

*Participation Numbers- Level 4 Programmes*

Steady Steps	Participants	Attendance
Finished delivery – no programmes in Q3		

Cardiac	Participants
Oadby and Wigston	Parklands Leisure Centre
	10



## **Community Safety**

As of December all Safer Streets 5 actions for the Council have been completed to the satisfaction of both the OPCC and the Home Office. This work has seen the CSP arrange for the structural and electrical testing of 65 street lighting columns across the Borough to deter and reduce crime and ASB in hot spot locations identified via Partner data. Of these columns 20 were converted by Rapid Vision, the manufacturer of the CCTV units utilised by the Partnership, to host new units funded by Safer Streets bringing the total number deployed in the Borough to 25. These units are accessible via 4G and direct Wi-Fi, using dedicated software, by both the Council and the Police.

Remaining CSP funding provided by the OPCC has been earmarked for the identification, testing and conversion of around 10 additional columns in the Borough, focusing on South Wigston, to address new hot spot locations for crime and ASB raised via the CSP and JAG meetings. The OPCC are in support of this approach.

Additionally, within Safer Streets both the Oadby and the Wigston cemeteries have seen the installation of a dedicated, hinged CCTV column to host solar powered CCTV units purchased outside of the Safer Streets funding. An installation attempt for these cameras was made prior to Christmas but it was found that an engineer from the provider of the solar CCTV would be required as the system is not 'plug and play'. A date is being sought where both the engineer and Gary Moss are available in order to drop the columns and install the CCTV currently stored at the Depot.

In the wider Safer Streets work in the Borough there is only one remaining action open, managed by the Police and the OPCC themselves, focusing on target hardening and cocooning of properties that have been victim to, or are within an area of increased risk for, burglary. This action, although one of its original goals has been completed, has been extended due to public demand; the original target for target hardening was 400 properties with 746 assisted to date. For cocooning the target is 1,300 properties in the Borough with 1,162 assisted to date. A large driver in the success of this work has been a door knocking campaign lead by the OPCC and the Police Volunteers, and the extremely well attended target hardening event held at the Council Offices in November.

## **Anti-Social Behaviour**

The Community Safety & Wellbeing Manager has recorded **12** reports of ASB in Q3, please see chart below for monthly breakdown:

<b>Q3</b>		
Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 12		
Number of incidents per month		
October 24	November 24	December 24
3	7	2



Of these 12 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Taking drugs'. Other reports included 'Damage', 'Shouting and swearing', 'Presence of dealers of users', 'Verbal abuse' and 'Noisy neighbours'.

The Council's Housing Department have logged and investigated **10** reports of ASB. The most common reports being 'Noisy neighbours' and 'Verbal abuse'.

The Council therefore in Q3 have recorded and investigated **22** reports of ASB on the ASB system, please see chart below for number per area breakdown:

<b>Q3</b>		
Total number of ASB reports: <b>22</b>		
Oadby	South Wigston	Wigston
4	4	14

### Helping Hands – Information supplied by Helping Hands

From the 1st of October 2024 to the 31<sup>st</sup> of December 2024, approximately 387 residents from Oadby & Wigston used our services. The highest electoral ward area was South Wigston, with the Trust seeing approximately 114 clients from the area during this reporting period. This quarter, welfare rights were the highest matter for clients seeking support.

The Trust has continued to operate within the Borough in many areas due to additional funding support outside that provided by the Council. However, the funding received from OWBC remains a critical part of our operating model as it covers a significant element of our core costs.

### Electoral Ward, no. of clients OWBC

Client Address	Client Details
Electoral Ward	Count Number of Clients
Oadby Brocks Hill	7
Oadby Grange	13
Oadby St Peter's	32
Oadby Uplands	18
Oadby Woodlands	16
South Wigston	114
Wigston All Saints	36
Wigston Fields	60
Wigston Meadowcourt	51
Wigston St Wolstan's	40
<b>Report Total</b>	<b>387</b>

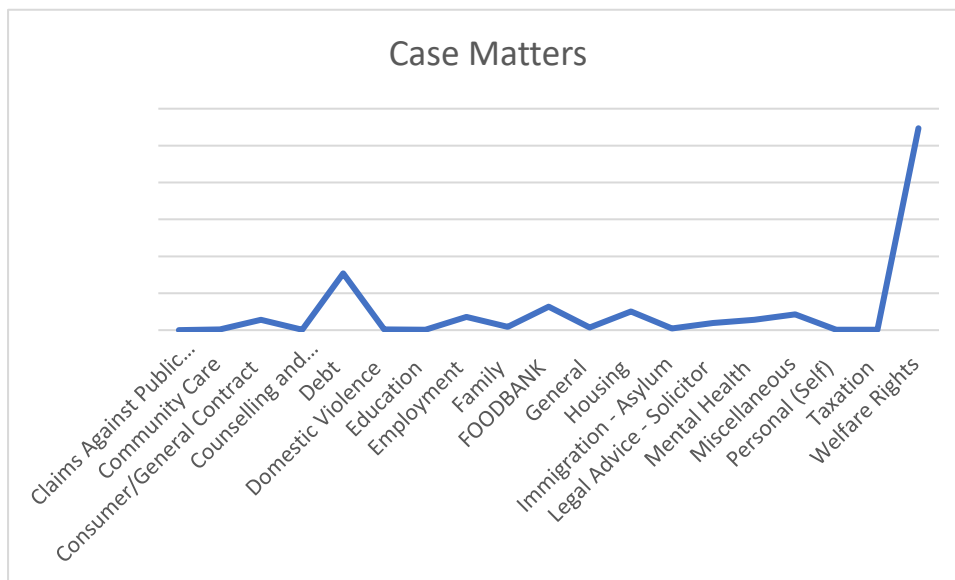


This report shows South Wigston was the highest electoral ward seeking support this quarter.

## OWBC FINANCIAL OUTCOMES

Client Address Electoral Ward	Case Outcomes Sum Annual Amount
Oadby Brocks Hill	£1,331.20
Oadby Grange	£0.00
Oadby St Peter's	£101,026.00
Oadby Uplands	£7,016.65
Oadby Woodlands	£10,968.53
South Wigston	£37,401.28
Wigston All Saints	£47,847.00
Wigston Fields	£12,859.13
Wigston Meadowcourt	£15,386.00
Wigston St Wolstan's	£60,179.91

## OWBC Matter Summary



This quarter, Welfare rights were the most sought-after advice and support needed. Debt was the second most sought-after advice and support. This is similar to other quarters in reporting, with welfare and debt being the highest case matters HHCT supports clients with.

Securing good financial outcomes and helpful advice on welfare and debt are core services in our delivery. However, HHCT supports clients with many different types of matters. This support is offered in a holistic and person-centred approach. The quality of advice and





support goes beyond the financial gains for the people we support within communities. Please see the case study below to reflect on the extra mile and person-centred approach that the team take in helping individuals and families across LLR.

## **Developments and moving forward**

We continue to work with many partners operating in the Borough. In addition to those who provide funding for us, we have a great working relationship with the Local Area Co-ordinators, the Social Prescribers (from O&W PCN), and other charities such as Menphys, Real Purpose, and The Bridge (a Leicester-based charity that uses our premises weekly). We also have drop-in sessions where clients can access legal advice through local solicitors. We continue to work to build relationships and networks across LLR.

In October, we held our AGM and Stakeholder event, which was a great success. The event allowed stakeholders to see the amazing work the HHCT team is doing.

We have also partnered with South Leicester Foodbanks to hold a Christmas event. We offered hot meals, games, and gifts to clients identified by HHCT or SLFB as volunteer clients in need over the festive period. We supported over 60 individuals/families at this event, and the feedback was very positive.

We have been involved with the winter pressures campaign via the Leicestershire Partnership NHS Trust. This has allowed HHCT to signpost, refer, and build awareness of services within Leicester, Leicestershire, and Rutland (LLR) to support people.

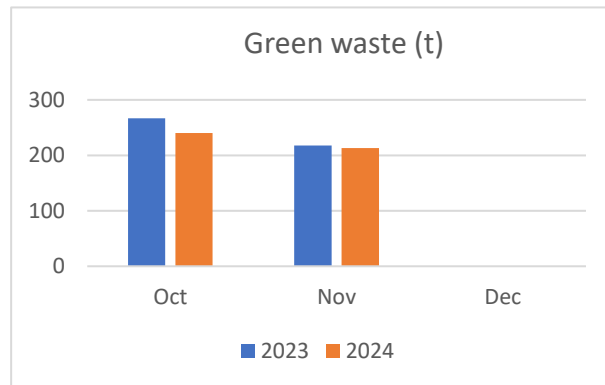
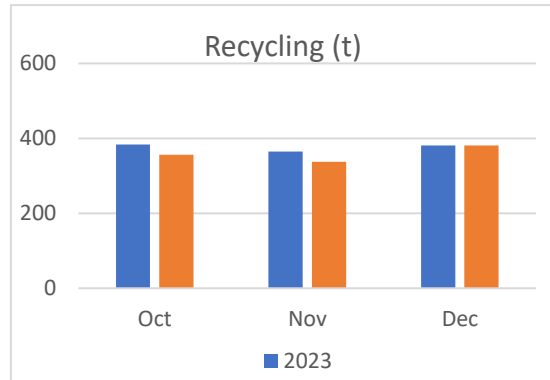
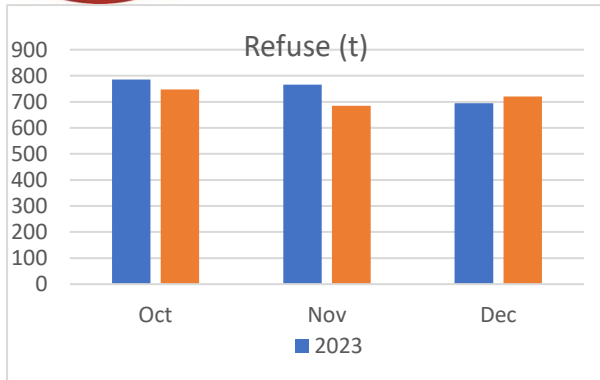
We are improving our marketing and media approach to build awareness of the support and services we offer to others in the community.

## **Refuse and Recycling**

In Q3 2024 there has been an overall decrease of 92.84 tonnes in the refuse collected, this is a 4.13% decrease compared to Q3 2023.


For the recycling tonnages, there has been a reduction of 54.94 tonnes in Q3 2024 compared to Q3 2023. This translates to a 4.86% reduction of recycling collected between these periods.


For the green waste collected there was a reduction of 31.34 tonnes in Q3 2024 compared to the Q3 2023, which equates to a 6.4% decrease. No tonnages are available for December due to collections being suspended during the winter months.




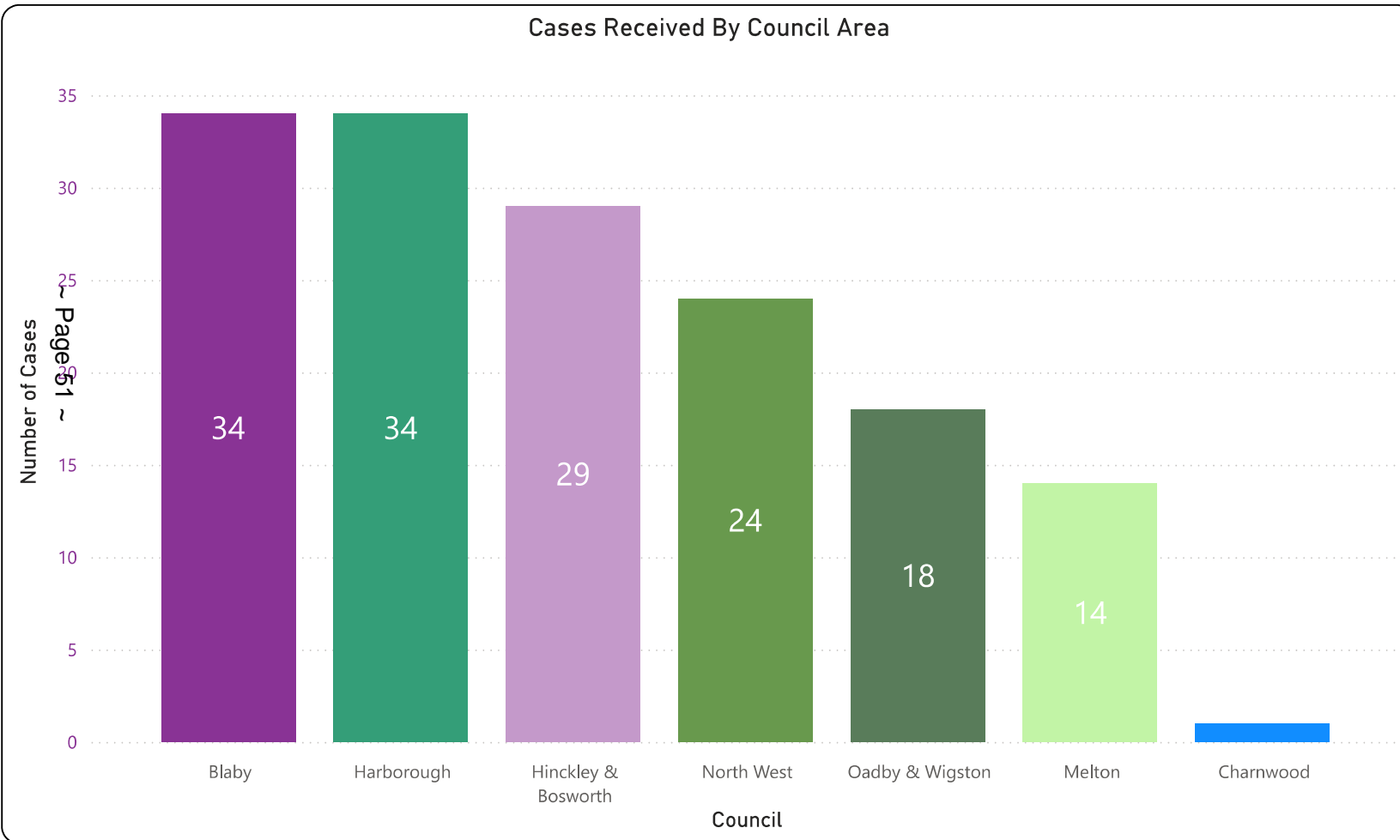
The chart below shows the breakdown of tonnage of the total waste collected per month.


Waste Type 2024	Oct		Nov		Dec	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	239.89	17.18	213.34	16.64	0.00	0
Recycling	356.12	25.49	337.38	26.31	381.22	33.09
Refuse	747.62	53.51	684.70	53.40	720.60	62.54
Other	53.43	3.82	46.88	3.66	50.33	4.37

**Enquiry Date**  
01/10/2024 


**Case Type**  
Multiple selections 

**Status**  
All 

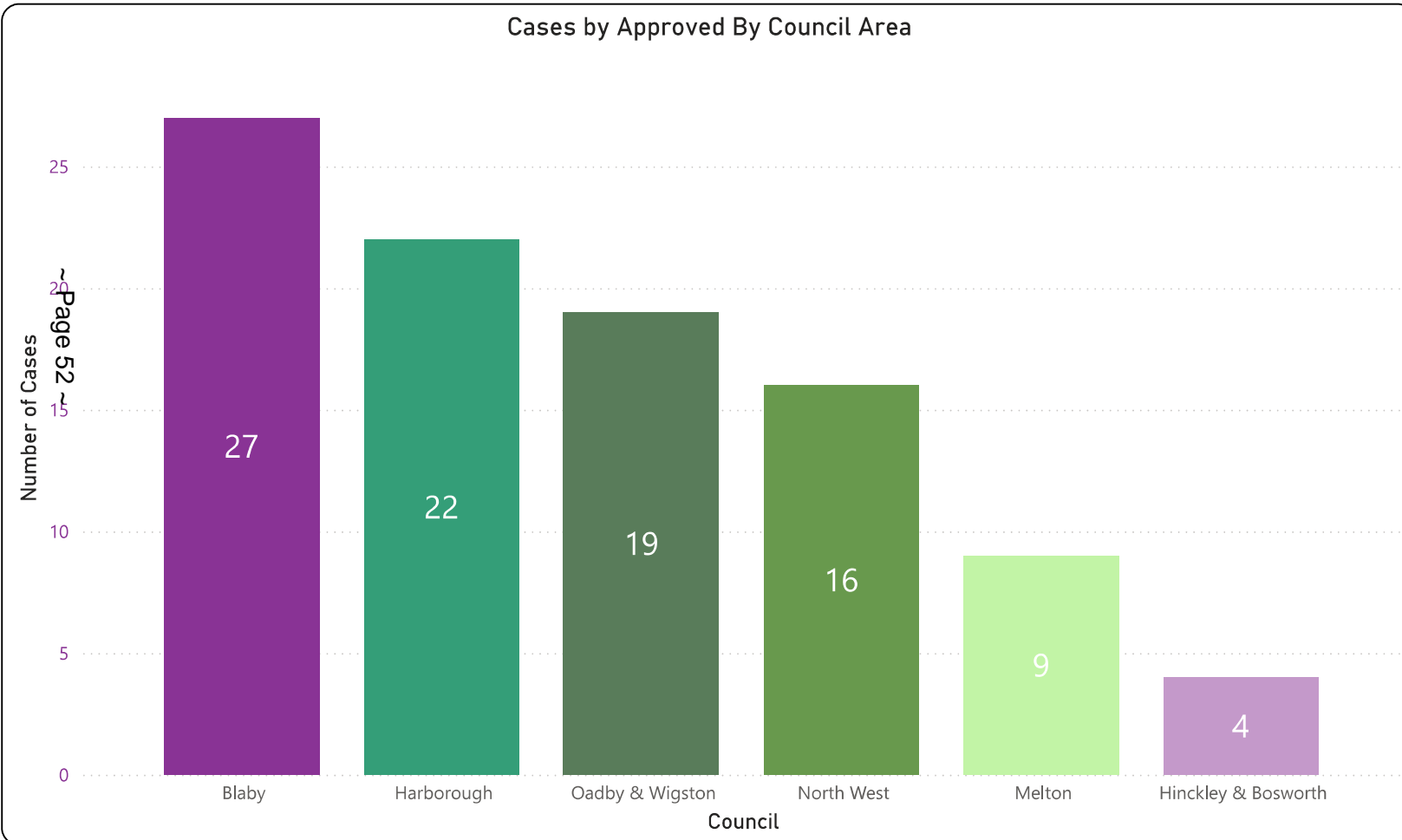


**Approved Date**  
01/10/2024 

**Case Type**  
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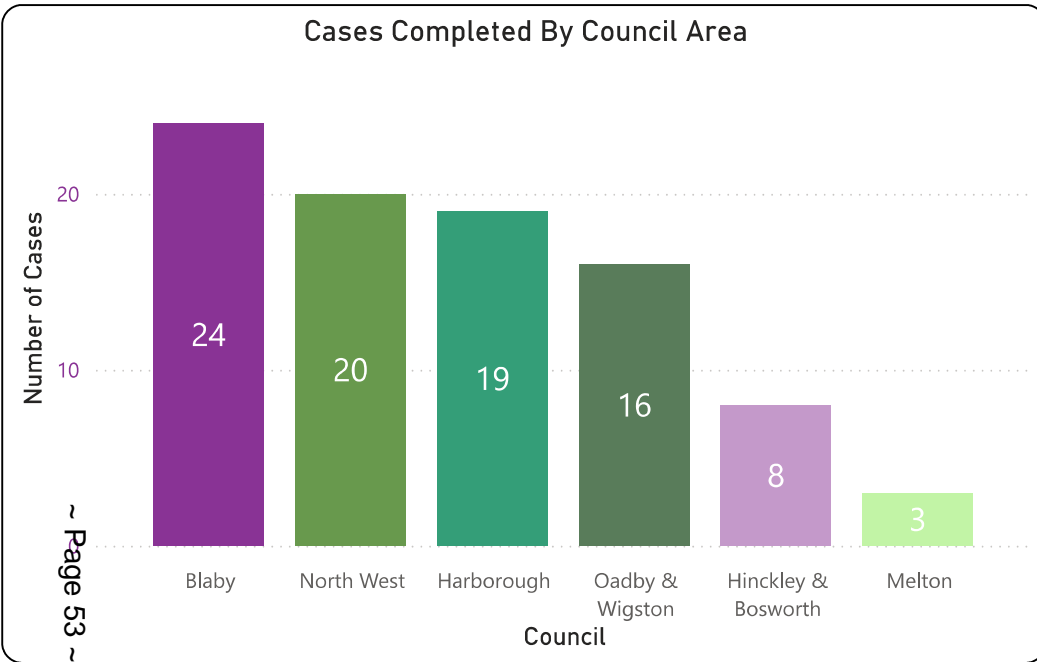
**Status**  
All 

Cases by Approved By Council Area



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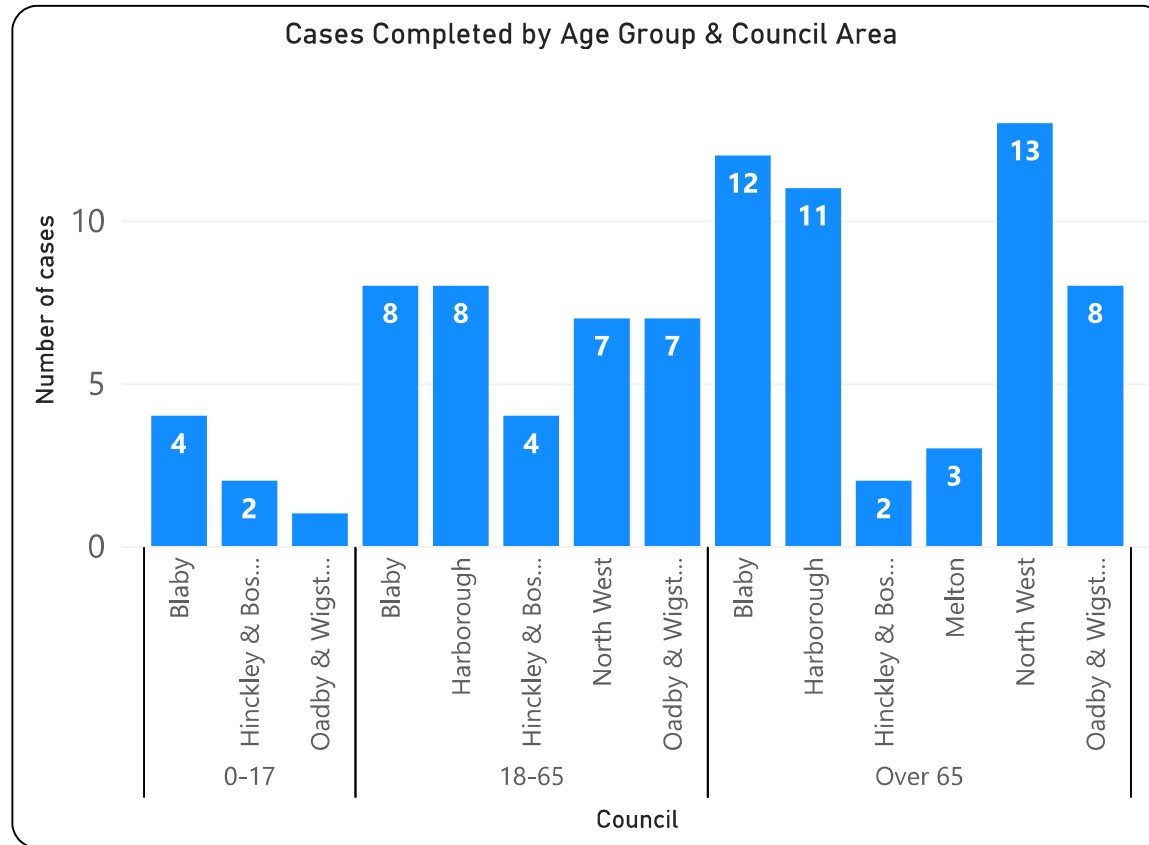
Cases Completed By Council Area



Case Type

Multiple selections

Cases Completed by Age Group & Council Area



Signed off (Completed) Date

01/10/2024



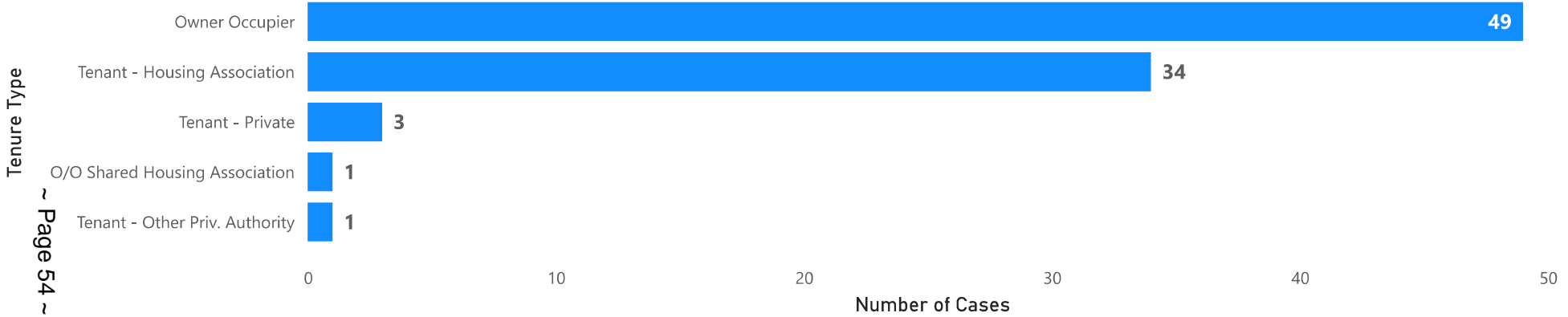
Signed off (Completed) Date

01/10/2024 

Case Type

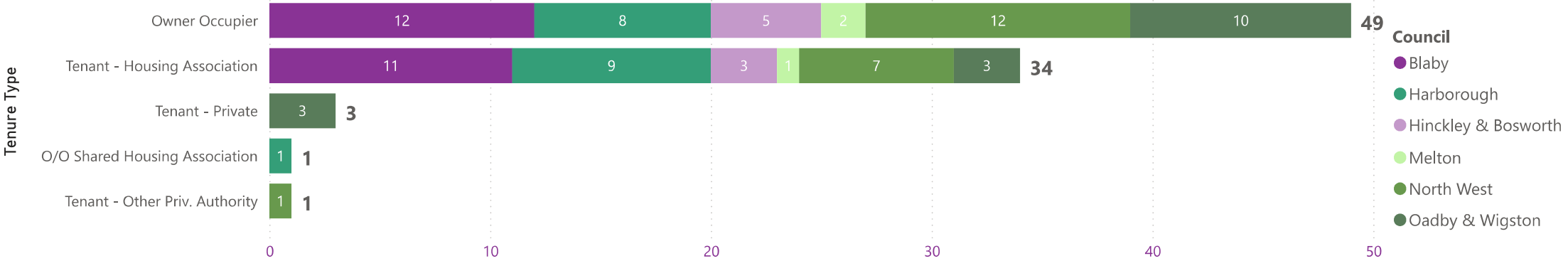
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### Cases Completed by Tenure Type





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### Cases Completed by Tenure Type & Council Area

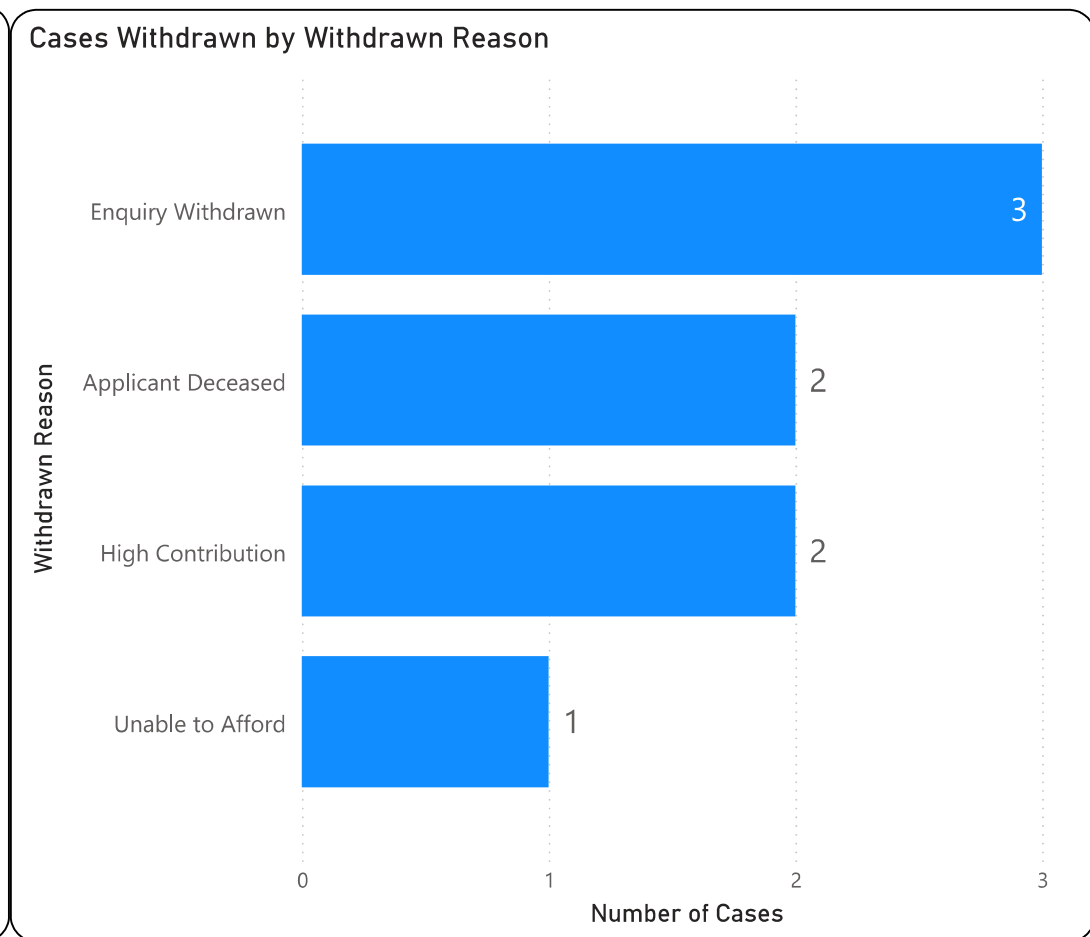
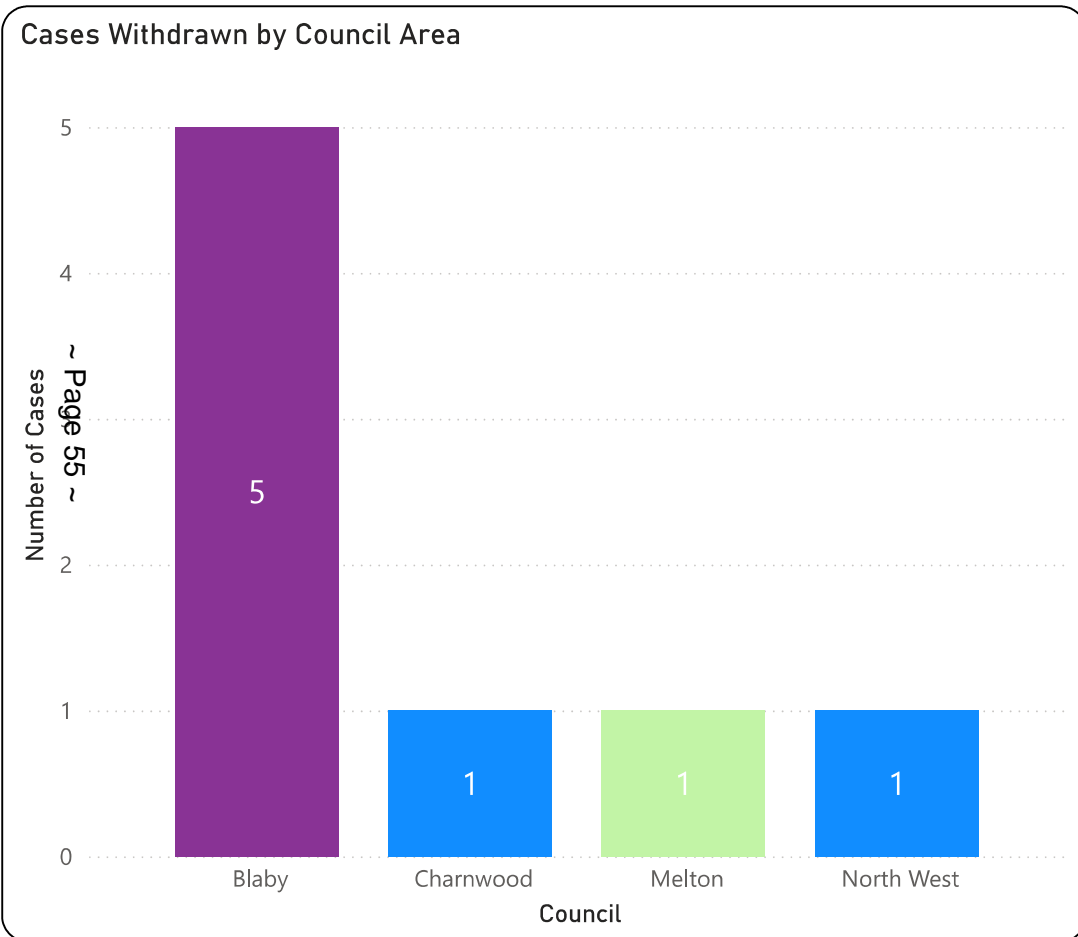


**Enquiry Date**

01/10/2024  31/12/2024 

**Case Type**

DFG 



### Enquiry Date

01/10/2024

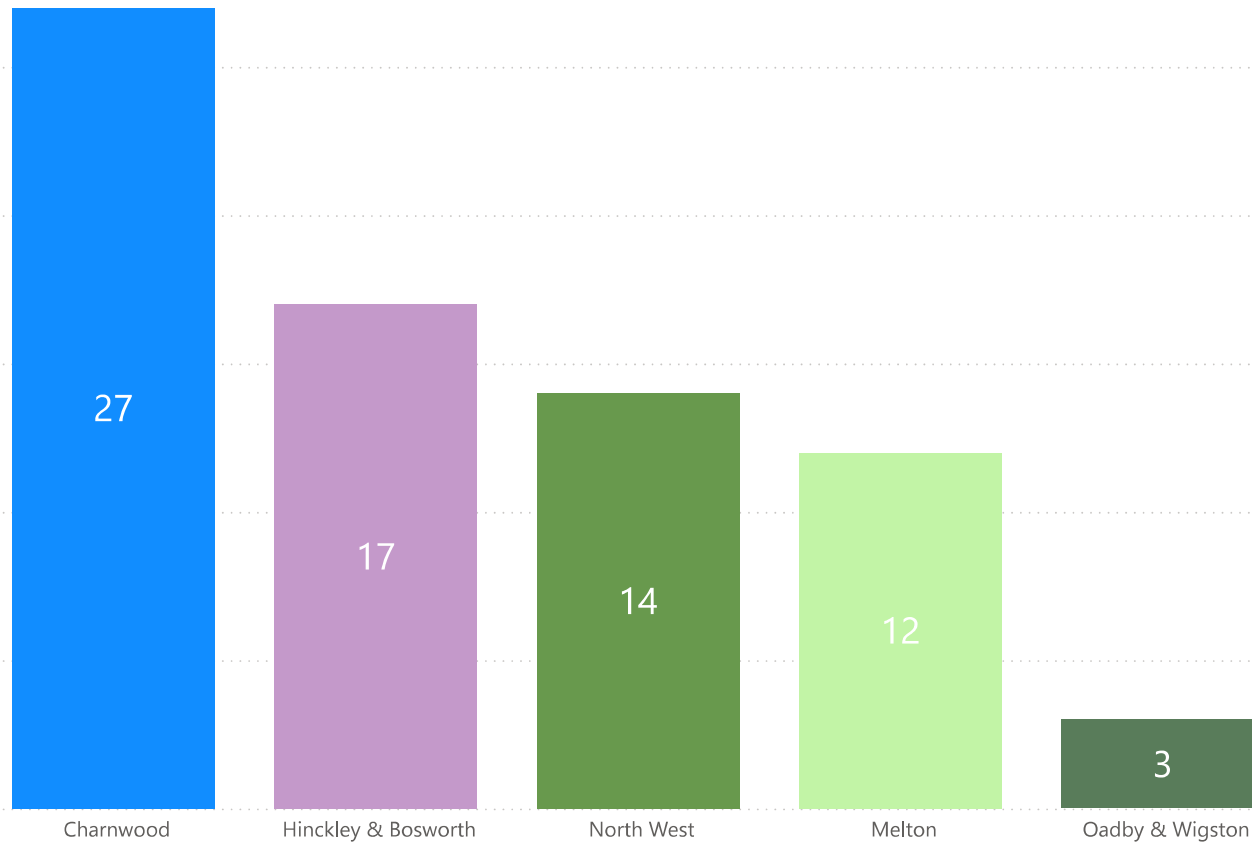


31/12/2024



### Number of Council Property Cases

~ Page 56 ~





## Date Work Complete

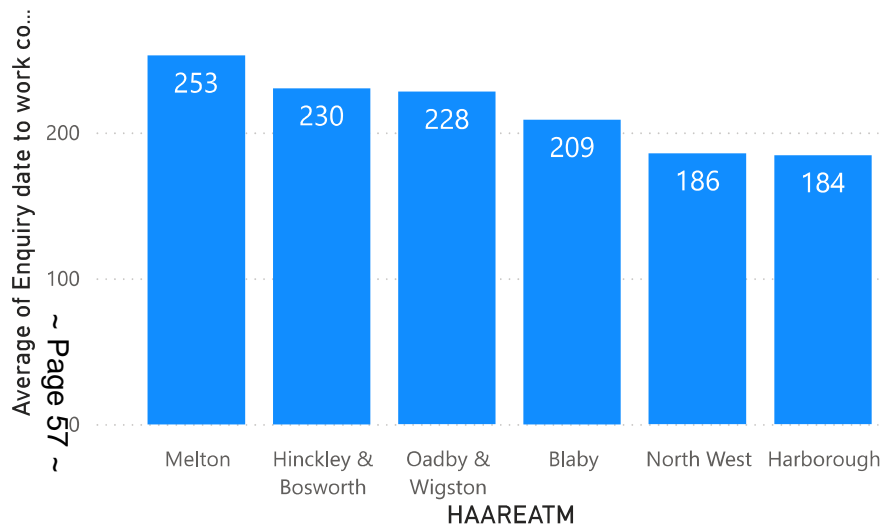
HAWORKPACK

01/10/2024  31/12/2024 

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



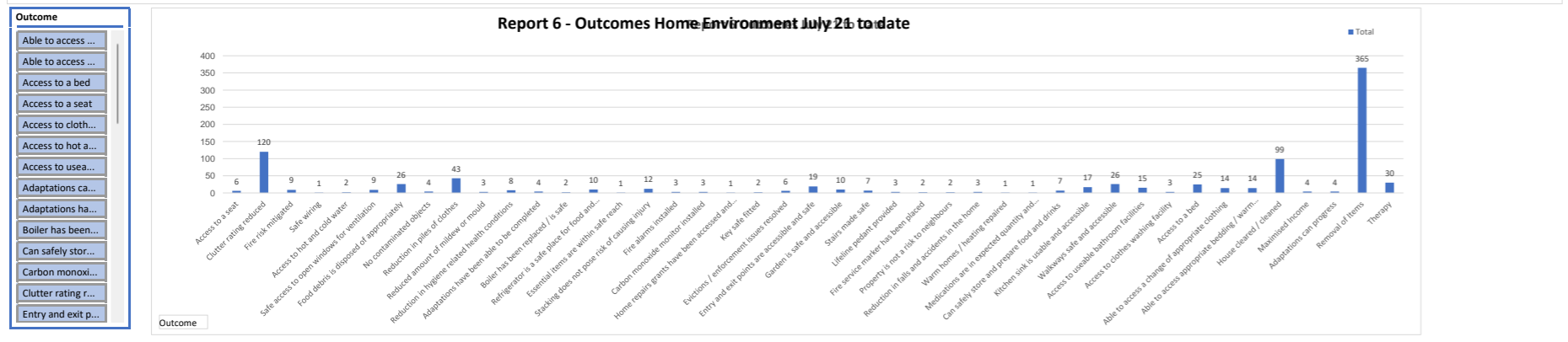
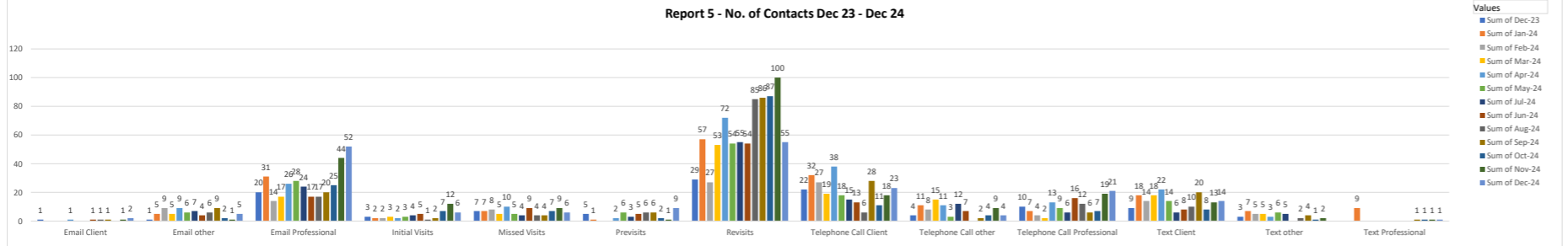
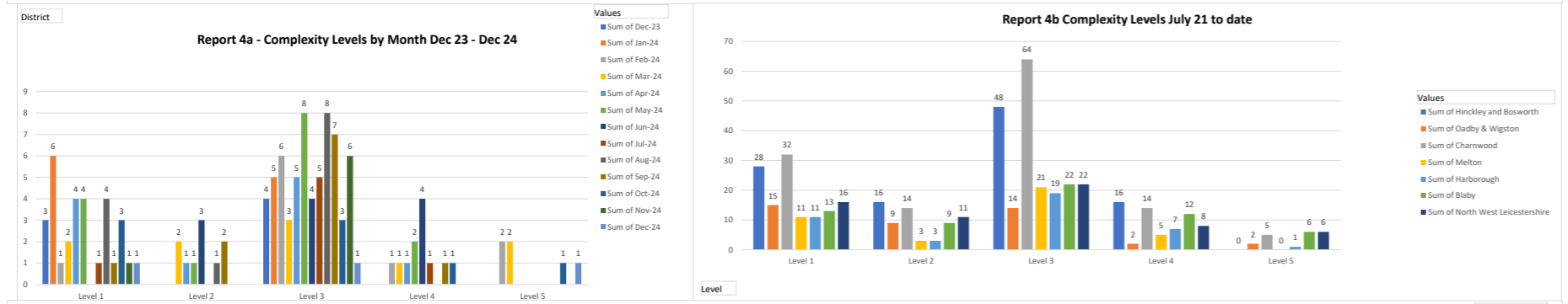
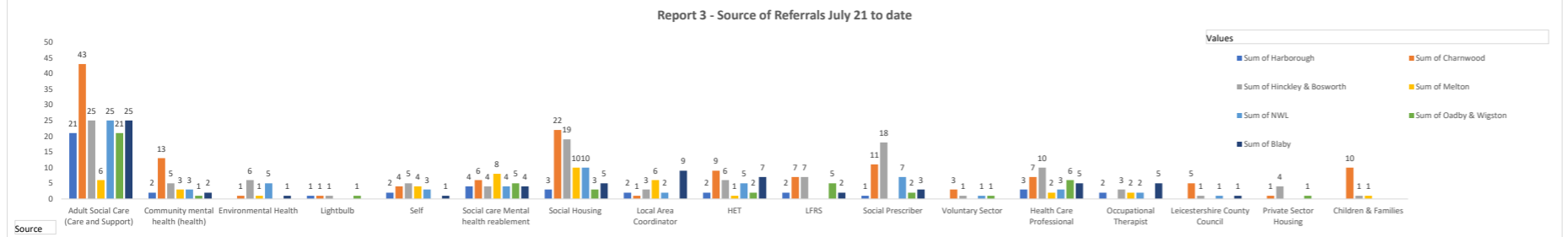
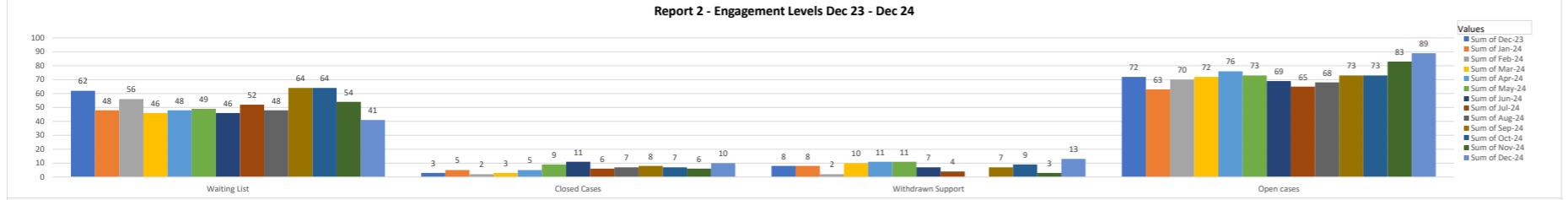
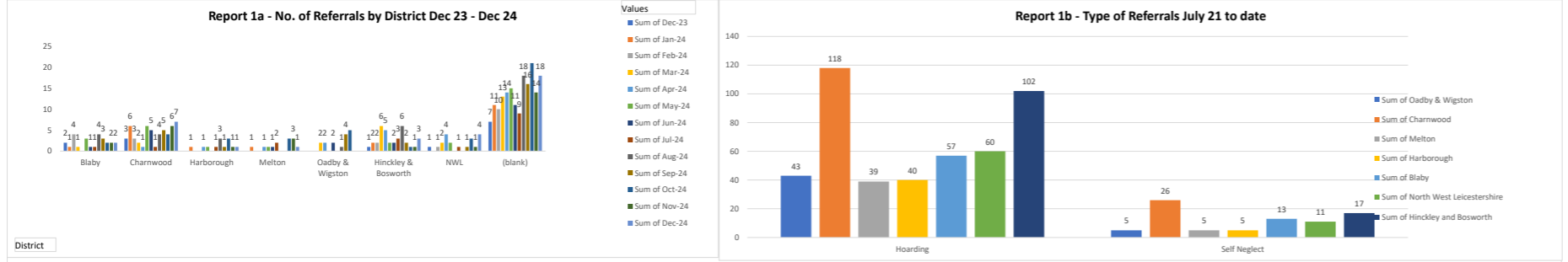
### Average Days From Enquiry to Work Complete (HAWORKPACK)



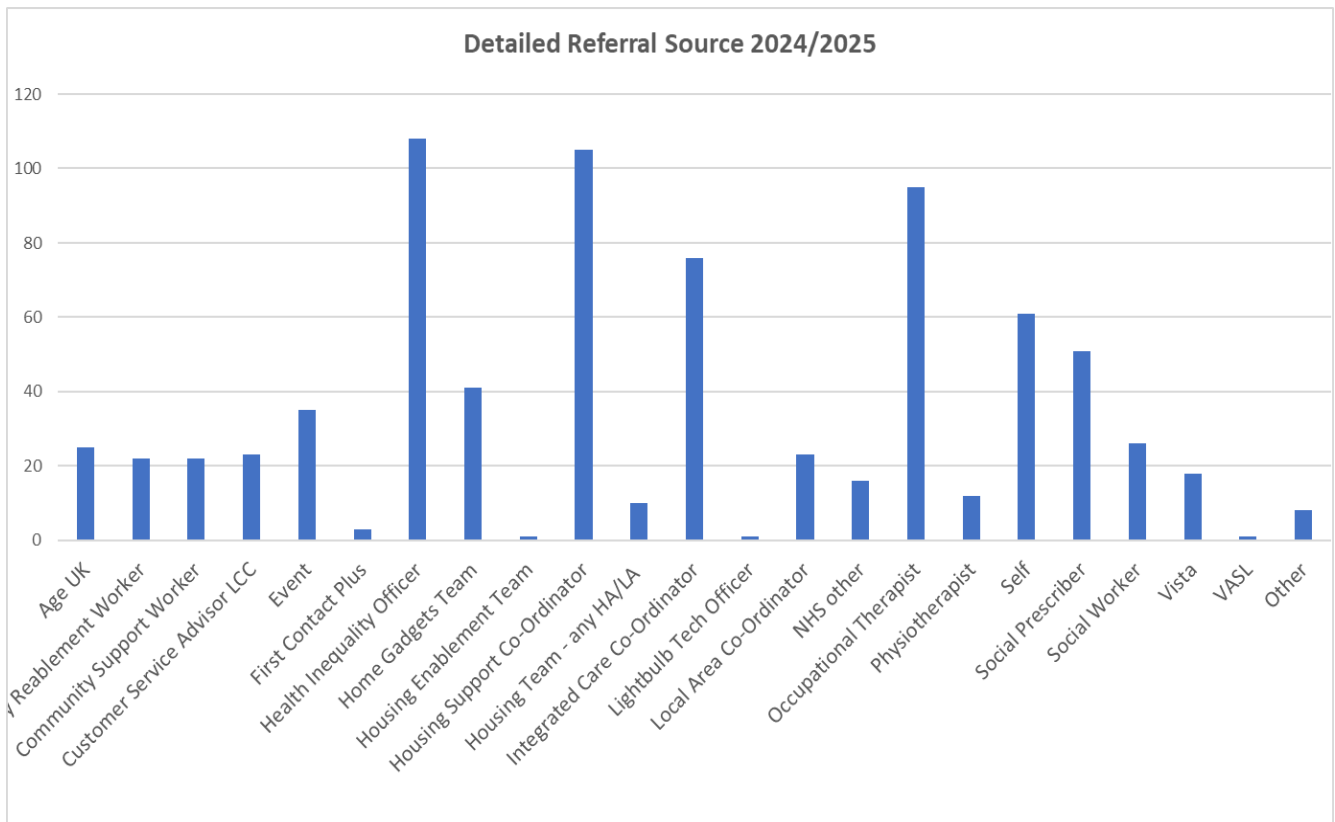
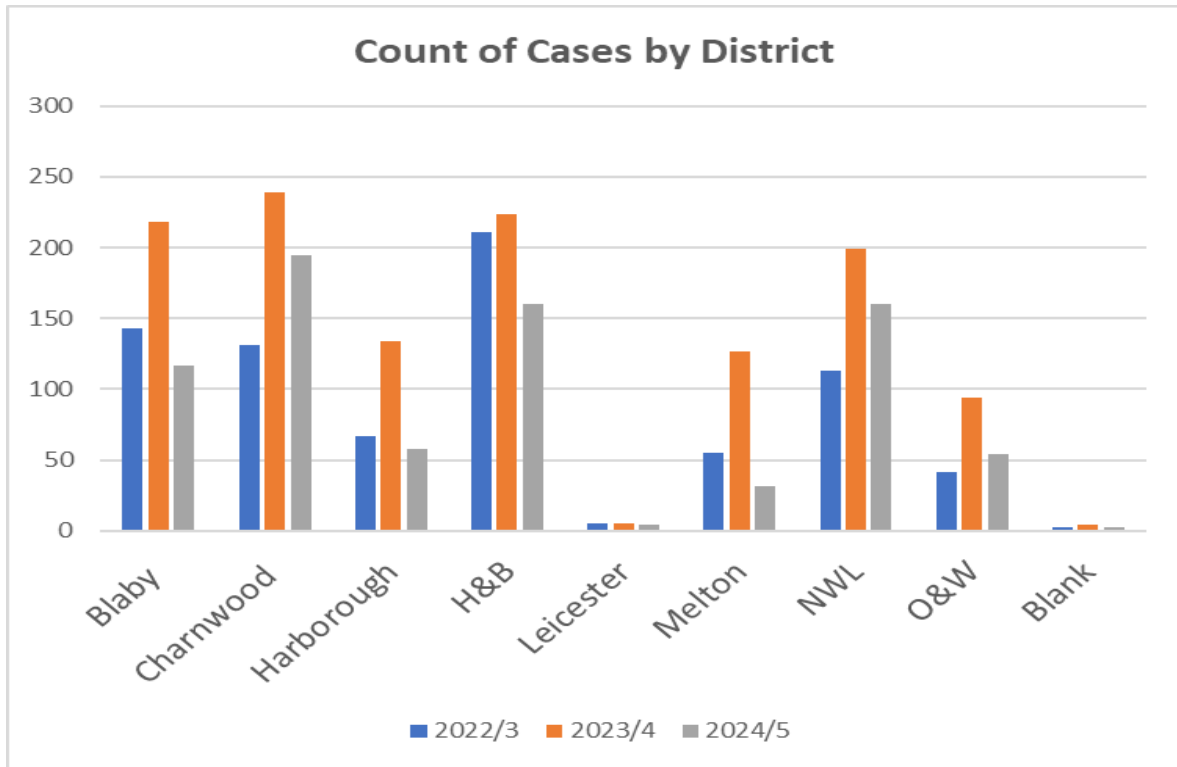
Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	Total
Access Ramp					2	2	4
Access Steps						1	1
CAT B	1						1
Level Access Shower	8	4	7	2	10	2	33
Level Access Shower - Child		1		1		1	3
Modular Ramp	3			1			4
Other	3		1		1	3	8
Other - Child	2				1	1	4
Stair Lift	3	7	1	1	3	3	18
Stair Lift - Child					1		1
Wash/Dry Toilet	2	1	1		1	1	6
<b>Total</b>	<b>22</b>	<b>13</b>	<b>10</b>	<b>5</b>	<b>19</b>	<b>14</b>	<b>83</b>

Council	Average number of days from enquiry date to work complete	No of Workpacks
Blaby	208.64	22
North West	185.63	19
Oadby & Wigston	227.86	14
Harborough	184.31	13
Hinckley & Bosworth	230.20	10
Melton	252.80	5
<b>Total</b>	<b>208.06</b>	<b>83</b>

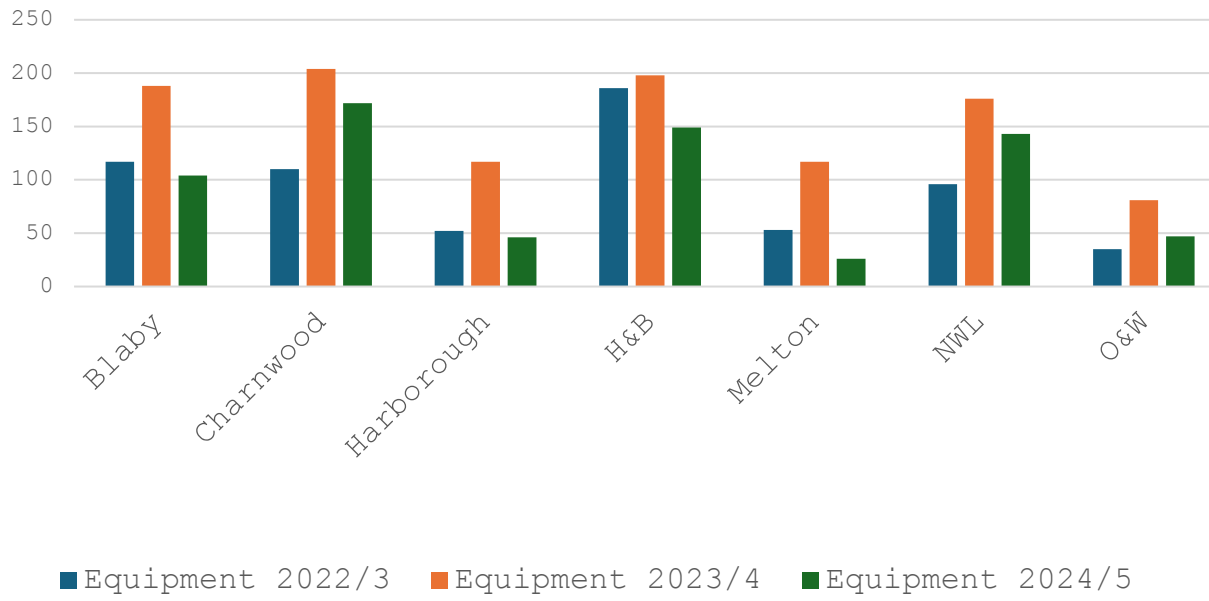
# Safe Spaces Performance Dashboard Dec 2023 - Dec 2024



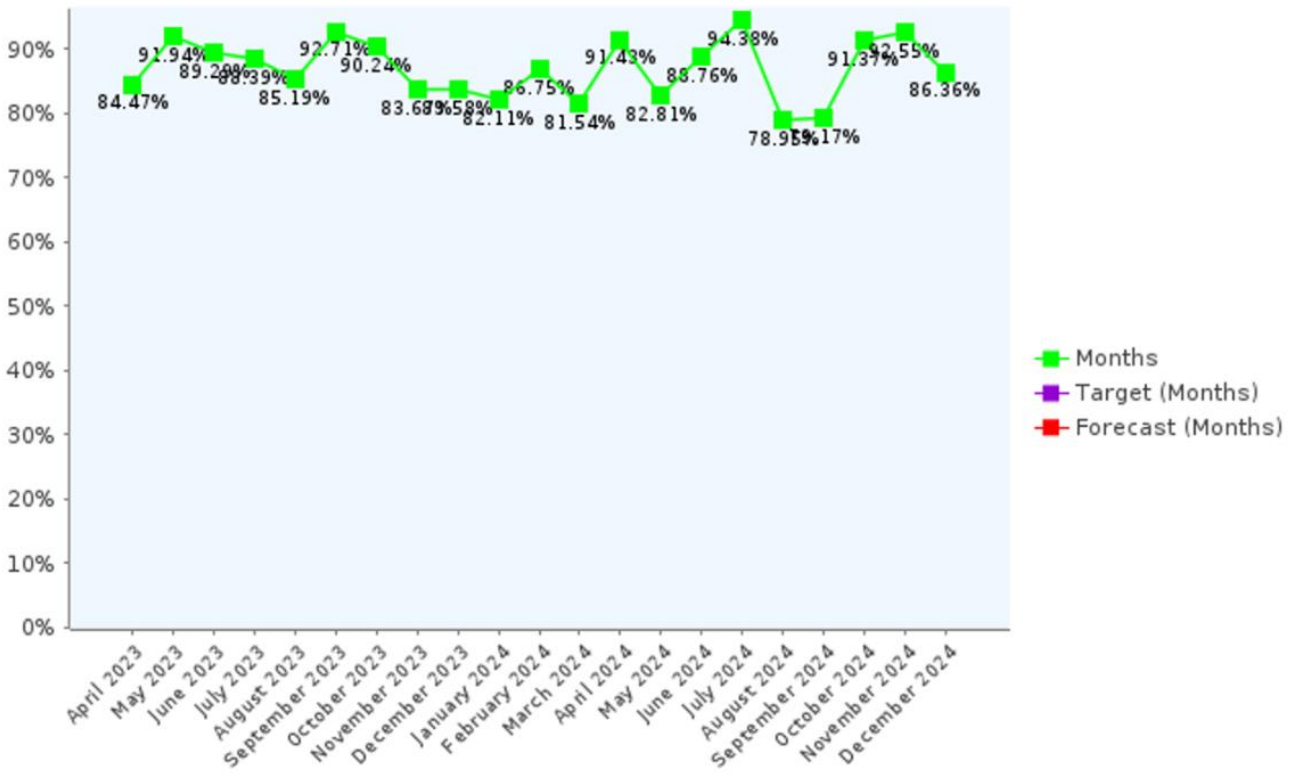
HOME GADGETS PERFORMANCE Q3

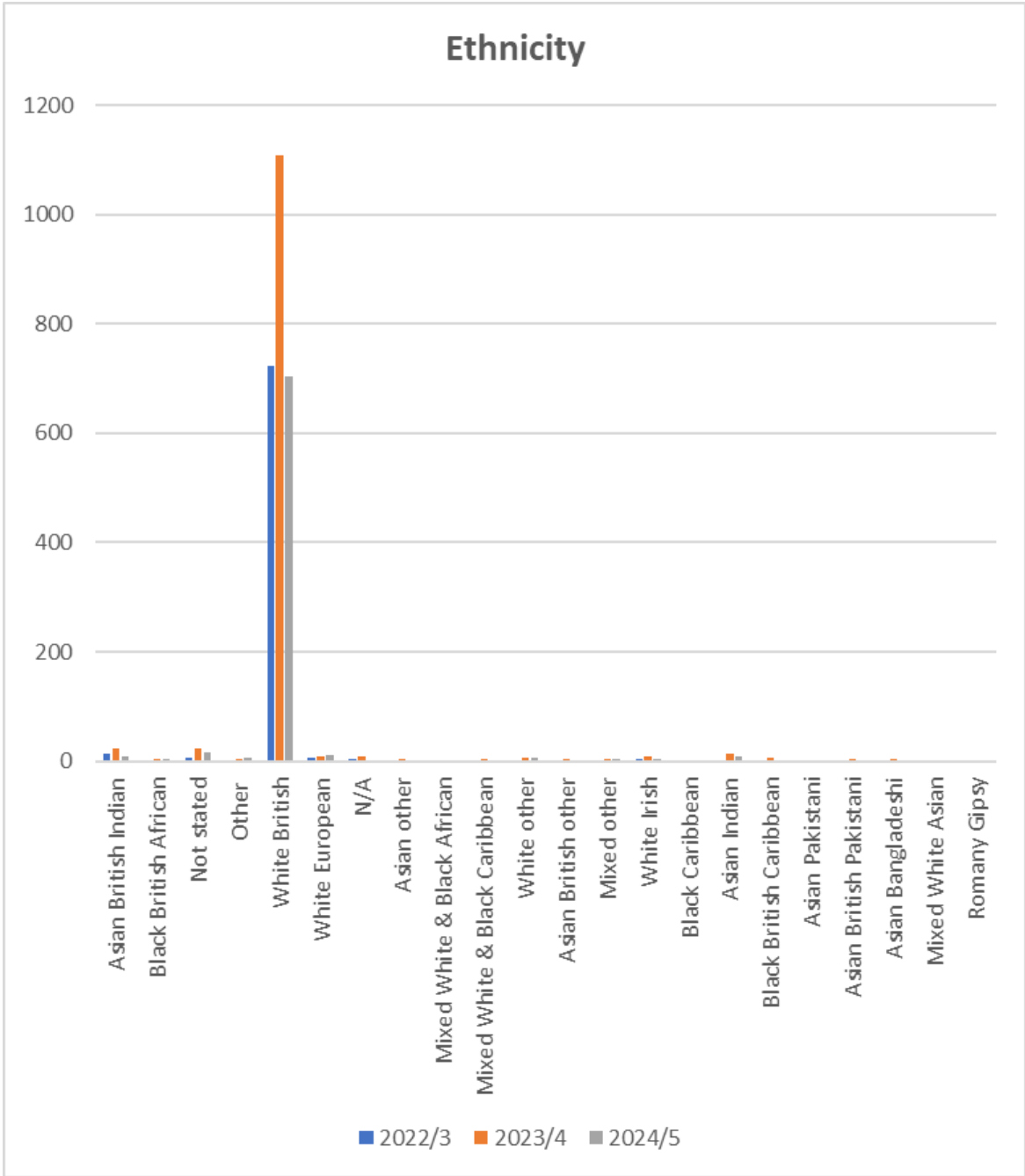


### Referrals with Equipment Provided

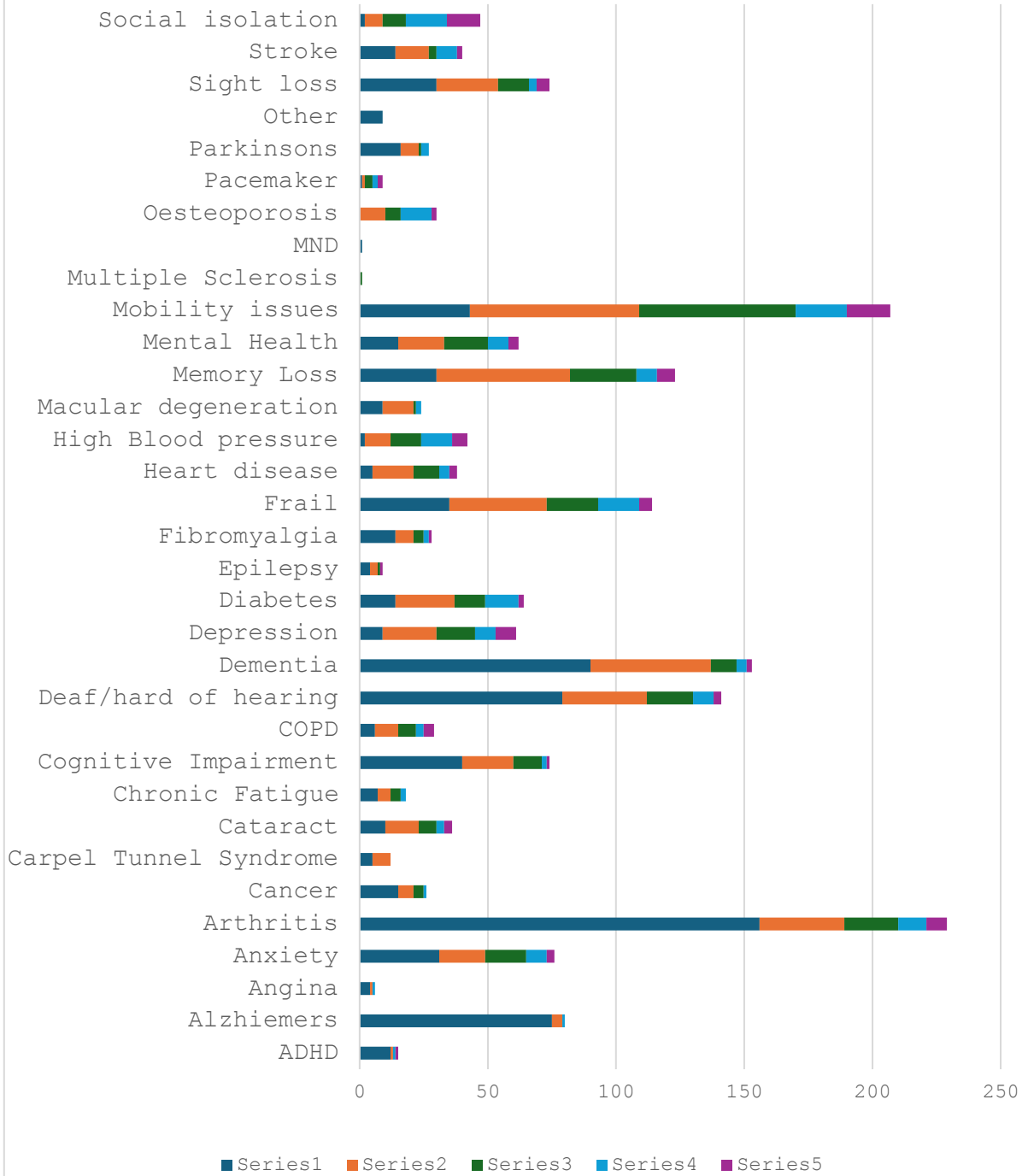


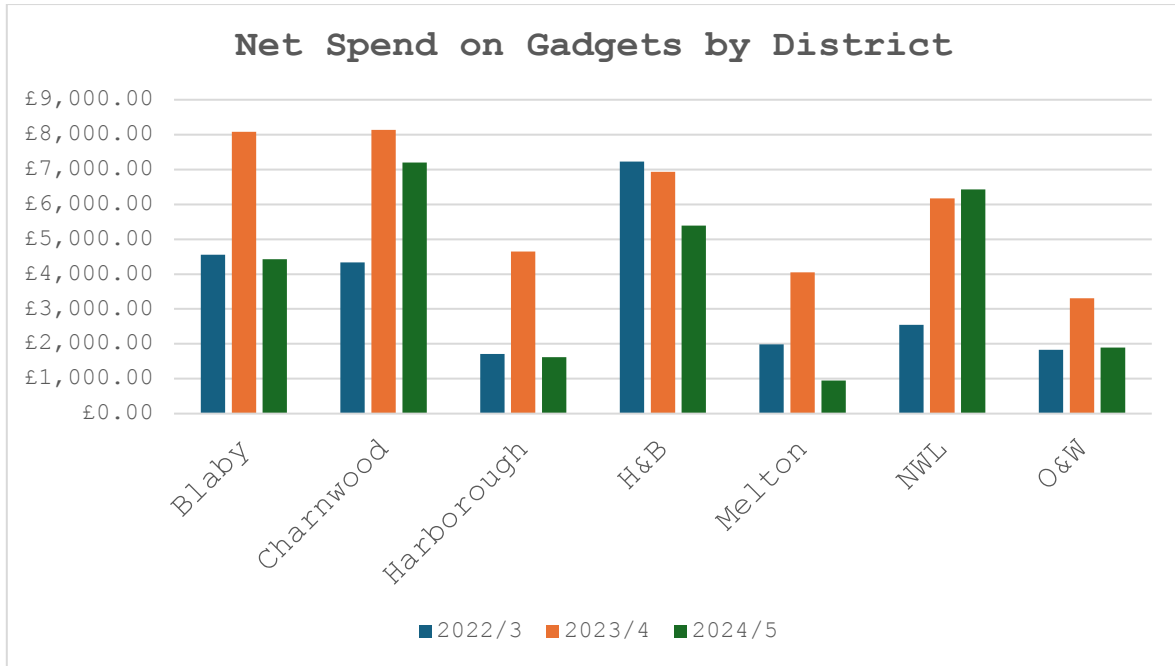
### % Referrals Where Assistive Technology Provided - Total



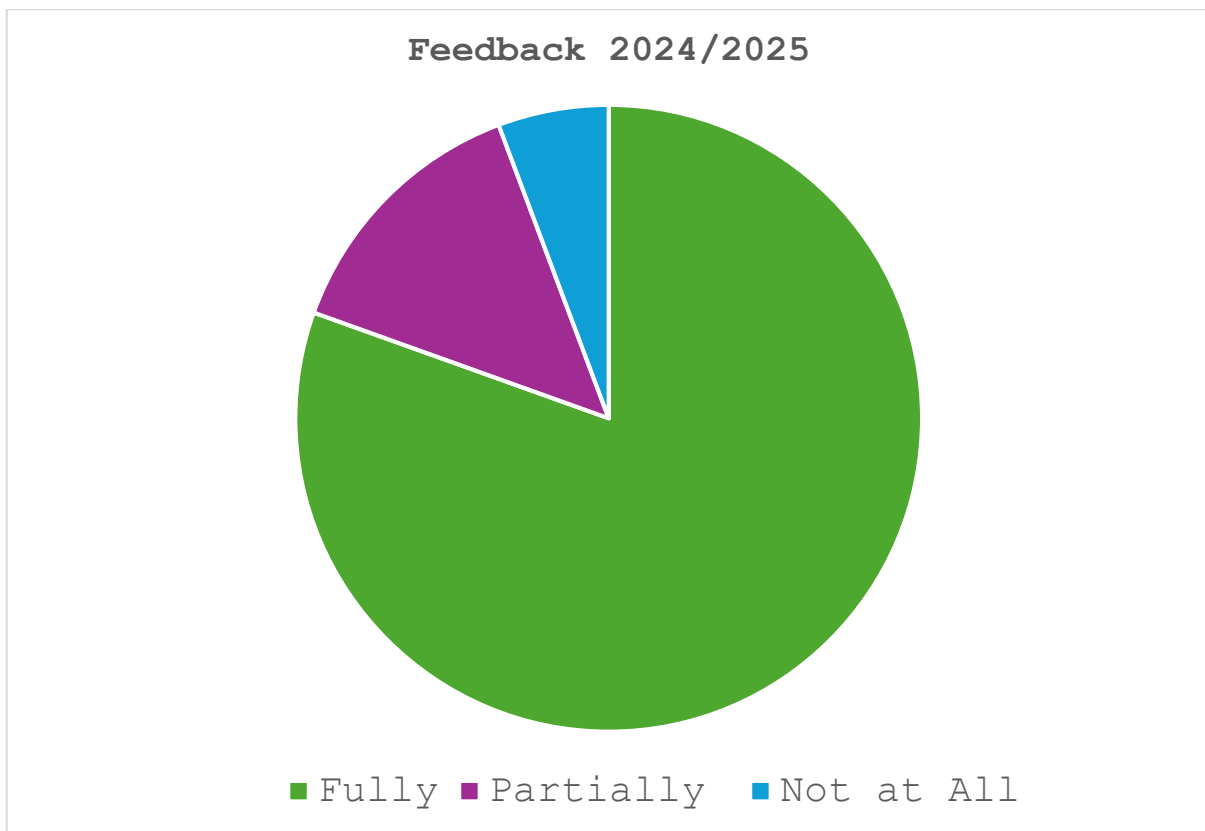


## Vulnerability 2024/2025



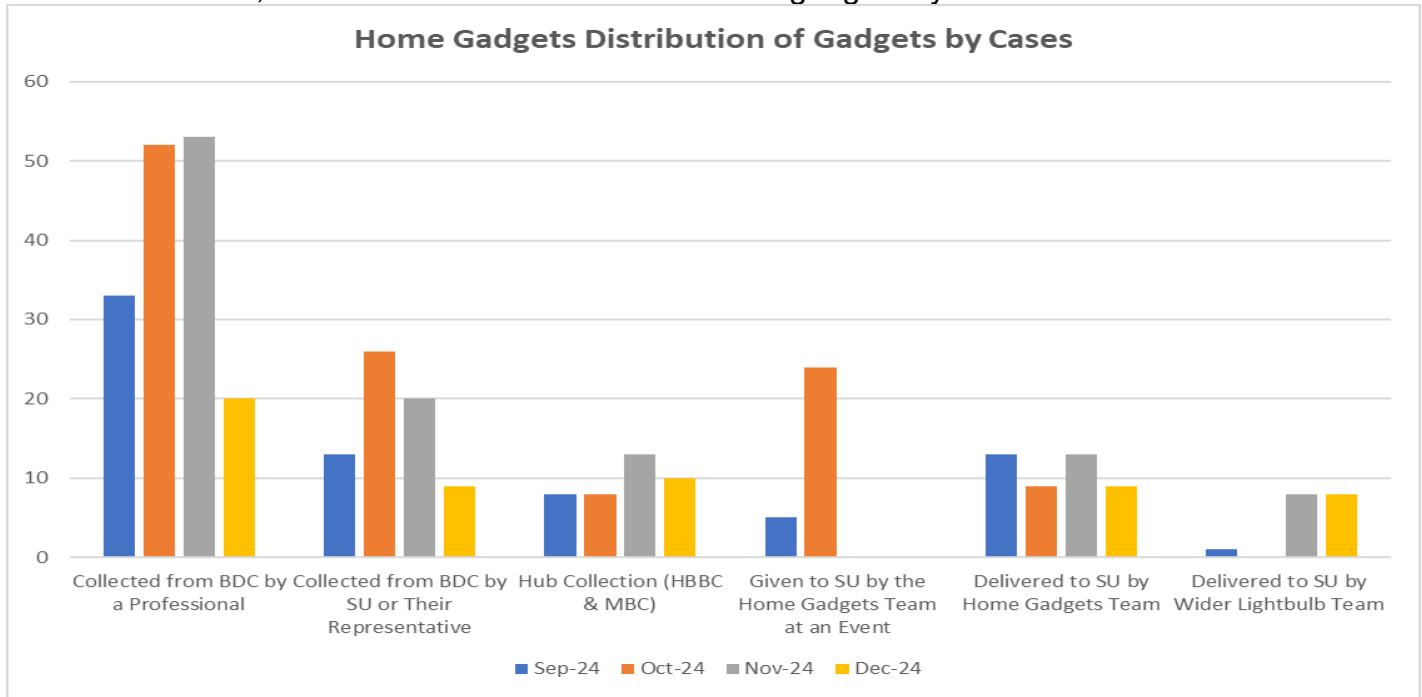


NB: These figures do not include any spend on the DFG cases.



For more information, please see feedback appendix.

Since 01.09.2024, we have recorded the distribution of gadgets by cases:



**Disabled Facilities Grants (DFG’s)**

The project has 2 properties where smart technology is being provided as part of a DFG and is being funded through the AT pilot. Both properties are within HBBC.

**Hinckley:**

In December 2024, a radio frequency door opener and a radio frequency gate opener were installed (the service user decided not to have the radio frequency window opener). The cost of the works was £6,178.75 (which included a 2 year extended warranty). This has been paid.

**Ratby:**

There was an initial delay as the works could not commence until the service user had been in the property for 12 months due to the developers defect period. The property was built in July/ August 2023 and the landlord is Platform Housing.

In November 2024, 3 radio frequency window openers were installed. The cost of the works was £3,272.80 and payment will be made once the final inspection has taken place by a tech officer.

The same property is currently awaiting installation of an outward opening automatic door and the net cost to the AT pilot will be in the region of £1,036.41 (Platform Housing is contributing £10,000).

**Staffing**

Carrie Jackson, Dementia Coordinator retired on 06.11.2024.

Charlotte Christie-Smith rejoins the Team on 13.01.2025 on a secondment as the Assistive Technology Team Leader.

**Jayne Hutchful**

**Administrator Home Gadgets**

**09.01.2025**



# RSI Referrals Log

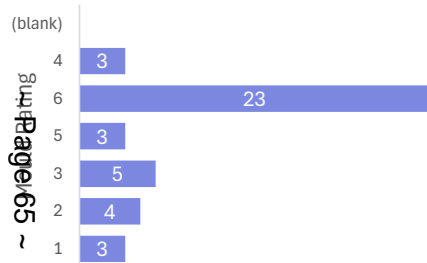
### Outstanding Actions



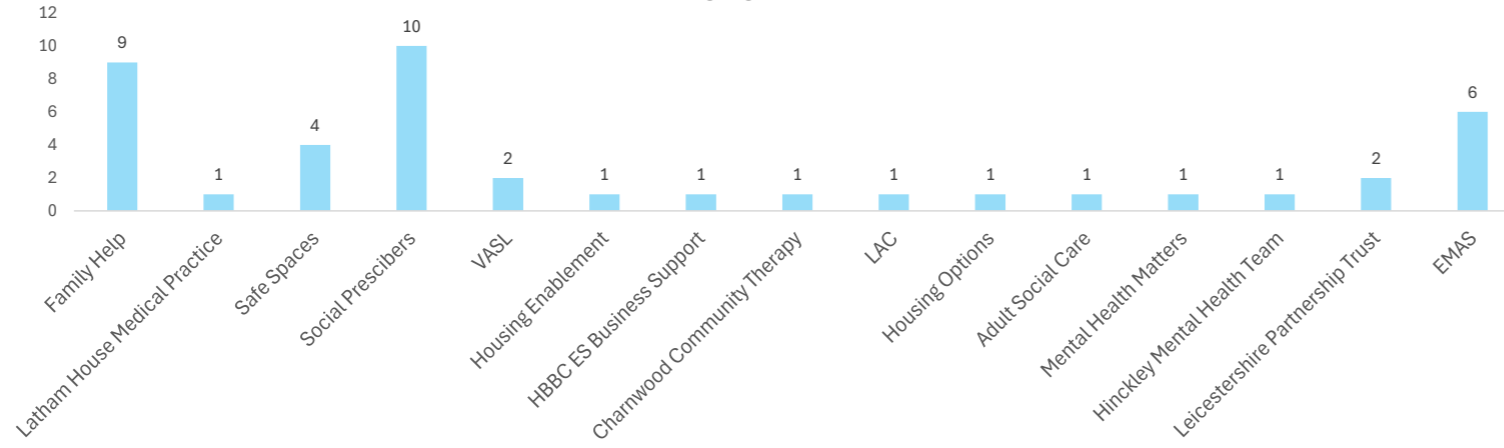
### Resolved Referrals



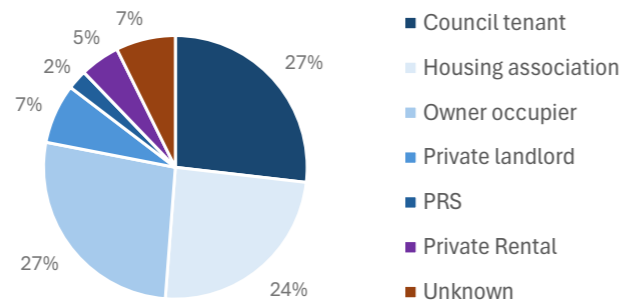
### Referrals by Mould Rating



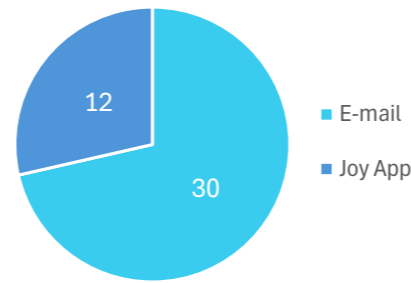
### Referring Organisations



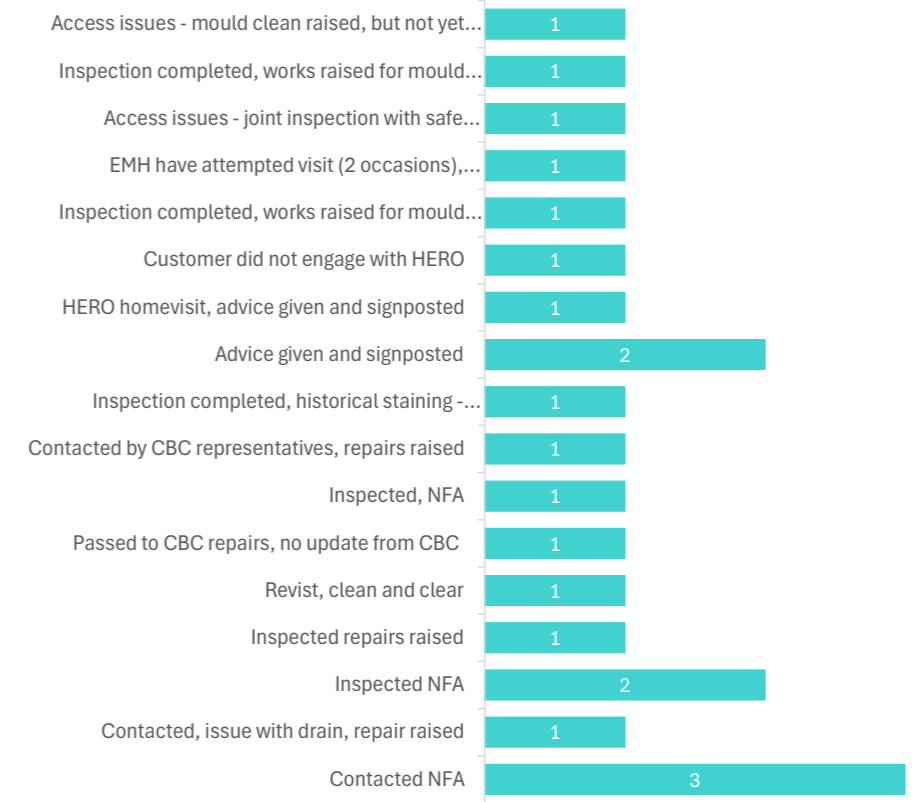
### Tenure % of all Referrals Made



### Referral Route



### Actions Taken



# Appendix 6

## Customer Service Statistical Analysis - Quarter 3 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 3	October	November	December
Number of emails	424	391	240
Number of contact us forms processed	142	131	110
Number of complaints triaged	3	11	17
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 Q3	October	November	December
Garden Waste Renewal	2	1	0
Garden Waste Sign up	3	0	0
Assisted Collection	4	0	0
Contact Us Form	142	131	110
Direct Debit Form	76	45	50
Council Tax Occupation Form	50	59	49
HB & CTS Application	56	49	44
Council Tax Vacation Form	31	38	33
Arrange Clinical Waste Collection	49	37	19
Taxi Vehicle Application	39	35	34
Single Person Discount	14	12	12

Other Council Tax Discount/Exemptions	12	16	8
Council Tax Moving within the Borough	14	14	20
Direct Debit	76	45	50
ASB and Noise report	11	12	7
DHP Application	17	22	16
Compliments, Comments & Complaints form	21	20	23
Book a Competency Test	10	25	26
Abandoned Vehicle Report	3	8	7
Garage Waiting List Enquiry	2	1	4
Taxi Driver Renewal	11	12	8
HB Change of Circumstances	5	2	2
Early Bird Bin Swap	145	96	80
Air Quality Consultation 2024	0	52	0
Benefits COC	5	2	2
Cleansing Issue	4	9	11
<b>Monthly Total</b>	802	743	615
<b>Q3 Total</b>	2160 online forms completed by customers in Q3		

### 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 5 minutes.

Quarter 3	October	November	December
Number of calls	4803	5028	3189
Number of calls answered.	4224	4393	2911
Percentage answered.	88%	87%	91%
Number of abandoned calls*	579	635	278
Average wait time	1.34	1.37	1.13

### 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
<b>South Wigston</b> Elliot Hall	Tuesday	9am – 12pm
<b>Oadby</b> Trinity Methodist Church	Wednesday	10am – 1pm
<b>Wigston</b> King's Centre	Thursday	1pm – 4pm

There were no requested appointments during Q3, 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.

<b>Reception Stats – Q3</b>			
Enquiry Type	October	November	December
Number of Quick Enquiries	252	435	316
Full Enquiries (Waste, Housing, Clean & Green)	55	76	31

<b>Quick Enquiries Breakdown – Q3</b>			
Enquiry Type	October	November	December
Visitors/contractors	92	147	113
General basic council enquiries	61	137	86
Handing in post/documents & photo copying proofs	28	37	20
Car Parking	2	1	12
Jenno's enquiry	1	3	1

Refer to back office/assistance with customer phone	33	52	36
Key Collection/drop off	4	11	4
County Council Issue	5	1	1
Issue Pride of Borough card	5	1	20
MI Permit	5	0	0
Form issued	2	12	3
Delivery	11	28	19
Signpost to another Agency	3	3	1
Garden Waste Assistance	0	0	0
Reference number given	0	2	0

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 Q3 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.

<b>Quarter 3</b>	<b>October</b>	<b>November</b>	<b>December</b>
Number of Taxi vehicle apps processed	39	35	38
Number of competency tests booked	10	27	27
Number of EH admin tasks	62	65	46
Number of Waste reports run/processed	308	275	209
Number of Housing apps processed	55	43	28
Number of Homelessness admin tasks	98	81	46
Number of First Contact Requests	0	2	0
Number of Tell Us Once Requests	43	42	41
Number of Sport Pitch Invoices raised	11	12	12
Number of Facilities email/contact forms	44	47	38

## Customer Service Centre Team - Output summary

<b>Quarter 3</b>	<b>October</b>	<b>November</b>	<b>December</b>
Number of emails/online contacts answered	566	422	350
Number of calls answered	4224	4393	2911
Number of admin work items processed.	670	629	485

### 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.

<b>Q3</b>	<b>Waiting time</b>	<b>Customer Service skills</b>	<b>Knowledge of advisor</b>	<b>Treated fairly as a valued customer</b>	<b>Enquiry resolution</b>	<b>Quality of service</b>
<b>Oct 24</b>	97%	100%	100%	100%	99%	100%
<b>Nov 24</b>	97%	100%	100%	99%	99%	99%
<b>Dec 24</b>	98%	100%	100%	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.

<b>Q3</b>	<b>Number of Call Backs to Customers</b>
<b>Oct 24</b>	215
<b>Nov 24</b>	251
<b>Dec 24</b>	105

### Virtual Video Call Backs

Virtual call backs enable customers to see a member of the Customer Services virtually via Teams. The 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 Q3 but continue to promote this service.



## OWBC Event Calendar – January to early May 2025

Events			
Date	Overview	Type	Details
Monday 27 January	Holocaust Memorial Day	Service	Peace Memorial Park, Wigston at 12pm
Monday 14 April to Sunday 27 April	Easter Trail	Easter Trail	Easter themed town centre trails, fun and free family activity
Thursday 8 May	VE Day	Anniversary Commemoration	Flag raising at 9am at Brocks Hill and beacon lighting at 9.30pm at the same location. Further details TBC.
Saturday 31 May	St. Wistan's Day	Community Walk and Wigston town centre entertainment	Exact times TBC but the walk from Wistow to Wigston will take place in the morning with a medieval fair in the afternoon in Bell Street.

Observance *all will be acknowledged on the council's social media channels		
Date	Overview	Details
30 March 2025	Eid al-Fitr	Muslim holiday
14 April 2025	Vaisakhi	Sikh/Hindu observance
12-20 April 2025	Passover	Jewish holiday
23 April 2025	St George's Day	National observance
6 June 2025	Eid al-Adha	Muslim holiday

# Agenda Item 8



**Service Delivery  
Committee**

**Tuesday, 11 March  
2025**

**Matter for  
Information**

**Report Title:**

**People Strategy Update**

**Report Author(s):**

**Sarah Driscoll (HR Manager)**

<b>Purpose of Report:</b>	To provide an update on progress
<b>Report Summary:</b>	To provide an update on the actions from the People Strategy.
<b>Recommendation(s):</b>	That the progress of the People Strategy actions and the new revised action plan for 2025/26 be noted.
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	<p>Sarah Driscoll (HR Manager) 0116 257 2790 <a href="mailto:sarah.driscoll@oadby-wigston.gov.uk">sarah.driscoll@oadby-wigston.gov.uk</a></p> <p>Trish Hatton (Head of Customer Service &amp; Transformation) (0116) 257 2700 <a href="mailto:trish.hatton@oadby-wigston.gov.uk">trish.hatton@oadby-wigston.gov.uk</a></p>
<b>Strategic Objectives:</b>	<p>Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)</p>
<b>Vision and Values:</b>	<p>"Our Borough - The Place To Be" (Vision) Customer &amp; Community Focused (V1) Proud of Everything We Do (V2) Collaborative &amp; Creative (V3) Resourceful &amp; Resilient (V4)</p>
<b>Report Implications:-</b>	
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.
<b>Statutory Officers' Comments:-</b>	



Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	People Strategy (2023 -2026)
<b>Appendices:</b>	Appendix 1 – People Strategy Action Plan Update Appendix 2 – Revised People Strategy Action Plan

## 1. Introduction

- 1.1 The Council’s People Strategy was developed in 2023 to cover the period 2023 – 2026.
- 1.2 The People Strategy covers 7 key areas:
  - Employer of Choice
  - Developing our People
  - Engaging our People
  - Rewarding and Recognising Performance
  - Equality, Diversity & Inclusion
  - Mental and Physical Wellbeing
  - Values and Culture
- 1.3 The current People Strategy Action Plan is regularly reviewed and the People Strategy Action Plan Update (see Appendix 1) provides updates on the actions that have taken place in each of these areas.
- 1.4 A revised People Strategy Action Plan (see Appendix 2) has been developed which highlights the outputs we will be working on during the next 12 months.



# **Oadby & Wigston Borough Council People Strategy Action Plan Update 2023-2026**

## People Strategy 2023-2026 Action Plan Update

Below is a table of the planned actions to achieve the objectives and overall aim, including targets

### 1. Employer of Choice

	Activity	Date	Responsibility	Status	Update Feb 25
1.0	We will promote and proactively work towards enabling a diverse agile workforce across all levels of our organisation	Ongoing	HR Team SLT CMT	Ongoing	<p>We have introduced Team Charters and Personal preference forms prior to the move to Brocks Hill.</p> <p>Discussion on agile working take places in 121/appraisal meetings.</p> <p>The agile working policy is under review</p>
1.1	Celebrate organisational successes	Commence May 2023	HR Team SLT	Ongoing	<p>We share achievements and successes in our All Staff Briefings</p> <p>Colleagues give peer recognition via our HR system Thanks Badges</p> <p>We hold annual staff awards each year</p>

1.2	Understand our reputation as an employer and how we can become more attractive to potential employees in the future	By June 2023	HR Team	Complete	<p>Created new jobs pages on our website that include:</p> <ul style="list-style-type: none"> <li>• Promotion of our excellent employee benefits</li> <li>• Employee Journeys</li> <li>• Information on our teams</li> <li>• Our staff values</li> <li>• EDI information</li> <li>• Information about our guaranteed interview schemes</li> </ul> <p>Use social media, electronic screen in town centre and jobs fairs to promote vacancies</p> <p>Making use of the national 'Make a difference' campaign to promote working in local government</p>
1.3	Review our HR policies and processes to make sure that we are enabling, driving forward and facilitating our aspiration to be an employer of choice	March 2023 onwards	HR Team	Ongoing	<p>Policy review ongoing, new policies/guidance published on:</p> <ul style="list-style-type: none"> <li>• Recruitment and retention incentives</li> <li>• Flexible Working</li> <li>• Post Entry Training</li> </ul> <p>Family Leave Policy and Agile Working Policy are currently in development</p>

	Activity	Date	Responsibility	Output	Update Feb 25
~ Page 77	1.4 Review and modernise our approach to recruitment to make sure we attract valued staff	Commence by Q3 2023	East Midlands Council HR Team Head of Customer Service & Transformation	Complete	Reviewed and improved Jobs pages highlighting staff benefits and employee journeys.  Reviewed and improved application process/online form  Utilised speciality website and university employability portals to recruit difficult to fill/graduate roles  Developed a new vacancy management process  Utilised apprenticeship opportunities  Advertised jobs in the local community i.e. Job Fair and Electronic town centre screens
~	1.5 Review and modernise our approach to retention to make sure we retain valued staff	Commence May 2023	HR Team East Midlands Council Head of Customer Service & Transformation	Ongoing	Analyse staff turnover rates  Analyse staff survey feedback  Identify and address 'pinch points' through regular discussions with HR/SLT  Developed Recruitment and Retention Incentives Policy

	Activity	Date	Responsibility	Output	Update Feb 25
1.6	Develop work placement opportunities with universities	By December 2024	East Midlands Council HR Team	Ongoing	Work continues with East Midland Councils and currently exploring internships and work placement options  Advertised specialist roles/graduate roles via the Employability websites  Strategic Director in early discussions with University of Leicester
1.7	Ensure that Oadby and Wigston contract terms and conditions reflect our business need and our approach to our agile working environment	By September 2023	HR Team	Complete	Terms and Condition have been reviewed and implemented for new staff.
1.8	Develop an impactful approach to welcoming new staff to Oadby and Wigston Borough Council to make sure that employees of all levels receive the information and support they need to deliver and work in a high performance culture	By end of Q3 2023	HR Team Customer Service Improvement Manager	Complete	Reviewed and improved induction and probation process  Induction checklist developed  Corporate HR and online induction reviewed and updated  Training developed and rolled out to all line managers.  New starter survey conducted to measure success in this  Trackers developed to monitor completion of essential training during induction period

~ Page 78

2. Developing our People

	Activity	Date	Responsibility	Output	Update Feb 25
2.0	Maximise the use of the apprenticeship levy to develop our existing employees and attract our employees of the future	Ongoing	HR Manager	Ongoing	Utilised apprenticeship scheme within the Environment Health team (3 apprenticeships)  Considering use of future apprenticeship areas
2.1 ~ Page 79 ~	Develop a coaching and mentoring culture	By Q4 2024	HR Manager  Head of Customer Service & Transformation  Strategic Director	Complete	CMT Managers attended Leadership Training sessions  Informal mentoring partnerships across the organisation

	Activity	Date	Responsibility	Output	Update Feb 25
2.2	Create a Leadership and Management Development Programme to ensure it drives our service areas and individual performance forward	By April 2023	HR Manager Head of Customer Service & Transformation Strategic Director	Complete	Launched Training and Development Programme across all levels of management
~ Page 80 ~ 2.4	Ensure we forecast an appropriate learning and development budget for all our employees based on Skills, Behaviour, Technical roles	By end of Q2 2023	Head of Customer Service & Transformation Strategic Director Human Resources	Complete	Centralised corporate training budget Training requests monitored by HR Manager
2.5	As we embed our agile working high performance culture ensure that we focus on personal development of our employees	By Q3 2023	CMT Level contributors Head of Services Strategic Directors	Complete	Review of Performance Management undertaken  Developed performance management framework that incorporates probation reviews, 121's and Appraisal processes.  Training developed and rolled out to all line managers.



	Activity	Date	Responsibility	Output	Update Feb 25
2.6	Ensure that learning and development becomes a normal working practice of how the Council works through dedicated learning and development programme	April 2023	HR Team SLT	Complete	Launched Training and Development Programme across all levels of staff
~ Page 81 ~ 2.7	Ensure as part of transformation programme that we become a digital Council, equipping employees to so that continuous improvement can be delivered for service provision and that employees embrace new technology such as surfacepros, webchats	Ongoing	Head of Customer Service & Transformation	Complete	Mobile staff digital needs have been assessed, better technology implemented such as Surface pro and smart phones to enable better working processes

3. Engaging Our People

	Activity	Date	Responsibility	Output	Update Feb 25
3.0	Create a formal feedback mechanism so that employees are empowered to challenge existing practices and ideas in a collaborative manner.	June 2023	HR Team Staff representatives	Complete	Staff engagement group share ideas and challenge existing processes.  Ideas and suggestions are discussed at 121's and team meetings.  Annual Staff Survey
~ Page 82 ~ 3.1	Develop stronger working relationships with recognised trade unions to ensure that we work together and are compliant with negotiated agreements	June 2023 and ongoing quarterly	HR Manager  Strategic Director  Employee Trade Union Rep's	Ongoing	Strengthened working relationships with Trade Unions and consultation has been developed.  Trade Unions consulted throughout the organisational change process.
3.2	Develop our Corporate Management Team structure and meetings to bring together our people managers on a regular basis	January 2023	SLT CMT	Complete	Quarterly joint SLT/CMT Meetings take place  Joint training session carried out with CMT/SLT.
3.3	Undertake regular two-way communication with all employees	Ongoing  By end of Q4 2024	HR/Comms	Complete	Regular staff briefings taking place  Annual Staff survey carried out with results shared with all staff and action plans developed to drive improvements.  Staff newsletter used by all staff to cascade and share information

	Activity	Date	Responsibility	Output	Update Feb 25
					Regular Team meetings and 121's taking place across the council

**4. Rewarding and Recognising Performance**

	Activity	Date	Responsibility	Output	Update Feb 25
4.0	Develop a strategic approach to identify, attract and develop talent	By Q3 2025	HR Team Head of Customer Service & Transformation Strategic Director	Ongoing	Participation in the East Midlands Challenge Event  Sponsoring a place on the Employee Development Programme run by the District council Network  Using the national 'Make a difference' campaign to attract people working in other sectors to move to local government.
~ Page 84 ~ 4.1	Understand why staff leave the Council, collate feedback and implement changes where appropriate	Ongoing	HR Team	Complete	Developed online Exit Survey to gather more data  HR Team review responses and follow up where needed
4.2	Review and modernise our approaches to retention to make sure that we attract and retain valued staff	Ongoing	Head of Customer Service & Transformation HR Team	Ongoing	Analyse staff turnover rates  Analyse staff survey feedback  Identify and address 'pinch points' through regular discussions with HR/SLT  Development of Recruitment and Retention Incentives Policy
4.3	Ensure our remuneration packages are competitive and attract high calibre individuals to the role	June 2023	HR Team East Midlands Council	Ongoing	Benchmarking exercises have been carried out where needed  Explored the possibility of subscribing to a service which offers access to national data but decided not

	Activity	Date	Responsibility	Output	Update Feb 25
					to progress as there wasn't enough local data included.  Market supplements applied when needed
4.4	Utilise our values and behaviours to drive our awards programme for recognition mechanism to link our reward and recognition	June 2023	SLT CMT Staff	Ongoing	Annual Staff Awards process.  Planned review of staff values to take place in 2025.
~ Page 85 ~ 4.5	Linking our reward and recognition strategy, develop an employer 'brand' to understand our reputation as an employer and how we can become more attractive to potential staff of the future	Ongoing		Complete	<p>Consulted with staff via the staff survey to help understand our employer brand.</p> <p>Created new jobs pages on our website that include:</p> <ul style="list-style-type: none"> <li>• Promotion of our excellent employee benefits</li> <li>• Employee Journeys</li> <li>• Information on our teams</li> <li>• Our staff values</li> <li>• EDI information</li> <li>• Information about our guaranteed interview schemes</li> </ul> <p>Use social media and electronic screen in town centre to promote vacancies</p> <p>Making use of the national 'Make a difference' campaign to promote working in local government</p>

	Activity	Date	Responsibility	Output	Update Feb 25
4.6	Develop a strategic approach to succession planning so that we identify and develop our future leaders and grow 'our own' in house where possible	By end of Q4 2024	HR Manager Strategic Director	Ongoing	<p>Developed a Training Development Programme which helps identify the skills that are required at each level of management.</p> <p>Investing in our manager's development by running courses such as Having Difficult Conversations Training.</p> <p>Identification of business critical roles/gap analysis to identify where to develop our succession planning activities.</p>
~ Page 86 ~ 4.7	Review our approach to performance management, ensuring developmental and performance conversations drive our Council to a high performance culture	By end of Q3 2023	HR Team SLT CMT Employees	Complete	<p>Review of Performance Management undertaken</p> <p>Developed performance management framework that incorporates probation reviews, 121's and Appraisal processes.</p> <p>Training developed and rolled out to all line managers.</p>

**5. Equality, Diversity and Inclusion**

	Activity	Date	Responsibility	Output	Update Feb 25
5.0  ~ Page 87 ~	The Council will promote and actively work towards enabling a diverse workforce across all levels of the organisation	Ongoing  June 2023	East Midlands Council  Strategic Director  Human Resources	Ongoing	Achieved Disability Confident Committed accreditation.  Implemented guaranteed interview schemes for the Armed Forces Covenant and Disability Confident accreditations.  Implemented mandatory EDI training for all staff.  Developed a new Flexible Working Policy and implemented across the Council.

**6. Mental and Physical Wellbeing**

	Activity	Date	Responsibility	Output	Update Feb 25
6.0	Ensure safety is prioritised in the workplace, risks to staff are managed effectively and all relevant information is shared	Immediate & Ongoing	Health and Safety Officer  Human Resources Manager Health and Safety Officer	Ongoing	Clear Health & Safety procedures in place.
6.1	Embed mental health awareness into our Leadership and Management Development Programmes	When Programmes are implemented	Strategic Director  Human Resources Manager	Complete	Wellbeing has been incorporated into performance management frameworks and policies as appropriate.
6.2	Build an understanding and reduce stigma of mental health conditions through awareness programmes and initiatives	Ongoing	HR Manager  Senior Leadership Team  Corporate Management Team	Ongoing	Mental Health First Aider information updated on Intranet.  Promotion of support available from Employee Assistance Programme/Mental Health First Aiders are regularly cascaded to staff.  Health Promotion information/webinars regularly cascaded via the staff newsletter.

~ Page 88 ~



**7. Values and Culture**

	Activity	Date	Responsibility	Output	Update Feb 25
7.0	Embed our core values and behaviours into our policies, processes and how we approach the way we work	Ongoing	Human Resources SLT,CMT, Human Resources	Ongoing	Values and behaviours relaunched in 2023 and incorporated into Policy Reviews and Performance Management Framework.
7.1	Undertake regular two way engagement with all employees	Ongoing	Senior Leadership Team Corporate Management Team Human Resources Staff	Ongoing	Staff engagement group established.  Annual staff survey with results cascaded via staff briefing.

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**Review Date:**

February 2025 by HR Manager and Head of Customer Service and Transformation



**Oadby & Wigston Borough Council**  
**People Strategy Action Plan**  
**2025-2026**

**Developed, February 2025**

**People Strategy 2025-2026 Action Plan**

Below is a table of the planned actions to achieve the objectives and overall aim, including targets

**1. Employer of Choice**

	Activity	Date	Responsibility	Output
1.1	We will promote and proactively work towards enabling a diverse agile workforce across all levels of our organisation	December 2025	HR Manager SLT CMT	Publish revised Agile Working Policy and Flexi-time guidelines
1.2	Review our HR policies and processes to make sure that we are enabling, driving forward and facilitating our aspiration to be an employer of choice	March 2026	HR Manager	Complete policy review including publishing new policies on: <ul style="list-style-type: none"> <li>• Agile Working</li> <li>• Pay &amp; Reward</li> <li>• Recruitment</li> <li>• Family Leave</li> <li>• Equality &amp; Dignity at Work</li> </ul>
1.3	Develop work placement opportunities with universities	March 2026	East Midlands Council  HR Team	To have created at least one work placement opportunity within the Council.

**2. Developing our People**

	Activity	Date	Responsibility	Output
2.1	Maximise the use of the apprenticeship levy to develop our existing employees and attract our employees of the future	March 2026	HR Manager	To utilise the Apprenticeship Levy with 2 further apprenticeships (either new roles or for existing staff).
2.2	Create a Leadership and Management Development Programme to ensure it drives our service areas and individual performance forward	March 2026	HR Manager Head of Customer Service & Transformation	Review progress of Learning and Management Development Programme

**3. Engaging Our People**

	Activity	Date	Responsibility	Output
3.1	Develop stronger working relationships with recognised trade unions to ensure that we work together and are compliant with negotiated agreements	March 2026	HR Manager Strategic Director Employee Trade Union Rep's	Establish regular meetings with recognised trade unions.
3.2	Undertake regular two-way communication with all employees	March 2026	HR Manager Marketing & Communications Manager	Continue with regular staff briefings  Annual Staff survey carried out with results shared with all staff and action plans developed to drive improvements.  Embed the Staff Engagement Group and use this group to discuss issues, concerns and embed new initiatives.

4. Rewarding and Recognising Performance

~ Page 94 ~

	Activity	Date	Responsibility	Output
4.1	Develop a strategic approach to identify, attract and develop talent	March 2026	HR Manager SLT	Sponsoring a place on the Employee Development Programme run by the District council Network  Explore sponsorship of some places on the ILM development programmes across the organisation  Using the national 'Make a difference' campaign toolkit to attract people working in other sectors to move to local government.  Work with other Councils on a local senior leadership development programme.
4.2	Review and modernise our approaches to retention to make sure that we attract and retain valued staff	March 2026	Head of Customer Service & Transformation HR Team	Analyse staff turnover rates at department level.  Analyse staff survey feedback
4.3	Develop a strategic approach to succession planning so that we identify and develop our future leaders and grow 'our own' in house where possible	March 2026	HR Manager Strategic Director	Implement Training & Development Programme across the organisation including running essential training for all line managers.  Identification of business critical roles/gap analysis to identify where to develop our succession planning activities.  Work with other Councils on a local senior leadership development programme.

**5. Equality, Diversity and Inclusion**

	Activity	Date	Responsibility	Output
5.1	The Council will promote and actively work towards enabling a diverse workforce across all levels of the organisation	March 2026	HR Manager  Head of Customer Services & Transformation  Community Safety & Youth Officer	Embed Disability awareness and support across the organisation through analysis of the Disability Confident accreditation.  Undertake Gender/Ethnicity Pay Gap Analysis  Undertake EDI Analysis of recruitment applicants.  Undertake Equality Impact Assessment Training  Review Equality & Dignity at Work Policy  Implement mandatory Dignity & Respect Training and Bullying and Harassment training across the organisation.  Ensure that the Dignity & Respect is included in review of staff values

**6. Mental and Physical Wellbeing**

	Activity	Date	Responsibility	Output
6.1	Ensure safety is prioritised in the workplace, risks to staff are managed effectively and all relevant information is shared	March 2026	HR Manager  Health and Safety Officer	Identify Health Surveillance requirements and implement necessary checks across the organisation.
6.2	Build an understanding and reduce stigma of mental health conditions through awareness programmes and initiatives	March 2026	HR Manager  Senior  Leadership Team  Corporate Management Team	Undertake Mental Health First Aider Refresher Training for Mental Health First Aiders who were trained more than 3 years ago.  Train a further Mental Health First Aider based at Brocks Hill  Develop guidance on supporting employees with Mental Health conditions.



**7. Values and Culture**

	Activity	Date	Responsibility	Output
7.1	Embed our core values and behaviours into our policies, processes and how we approach the way we work	March 2026	HR Manager Marketing & Communications Manager Staff Engagement Group	Review of Values & Behaviours in consultation staff engagement group.
7.2	Undertake regular two way engagement with all employees	March 2026	Communications & Marketing Manager HR Manager	Continue with staff engagement group on a range of organisational issues. Continue with regular staff briefings. Continue with regular 121 meetings. Update staff on People Strategy Communicating with and supporting staff regarding Local Government Reorganisation and Devolution.

# Agenda Item 9



<b>Service Delivery Committee</b>	<b>Tuesday, 11 March 2025</b>	<b>Matter for Information</b>
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**Report Title:**

**Homelessness update**

**Report Author(s):**

**Chris Eyre (Housing Manager)**

<b>Purpose of Report:</b>	To provide the Committee with an overview of the Homelessness position and the actions being taken to reduce the impact on the Council as of the end of Quarter 3, April – December 2024.
<b>Report Summary:</b>	The report sets out the current position of homelessness and the number of households in Interim and Temporary Accommodation.  It also sets out how the Council is responding and what actions are being taken to reduce the impact on the Council and its resources.
<b>Recommendation(s):</b>	That the content of the report be noted.
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	Teresa Neal (Strategic Director) (0116) 257 2642 <a href="mailto:teresa.neal@oadby-wigston.gov.uk">teresa.neal@oadby-wigston.gov.uk</a>  Adrian Thorpe (Head of the Built Environment) (0116) 257 2645 <a href="mailto:adrian.thorpe@oadby-wigston.gov.uk">adrian.thorpe@oadby-wigston.gov.uk</a>  Chris Eyre (Housing Manager) (0116) 257 2726 <a href="mailto:chris.eyre@oadby-wigston.gov.uk">chris.eyre@oadby-wigston.gov.uk</a>
<b>Strategic Objectives:</b>	Our Council (SO1) Our Communities (SO2) Our Environment (SO4)
<b>Vision and Values:</b>	"Our Borough - The Place to Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)
<b>Report Implications:-</b>	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Effective Utilisation of Assets / Buildings (CR5) 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.
<b>Statutory Officers' Comments:-</b>	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
<b>Consultees:</b>	None.
<b>Background Papers:</b>	None.
<b>Appendices:</b>	<b>1.</b> Appendix 1 - Landlord Appeal

## **1. Introduction**

1.1 The Council is experiencing an unprecedented demand for Homelessness support, advice and services such as temporary accommodation. As of quarter 3 there are more than 200 households in Oadby and Wigston who have presented to the Council as Homeless and who registered to receive homeless support from the Council. Rising living costs, surging rents and a lack of affordable housing mean that households are struggling to find a safe and stable home across the borough. This report sets out the current position of Homelessness in the borough, how the Council is responding to the demand and what actions are being taken to reduce the impact of homelessness on the households and on the Council.

## **2. Current Position – Homelessness Management**

2.1 Homelessness is a statutory service delivered by the Council. In total there are 212 households who are currently owed a form of duty through the homelessness service. These applicants are divided into the following categories.

- Prevention duty- An applicant is eligible for support and assistance 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. The council will take an 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 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. 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. Where a main duty is owed, the authority must ensure that suitable accommodation is available for the applicant and his or her household. The duty continues until a settled housing

solution becomes available for them, or some other circumstance brings the duty to an end.

- 2.2 Of the 212 households currently receiving support from the Council;
- 36 cases are in prevention duty
  - 56 cases are in relief duty
  - 120 cases are in main duty
- 2.3 Within the caseload of households receiving homelessness support, the Council is currently accommodating 90 of these households in either Interim (sometimes referred to as Emergency Accommodation) or in Temporary Accommodation. These Households are accommodated as follows.
- 66 Households in bed and breakfast/hotel rooms
  - 15 Households in Council housing stock accommodation
  - 5 Households in Council hostel accommodation
  - 4 Households in leased accommodation
- 2.4 The current number of households being accommodated has risen by 70% since the start of the 2024-25 financial year, starting with 53 households being accommodated. The increase month on month is illustrated in table 1 below.

2024-25	B&B	Hostel	HRA Stock	Private Lease Stock	Total
April	34	3	12	4	53
May	37	4	12	3	56
June	37	4	13	3	57
July	41	4	13	3	61
August	52	4	12	3	71
September	60	3	14	4	81
October	66	4	15	4	89
November	66	5	14	5	90
December	61	5	15	5	86
January	66	5	15	4	90

**Table 1**

- 2.5 In benchmarking data collected regarding spend on temporary accommodation in 23/24 across Leicestershire, Oadby and Wigston had the second highest costs in comparison to the other district councils.
- 2.6 The financial cost of Temporary and Interim Accommodation is expected to reach £1.2 million at the end of Q4. The Council is expected to recover £726K of this from housing benefit subsidy from Central Government and service charges. Due to limits on the level of subsidy that can be claimed costs above these levels are not eligible for the subsidy so are a direct cost to the General Fund.
- 2.7 The Council is estimating this to be £474K after taking into account the contingency budget of £131K set aside to deal with additional pressures from homelessness. This will result in the Council having to fund the remaining £343K from General Fund reserves which will have a detrimental impact on the Council's reserves and balances.
- 2.8 There is no one reason as to why the Council has seen an increase in the number of households becoming homeless. However, a combination of
- High market rents in the private sector
  - Affordability/cost of living crisis, low level income households
  - Private sector landlords serving no fault evictions (Section 21 notice)
  - Lack of social housing vacancies

- Relationship breakdowns

contribute to the current homelessness crisis in the borough.

2.9 It is likely that the instability in the private sector will continue to influence the number of households presenting to the Council over the next 12 months.

2.10 The Renters' Rights Bill is an impending piece of legislation intended to reform the private rented sector (PRS) by providing greater security and protection for tenants. The Bill poses significant reforms including provisions such as

- Abolition of Section 21 Evictions and Tenancy Reforms
- Strengthen Tenant Rights and Rental Market Practices
- Introduction of a Private Rented Sector Database
- Establishment of a new Ombudsman service
- Creation of a Legal Standard for Property Conditions
- Expanded Financial Penalties and Offences

2.11 There is anecdotal evidence to suggest that private sector landlords are exiting the market due to issues connected with the change in legislation, increased regulations and concerns around enforcement risks, and a perceived lack of control over their properties, particularly smaller landlords who may not have the financial means to comply.

2.12 If the supply of rental properties in the borough decreases, it is likely to result in higher rents and reduced availability with the remaining private rental stock. The Council will continue to face increased pressure to provide housing for those who are unable to find suitable accommodation in the private sector. This will compound existing homelessness pressures and have impacts to waiting times for the Housing Register.

### **3. Responding to the Demand**

3.1 The main housing duty continues until one of the following situations happens when the applicant;

- cease to be eligible for assistance
- becomes homeless intentionally from Interim/Temporary accommodation or they voluntarily cease to occupy the accommodation provided
- accepts an offer of a fully assured tenancy from a private landlord, including a housing association
- accepts an offer under the authority's Housing allocation scheme
- refuses certain offers of accommodation

3.2 Through the Council's Choice Based Lettings scheme offers of accommodation are made on properties that become available to let. This enables the Council to end its duty to homeless households.

3.3 However, the Council has a small housing stock (1,182 properties) and in an average year only 5% (60) of these properties become available to let. This is further restricted in that on average 24 of these vacancies are from the Sheltered Housing stock and only very rarely are these let to households who are homeless.

3.4 Therefore the Council's ability to end its duty to homeless households is restricted because of so few properties becoming available to let.

3.5 At the end of quarter 3 the total number of Council housing properties becoming vacant was 24 This is 20 properties fewer than in an average year. Table 2 provides an illustration of these vacancies.

	Bedsit	1B Bungalow	2B Bungalow	1B Flat	2B Flat	3B Flat	2B House	3B House
<b>Sheltered Housing</b>		6	1	5				
<b>General Needs Housing</b>	1			3	2	2	1	3

Table 2

3.6 As a result of the low number of vacant properties the Council is not able to discharge its duty to homeless households quickly. The low number of vacant properties and the high number of homeless households means that households are having to wait longer for an offer of permanent accommodation to be made to them.

3.7 The total number of households on the housing register is 1,170. Of this number, 233 households are in Priority Need which is the highest band that can be awarded. Most homeless households have been awarded a Priority Need band.

3.8 Calculated on the current demand and availability of Council housing stock households in the Priority Need band can be expected to wait an estimated:

- 6 years 1-bedroom property
- 7 years 2-bedroom property
- 5 years 3-bedroom property
- 8 years 4-bedroom property
- 7 Years 4+bedroom property

Therefore, the Council cannot currently meet the demand for housing in a reasonable timeframe, through the allocation of vacancies from its own housing stock.

3.9 The Housing Team continue to engage with private sector landlords, with the aim of nominating suitable applicants from the housing register to match against the landlord's vacant property. However, landlords are unwilling to compromise and reduce their rental expectations and are demanding market rents as opposed to rents closer to the Local Housing Allowance.

#### Leasing properties as Temporary Accommodation

3.10 The Council has sought to encourage landlords from the private sector to lease properties to the Council at or close to the Local Housing Allowance Rate. This rate is used to work out claims for housing benefits or housing costs through universal credit. For Leicestershire the Local Housing Allowance rates for different property types are shown in table 3:

	Shared room rate	1 bedroom	2 bedrooms	3 bedrooms	4 bedrooms
Weekly Allowance	£91.00	£124.27	£149.59	£178.36	£241.64

Table 3

3.11 The Council offer to private sector landlords is that we will pay rent in advance, agree 3-year lease terms or longer, carry out all the statutory annual property checks and services, undertake day to day repairs and maintenance of the property.

3.12 Landlords have been unwilling to reduce their rental expectations, or are offering significantly sub-standard accommodation on short term lease arrangements, expecting the Council to bring the property up to standard and to take the property back when the short term lease ends. In two recent examples

- A Landlord offered the Council a 3-bedroom property for lease for a period of three

years. The rental expectation that was non-negotiable was £375pw. At 48% more than the Local Housing Allowance rate (£178pw) with the Council also required to carry out management duties, day to day repairs and annual servicing and checks of gas and electrical installations.

- A Landlord offered the Council a 2-bedroom property for a lease period of two years. The landlord agreed to lease at the Local Housing Allowance rate of £149pw. However, the landlord wanted the Council to bring the property up to a lettable standard and fund the works. The estimated cost of bringing the property up to standard was £8,000+. This is too high given that the Council would only have the benefit of the property for 2 years before handing the improved property back to the Landlord.

3.13 In the Council's latest attempt to recruit private sector landlords the appeal generated interest from over 30 landlords details attached as appendix 1 – Landlord Appeal. Of that number none have been willing to lower their rental expectations from the market rent, despite being offered a guaranteed rental income, having no management commitments, and no annual repairs and maintenance liability.

#### New Social Housing Provided as part of New Development through S106 Agreements

3.14 The Housing Team has well established and good working relationships with Housing Association partners operating in the borough. In the next 12 months Zen Housing are expected to advertise 34 new build properties through the Council's lettings site. This is as a result of a new development on the Cottage Farm site in Oadby. These properties will assist in enabling the Council to reduce the number of families in temporary accommodation.

	No of Beds	No of Persons	Post Code	Forecast Handover
Affordable Rent	2	3	LE2 4WA	31/03/2025
Affordable Rent	2	3	LE2 4WA	31/03/2025
Affordable Rent	2	3	LE2 4WA	31/03/2025
Affordable Rent	2	3	LE2 4WA	31/03/2025
Affordable Rent	2	4	LE2 4WA	30/04/2025
Affordable Rent	2	4	LE2 4WA	30/04/2025
Affordable Rent	3	5	LE2 4WA	30/04/2025
Affordable Rent	2	4	LE2 4WA	30/04/2025
Affordable Rent	2	4	LE2 4WA	30/04/2025
Affordable Rent	3	5	LE2 4WA	30/04/2025
Shared Ownership	3	5	LE2 4WA	30/05/2025
Shared Ownership	3	5	LE2 4WA	30/05/2025
Shared Ownership	3	5	LE2 4WA	30/05/2025
Affordable Rent	2	3	LE2 4WF	30/06/2025
Affordable Rent	2	3	LE2 4WF	30/06/2025
Affordable Rent	2	4	LE2 4WF	31/07/2025
Affordable Rent	2	4	LE2 4WF	31/07/2025
Affordable Rent	2	4	LE2 4WF	31/07/2025
Affordable Rent	3	5	LE2 4WF	31/07/2025
Affordable Rent	3	5	LE2 4WF	31/07/2025
Affordable Rent	3	5	LE2 4WF	31/07/2025
Affordable Rent	3	5	LE2 4WF	31/07/2025
Affordable Rent	3	5	LE2 4WH	29/08/2025
Affordable Rent	3	5	LE2 4WH	29/08/2025
Affordable Rent	3	5	LE2 4WH	29/08/2025
Affordable Rent	3	5	LE2 4WH	29/08/2025
Affordable Rent	3	5	LE2 4WF	29/08/2025

Affordable Rent	2	4	LE2 4WF	29/08/2025
Shared Ownership	2	4	LE2 4WF	30/09/2025
Shared Ownership	2	4	LE2 4WF	30/09/2025
Affordable Rent	3	5	LE2 4WF	30/09/2025
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Affordable Rent	3	5	LE2 4WH	Summer 2026
Shared Ownership	2	4	LE2 4WH	Summer 2026
Shared Ownership	2	4	LE2 4WH	Summer 2026

**Table 4**

### Purchasing Properties/ Spending Right to Buy Receipts

3.15 The Council is working to increase the housing stock by using 'Right to Buy' receipts. In the last 12 months the Council has or is in the process of buying 4 properties

- 1x2-bed bungalow (Purchased)
- 2x1-bed flats (Purchased)
- 1x2-bed house (In Progress)

It is anticipated that further purchases will be made in the next 12 months. This adds to the two properties that were purchased in 2023 also through the use of Right to Buy receipts.

### Local Authority Housing Fund

3.16 Following the submission of an Expression of Interest in January 2025, the Council has been allocated a grant of £508K through the Local Authority Housing Fund which is intended to support councils in providing additional temporary accommodation and resettlement properties. Although less than the amount that we requested, the grant awarded will enable the council to purchase 4 properties (3 temporary accommodation and 1 resettlement) in 25/26 that we can allocate to families currently placed in B&B accommodation.

### Reassessing use and designation of our stock

3.17 To help reduce the need for bed and breakfast accommodation, Housing Officers will carry out assessments on all vacant Council properties as to whether the property is

- Advertised for let  
or
- Directly offered to a Priority Need applicant who is in Interim (Emergency Accommodation)
- Redesignated as Temporary Accommodation to accommodate families in Interim (Emergency Accommodation)

3.18 The Council has ended its arrangement to use the 2-bedroom flat on Boulter Crescent as a community facility. Due to the severe accommodation shortage, Housing Officers have identified the Boulter Crescent flat as being suitable to bring back into the housing stock as accommodation. Officers from the Council are currently providing advice and support in relocating the community group.

### Emergency and Temporary Accommodation Officer



3.19 We have used our Homeless Prevention Grant to secure funding for a new Emergency and Temporary Accommodation Officer which is currently being recruited. Given the high level of caseloads being dealt with by the Housing Options Team, this post will be able to pick up work associated with ensuring applicants are complying with the terms of their temporary accommodation licence; ensuring that service charges and accommodation costs are paid in a timely manner; and ensuring that households adhere to their personal housing plans including supporting them in moving on from their temporary accommodation to more settled accommodation. The role will also be tasked with collecting approximately £87K in service charges, and where the service charge is not collected appropriate notice will be served and acted on so to end the duty to accommodate.



## Landlords wanted!



Oadby & Wigston Borough Council is looking for local landlords with empty properties in the borough.

We want to work with you to provide accommodation for local families, couples, and singles who have been made homeless through no fault of their own.

Whether you have inherited or acquired a second home, or are an investor we will consider all types of properties.

If you would like to find out more about how we can work together, please contact:



(0116) 288 8961



housingoptions@oadby-wigston.gov.uk

### Benefit from

- Our extensive property management experience
- Guaranteed rent payments in advance
- Long-term lease security with no worries about loss of income if the home is empty
- Regular checks to ensure your property is being taken care of
- Knowing you are helping those that have become homeless through no fault of their own