



# Oadby & Wigston

## BOROUGH COUNCIL

**Law & Democracy**  
Democratic Services

### TO COUNCILLOR:

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

J K Chohan  
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, 10 June 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  
**02 June 2025**

**Anne E Court**  
Chief Executive



**Meeting ID:** 2886

### 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/22069-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**

**3 - 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 - 8**

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

## 6. **Petitions and Deputations**

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

## 7. **Corporate Performance Update (Q4 2024/25)**

**9 - 134**

Report of the Head of Customer Service and transformation.

## 8. **Housing Annual Complaints Performance and Service Improvement Report**

**135 - 144**

Report of the Housing Manager.

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**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, 11 MARCH 2025 COMMENCING AT 7.00 PM**

## **PRESENT**

G A Boulter	Chair
F S Broadley	Vice-Chair



**Meeting ID: 2748**

## **COUNCILLORS**

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

## **OFFICERS IN ATTENDANCE**

S J Ball	Legal & Democratic Services Manager / Deputy Monitoring Officer
S Driscoll	HR Manager
C Eyre	Housing Manager
T Hatton	Head of Customer Service & Transformation
T Neal	Strategic Director
K Robson	Democratic & Electoral Services Officer
J Waterton	Operational Housing Manager

## **24. APOLOGIES FOR ABSENCE**

An apology for absence was received from Councillors F S Ghattoraya, G G Hunt and K J Lloydall.

## **25. APPOINTMENT OF SUBSTITUTES**

None.

## **26. DECLARATIONS OF INTEREST**

None.

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

By affirmation of the meeting, it was

### **UNANIMOUSLY RESOLVED THAT:**

**The minutes of the previous meeting held on 26 November 2024 be taken as read, confirmed and approved.**

**28. 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 26 November 2024 be noted.**

**29. PETITIONS AND DEPUTATIONS**

None.

**30. CORPORATE PERFORMANCE UPDATE (Q3 2024/25)**

The Committee gave consideration to the report and appendices (as set out in pages 8 - 72 of the agenda reports pack), which provided 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.

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.**

**31. PEOPLE STRATEGY UPDATE**

The Committee gave consideration to the report and appendices (as set out in pages 73 - 98 of the agenda reports pack), which provided an update on progress with the actions from the People Strategy

By general affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**The progress of the People Strategy actions and the new revised action plan for 2025/26 be noted.**

**32. HOMELESSNESS UPDATE**

The Committee gave consideration to the report and appendix (as set out in pages 99 - 107 of the agenda reports pack), which provided 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.

By general affirmation of the meeting, it was

**UNANIMOUSLY RESOLVED THAT:**

**That the content of the report be noted.**

**THE MEETING CLOSED AT 8.30 pm**





# Agenda Item 5

## SERVICE DELIVERY COMMITTEE

### **ACTION LIST**

**Arising from the Meeting held on Tuesday, 11 March 2025**

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	<b>5. – Action List Arising from the Previous Meeting</b>  Officers were asked to push Leicestershire County Council to provide information previously requested regarding car park tickets and appeals.	David Gill to provide update in the next Quarterly Service Update Report  <b><i>Due by Jun-25</i></b>	<b>DaGi</b>	Complete
		This information has been included in the Q4 update for Corporate Assets		
2.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Cllr Alam asked to be kept informed about progress with cleaning and maintenance in Housing communal areas.	Chris Eyre to provide update in the next Quarterly Service Update Report  <b><i>Due by Jun-25</i></b>	<b>ChEy</b>	Complete
		Update will be provided in the housing update at Service Delivery Committee		
3.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Members queried the lower number of referrals to Lightbulb Assistive Technology Project.	Teresa Neal to speak to Blaby about increasing the number of referrals to Assistive Technology Project.  <b><i>Due by Jun-25</i></b>	<b>TeNe</b>	Complete
		Teresa Neal has spoken to the team at Blaby and will provide more details in the Operational Update.		
4.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Cllr Alam asked why the number of residents	Trish Hatton to check the reason for this and confirm with Cllr Alam  <b><i>Due by Jun-25</i></b>	<b>TrHa</b>	Complete
		Trish Hatton has advised Cllr Alam that some customers cancel their direct debit in December due to other financial pressures		

**Council Body**  
Date

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

	paying Council Tax by direct debit in December had dropped.	(such as Christmas). They mainly catch up this payment in January and many sign back up for direct debits in the new year. This is a common trend that other councils also experience each year.		
5.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Members asked about progress on the 5 Private Sector Housing penalties served.	David Gill to provide update for the next Service Delivery Committee.  <i><b>Due by Jun-25</b></i>	<b>DaGi</b>	Complete
		These cases are being progressed through the legal system.		
6.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Cllr Kaufman asked about progress with contacting landowners with a view to getting potholes fixed on East Street.	David Gill to give update at next Service Delivery Committee.  <i><b>Due by Jun-25</b></i>	<b>DaGi</b>	Complete
		This has been completed and the potholes are now filled.		
7.	<b>7. – Corporate Performance Update (Q3 2024/2025)</b>  Cllr Kaufman expressed concern that there may be gaps in Community Health & Wellbeing provision across the borough.	Teresa Neal to map provision across the borough to identify any geographical gaps in provision.  <i><b>Due by Jun-25</b></i>	<b>TeNe</b>	Complete
		Teresa Neal has mapped the provision across the borough and will provide more details in the Operational Update.		
8.	<b>9. – Homelessness Update</b>  Members asked to regularly updated with actions taken to reduce homelessness in the borough.	Chris Eyre to provide regular updates on how we are progressing in terms of additional accommodation to tackle homelessness. This is to be provided for every Service Delivery Committee going forward, as part of the regular Housing Update.  <i><b>Due by Jun-25</b></i>	<b>ChEy</b>	Complete
		Update will be provided in the housing update at Service		

		Delivery Committee
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\* | All actions listed are those which are informally raised by Members during the course of debate upon a given item of business which do not form part of - but may be additional, incidental or ancillary to - any motion(s) carried. These actions are for the attention of the responsible Officer(s).

# Agenda Item 7



**Service Delivery  
Committee**

**Tuesday, 10 June  
2025**

**Matter for  
Information**

**Report Title:** **Corporate Performance Update (Q4 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 4 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. 21 are to be reported for Quarter 4 2024-2025.</p> <p>There are 38 statutory KPI's. 37 are to be reported for Quarter 4 2024-2025.</p> <p>There are 42 Corporate Strategy KPI's. 31 are to be reported for Quarter 4 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>	1 - Operational Update 2 - B&B Elimination Plan 3 - Stock Condition Survey 4 - Lightbulb Performance Dashboard 5 - Home Gadget Performance Dashboard 6 - Home Support Grant Figures 7 - Home discharge Grant Figures 8 - Safe Spaces Performance Dashboard 9 - Community Programme for Active Oadby and Wigston 10 - OWBC Bi-annual complaints report 11 - OWBC 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 Q4 2024/25. All targets will be reported on over the three year period.
- 1.5 All measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the strategic objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

## 2. Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's strategic objectives as set out in the Council's vision and Corporate strategy (2024-2025).
- 2.2 There are five main objectives, with these being:
  - Our Environment
  - Our Communities
  - Our Economy
  - Our Council
  - Our Partners
- 2.3 KPI's are categorised by each service delivery arm. Each target has been graded using the Red/Amber/Green status ranking system.

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

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

**Green** Target fully achieved or currently on track to achieve target

**Amber** Indicator is in danger of falling behind target

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

- 2.4 **Continuous Improvement Key Performance Indicators** - Out of the 21 indicators, all 21 were due for reporting as at the end of Quarter 4 (2024-2025).

Of the **21**:

**18** were Green status

**2** were Amber status

**1** was Red status

This equates to 86% Green, 9% Amber and 5% Red status.

In comparison the third quarter of 2024-2025 (Oct, Nov, Dec) percentages were: 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 Four 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	86%	2	9%	1	5%
<b>Department</b>						
Built Environment	4	100%	0	0%	0	0%
Customer Service & Transformation	6	75%	1	12.5%	1	12.5%
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, 37 were due for reporting as at the end of Quarter 4 2024-2025.  
Of the **37**:

**30** were Green status

**1** were Amber status

**6** were Red status

This equates to 81% Green, 3% Amber and 16% Red status.

In comparison the third quarter of 2024-2025 (Oct, Nov, Dec) percentages were as follows: 80% Green, 20% 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 Four 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	30	81%	1	3%	6	16%
<b>Department</b>						
Built Environment	16	80%	0	0%	4	20%
Customer Service & Transformation	7	78%	0	0%	2	22%
Finance & Resources	3	100%	0	0%	0	0%
Law & Democracy	4	80%	1	20%	0	0%

## 2.6 Corporate Strategy Key Performance Indicators

Out of the 42 indicators, 31 were due for reporting as at the end of Quarter 4 2024-2025.  
Of the 31:



**25** were Green status  
**6** was Amber status  
**0** were Red status

This equates to 81% Green, 19% Amber and 0% Red status.

In comparison the third quarter of 2024-2025 (Oct, Nov, Dec) percentages were as follows:  
95% Green, 5% 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 Four 2024/25	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
<b>Overall Performance</b>						
All Targets Due	25	81%	6	19%	0	0%
<b>Department</b>						
Built Environment	6	100%	0	0%	0	0%
Customer Service & Transformation	6	100%	0	0%	0	0%
Finance & Resources	2	67%	1	33%	0	0%
Law & Democracy	11	69%	5	31%	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 4 2024-2025.

#### Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale	90% (TSM)	89% (826 out of 932 jobs) Contractor performance reduced between December and the start of February that year, due to contractor arrangements coming to an end. From February onwards the performance started to improve with the	Red

			procurement of a new contractor	
OCOM 17 (s)	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100% complete (TSM)	85.66% (1010 out of 1179 properties) A programme of works that includes non-compliant properties and properties where their current certificate is coming to an end has been issued to the contractor. Where tenants have not been engaging with our contractor or team we have entered into a legal remedy process. In line with good practice this approach is accepted mitigation for properties out of compliance.	Red
OCOM 19 (s)	Ensure all Council properties have smoke detection installed	100% complete (TSM)	94.49% (1114 out of 1179 properties) Our contractor is ordered to ensure that smoke detection is installed in our properties. In our audit of the data it appears that 65 properties have not been recorded as having smoke detection. A works order and instruction has been issued to the contractor to attend all 65 properties to install or confirm there is adequate smoke detection in place. Target date for this will be 30 <sup>th</sup> June	Red
OCOM 20 (s)	Ensure all Council properties with gas installed have carbon monoxide detectors	100% complete (TSM)	99.1% (1057 out of 1067 properties) Our contractor is ordered to ensure that carbon monoxide detection is installed in our properties. In	Red

			our audit of the data it appears that 10 properties have not been recorded as having carbon monoxide detection. A works order and instruction has been issued to the contractor to attend all 10 properties to install or confirm there is adequate carbon monoxide detection in place. Target date for this will be 30 <sup>th</sup> June	
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#### Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 4 2024-2025.

## **4. Finance Update**

### **4.1 Exception Report – Finance**

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

#### Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 4 2024-2025.

#### Statutory Key Performance Indicators

There is no exception reporting for Quarter 4 2024-2025.

#### Corporate Strategy Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
S01-10	High quality, value for money services	New Commercialisation Strategy is approved	Due to other priorities, this target will roll over and move to 25/26	Amber

## **5. Customer Service & Transformation Update**

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

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

#### Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
OE2	Improve the percentage of Council Tax payers paying by direct debit	To increase direct debit uptake by 3% over the year	The direct debit uptake fluctuated during the year, at some point increasing to target, but then decreasing. At the end of the financial year Our direct debit uptake was 76%. This did not meet the 3% increase target. Other councils range between 62% - 83% so OWBC still remains higher than many others. The team will work towards maintaining this level.	Red
OC2	To implement new recruitment framework and associated training, to work in partnership with other local councils on the 'Make a difference, work for your local council' campaign	To implement new recruitment framework to make OWBC an employer of choice	The vast majority of the work has been done but implementation of the new recruitment framework will roll over into 2025-2026 due to other more urgent work priorities at the end of 2024-2025	Amber

#### Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
OC1 (s)	Council Tax Collection rate	97.5%	Target 97.50% Actual 96.45% The team will continue to work on the improvements identified on the collection rate action plan next year	Red
OE1 (s)	NNDR Collection rate	98.5%	Target 98.50% Actual 96.56% The team will continue to work on the improvements identified on the collection rate action plan next year	Red

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#### Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 4 2024-2025.

## **6. Law and Democracy Update**

### **6.1 Exception Reporting – Law and Democracy**

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

#### Continuous Improvement Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 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	System integration challenges continue. This target will roll over to 2025-26	Amber

#### Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
OCOM 21 (s)	Deliver Food Service Plan	Complete all high risk inspections by quarter	All high risk premises inspected and audited. 2 Cs and 24 Ds to be carried forward to 25/26	Amber

#### Corporate Strategy Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 4 Commentary	Forecast
S01-07	High quality, value for money services	Asset Management Framework is approved.	Due to other work priorities within the team, this target will roll over and move to 25/26	Amber
S04-02	To ensure that we are a carbon conscious borough	Approved Engagement Strategy to help maximise recycling collection	Due to waste transformation and other work priorities, this target will roll over and move to 25/26	Amber

S04-07	To be seen to be green	Go live with the E-Clean & Green Website presence	Due to other work priorities within the team, this target will roll over and move to 25/26	Amber
S04-09	To be seen to be green	Brocks Hill activity plan is developed	Work is progressing well in this area, but target is not fully achieved, this links to the commercialisation strategy, this target will rollover and move to 25/26	Amber
S05-01	To develop, maintain and enhance partnerships to help support delivery of our objectives	Develop and implement new Partnership Toolkit	An assessment of our current position prior to finalising the toolkit means this work has not been completed by the end of Q4, it will however be completed by the end of the next quarter.	Amber



## **Service Delivery Committee**

### **Operational Updates – Quarter Four (2024/2025)**

#### **BUILT ENVIRONMENT UPDATE**

##### **Planning**

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 4, 63 out of 64 Planning Applications were decided in time or within an agreed extension of time. Of the 4 appeals decided by the Planning Inspectorate, all 4 were dismissed (ie 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 workings 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.

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 384 new homes per year can be accommodated within the Borough. The Council has recently carried out a Call for Sites consultation, and has commissioned a market absorption study as well as a local transport assessment. Alongside others, these pieces of evidence will aid the Council in concluding whether it has an unmet housing need.

##### **Climate Change**

The draft short-term Delivery Plan (which 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) was presented to Members at January's Place Shaping and Climate Change Working Group for consultation. Following Member's input, the draft Delivery Plan has been amended and was presented to the Working Group in May before finalisation and publication on the Council's website.

Progress on updating the carbon footprint for Council Operations includes identifying buildings with the highest carbon emissions and appropriate processes to facilitate the collation of energy data for financial year 2024/25 – the breadth of carbon emissions measured will be dependent on ease and necessity of data collection and available Officer time. 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 March this year. British Gas won offering a dual fuel online tariff with switchers saving an average of £236 on annual energy bills. Plus, the tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability. A new auction opens in June of this year.



Solar Together Leicestershire 2024 has delivered (through a partnership of councils across Leicestershire and iChoosr) a total of 433 Solar PV installations across the 2024 scheme by Greenscape Energy, saving more than 300 tonnes of carbon in the first year. This includes 24 installations for Oadby and Wigston with private resident investment in renewables of over £169,000 across the borough.

To update on the Local Area Energy Plan, LCC are working with Energy Systems Catapult to develop this, primarily as an interactive map to provide a plan for decarbonisation across Leicestershire by 2050. The Council continues to engage in its development by attending workshops, the latest to consider modelling outputs for heat, renewables and electric vehicles.

Also, to update on the Flex D scheme, in which the Council are part of a countywide partnership to install an electric vehicle charging hub and solar canopy at Sandhurst Street Carpark in Oadby. The project led by Harborough District Council will be procuring a contractor to be in place by June 2025, with installation expected in Autumn this year.

Finally, community energy co-operative Green Fox have been asked to provide further calculations to help the Council explore the installation of solar PV on additional buildings, now the leisure centres have grant funding for this – this is utilising funding as part of a wider LCC project to accelerate net zero action.

## Housing

### Homelessness

There are 218 households who are currently owed a form of duty through the homelessness service. This position has remained stable over the last three months.

- **35 Households are owed a prevention duty.** Applicants are eligible if they are in danger of losing their home, the council must try and help the applicant keep their current home and take reasonable steps to stop them from becoming homeless
- **57 Households are owed a relief duty.** The council will take a homeless application from an applicant and the housing options officer will carry out a full housing needs assessment for the applicant and their household.
- **126 Households are owed a 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 are 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.

### **Interim and Temporary Accommodation**

Within this caseload of households receiving homelessness support, the Council is currently accommodating 87 of these households in either Interim (sometimes referred to as Emergency Accommodation) or Temporary Accommodation. These Households are accommodated as follows;

- 58 Households in bed and breakfast/hotel rooms (down from 66 Q3)





- 20 Households in Council housing stock accommodation (up from 15 Q3)
- 4 Households in Council hostel accommodation (down from 5 Q3)
- 5 Households in leased accommodation (up from 4 in Q3)

The Government require the Council to produce a B&B elimination plan if they have 5 or more families with dependent children and who have been placed in B&B accommodation for more than 42 days.

### **B&B Elimination Plan**

A B&B Elimination plan (Appendix 2) is aimed at reducing or eliminating the use of Bed and Breakfast (B&B) accommodation, especially for homeless families, as a temporary housing solution. The plan focuses on finding more suitable and stable housing options, often involving a combination of increased access to social housing, private rentals, and other support services.

Of the 58 Households in B&B the Council has 20 families who have been placed into the B&B elimination plan as the average time in B&B was 100 days (as of 1/5/25).

7 of these families have been selected to move from B&B into temporary accommodation (self contained). These units of accommodation are Council properties that have recently become vacant. The accommodation has been redesignated as temporary accommodation for the purpose of moving families out of B&B.

The B&B elimination plan, highlights a number of actions the team are taking to reduce the need to use B&B accommodation for families, Actions focus on

- What properties in the Council's housing stock can be used as temporary accommodation
- Opportunities to develop housing land and garage sites
- Purchasing property financed through Right to Buy Receipts, Government funding
- Leasing property by encouraging and procuring private sector landlords

The Housing Options Team have recruited a Temporary Accommodation Officer on a fixed term basis using grant funding, this post will be supporting families in B&B accommodation with move on plans, in addition to managing temporary accommodation licences and ensuring that service charges and accommodation costs are paid in a timely manner.

The officer will also ensure that households adhere to their personal housing plans including supporting them in moving on from their temporary accommodation to more settled accommodation.

### **Stock Condition Survey**

In order to effectively manage and improve our housing stock, we have undertaken a comprehensive stock condition survey (Appendix 3). The survey aims to achieve an understanding of the housing stock condition, forecasting necessary component renewal budgets, gaining insights into the needs of our tenants, and identifying any potential hazards, including issues related to damp and mould.



## **Survey Methodology**

The survey encompassed a thorough assessment of key components within our housing stock, specifically focusing on:

- Roofs- Evaluating the structural integrity and condition to determine remaining lifespan and future replacement needs.
- Bathrooms - Analysing the age, functionality, and compliance with health and safety standards.
- Kitchens - Assessing the condition of kitchen installations, including mechanical extractions and fixtures.
- Housing Health and Safety Rating System (HHSRS) -Ensuring compliance with regulatory standards to safeguard tenant health and safety.
- Repair Issues - Identifying any visible repair needs that require immediate attention.

The primary goals of the survey included gaining a complete picture of the condition and age of our housing stock, which is essential for effective management and resource allocation. It also presents data to accurately project costs associated with planned component renewals over both short-term and long-term timeframes.

In addition we sought to gain an understanding of tenant needs and potential hazards they may face within their homes, enabling proactive measures to enhance their living conditions.

Hazard Identification was also a key priority and surveyors were tasked in identifying and addressing issues such as damp and mould, which could pose risks to tenant health and property integrity.

## **Key Findings**

The total projected spend over the next 30 years is approximately £41 million. It is estimated that spending peaks are observed every five years, with a significant spike expected in 2040 at £8 million. Assessments of key components revealed;

- Kitchens - Many kitchens are aging but still functional. Replacement needs are expected to rise substantially in the next two decades, with over 250 kitchens requiring replacements by 2030, followed by around 200 by 2035, and more than 100 by 2040.
- Bathrooms - A total of 800 standard bathrooms and over 300 wet rooms have been documented. Increased replacement demands are foreseen starting from 2030, with further assessments needed as the replacement dates approach. Presence of mechanical ventilation is a positive aspect to mitigate damp and mould risks.
- Central Heating - Gas boilers show signs of wear in approximately 20% of the properties, indicating the need for a thorough review of the annual replacement program to ensure operational efficiency and compliance.
- Windows - While many windows are over 20 years old, they remain usable, albeit with some wear. Replacement schedules will align with observed deficiencies.



- Doors - Composite and UPVC doors are prevalent, with significant investment required starting in 2031. A focused fire door audit and risk assessment will be prioritised.
- Roofing - Roofs are currently in good condition, and an assessment for future replacement needs has been made.

## Next Steps

The Housing Team continue to analyse the data and will focus on developing work programmes that outline timelines, budgets, and the nature of the required works based on the survey findings. In addition to this a full review of the Housing Revenue Account (HRA) business plan will take place and set out how delivering repairs and capital improvements will be achieved over the coming years, this will also include longer-term forecasts which will reflect the Council's ambitions to improve and deliver good landlord services.

The team are now in the process of preparing work programmes for the coming year. This will include

- A heating replacement scheme
- Door replacement project
- Fire Risk Assessments and remedial works
- Electrical Installation upgrades
- Communal block internal decorations and flooring replacement

The team are also working with the Tenant and Leaseholder Forum to ensure transparency and allow for tenants to have a voice in what type of property improvements should be a priority.

## Report supplied by Leicestershire Building Control Partnership



The number of fee earning applications received by the Leicestershire Building Control Partnership between April 2024 and March 2025 for Oadby & Wigston is 123 applications.

The income brought in for our area is detailed in the table below: -

Month	Amount	Month	Amount
April 2024	£3,552	October 2024	£4,221
May	£3,681	November	£3,529
June	£3,023	December	£5,781
July	£4,081	January 2025	£7,699
August	£3,891	February	£6,216



September	£6,594	March	£6,624
<b>TOTAL</b>			<b>£58,892</b>

Our market share is currently at 35% which is less than the other local authorities in the partnership who are around the 50%. Previously active marketing has taken place to address this but due to the continual loss of staffing the marketing strategy has had to be put on hold.

In quarter four the Leicestershire Building Control Partnership has been audited by the Building Safety Regulator; the partnership was in the first tranche of Councils to be audited following the new Building Safety Legislation which has been brought in following Grenfell.

All partners met with the auditor, and he said that the purpose of the inspections was not to punish but raise up standards of councils. Our audit was okay, the areas identified for improvement are:

- Procedures & Policies – some need updating.
- Key Performance Indicators and Building Safety Regulator Targets (We have not had these targets previously so could not measure ourselves against them).
- Agree a legacy period regarding managing old cases.
- Record reasons when a decision is made for not taking enforcement action.

The partnership raised the issue of staffing and their concern regarding the introduction of these new regulations at the same time rather than a staggered approach. This has had a major impact on the workforce and resource. Over the last two years the partnership has lost 30% of its staff and believes that within the next couple of years we may be forced to use agency staff. The partnership agreed that they would write to the Building Safety Regulator to raise their concerns on this matter.

The next Executive Board Meeting of the partnership is in June. At this meeting, the Partnership Manager will share an action plan on how they plan to respond to the audit. This will include a list of resourcing and support needed to move the partnership forward. The new Key Performance Indicators (KPI's) and targets will be measured from April 2025.

### **Report supplied by Lightbulb**



Lightbulb Executive Board met on the 7<sup>th</sup> May and performance was shared with all members for the period ending 31<sup>st</sup> March 2025.

### **Key Performance**

Eighty-four cases were dealt with under the main Lightbulb Model.

Seventy-seven cases under the Home Gadgets Pilot, with gadgets being provided in sixty-seven of those cases.

Twenty-one applications were made for support under the Home Support Grant, of which eleven withdraw their application and six remain open which will be carried over to this year.



Two home discharge grants awarded. The small number here is down to the lack of referrals from Occupational Therapists (OTs). The criteria is that the applicant must be in hospital or discharged from hospital no more than 6 weeks before their application. If application made after the 6 weeks, then it is dealt with as a normal DFG equipment order. The Lightbulb Team will send a reminder to all OTs about this service.

Lightbulb Performance charts are in the appendices attached.

- Appendix 4 Lightbulb Dashboard
- Appendix 5 Home Gadgets Dashboard
- Appendix 6 Home Support Grant Figures
- Appendix 7 Home Discharge Grant Figures
- Appendix 8 Safe Spaces Dashboard

Lightbulb Operational Group met on the 9<sup>th</sup> May members of this group have been tasked with establishing task and finish groups to look at four projects.

- Minor adaptations and whether these become part of the Lightbulb Model
- Supply of Ceiling Track Hoists
- Recruitment and introduction of new case worker role
- Updating the Housing Assistance Policy.

## **Budget**

In 2024/25 the funding received for Oadby and Wigston was £851,225 this amount was after funding had been taken to cover our contributions towards the cost of the Lightbulb pilots. We have spent £549,812 which leaves us a balance of £301,443, this funding will be carried forward to 25/26.

Blaby also reported that there is an underspend of £75,264 in terms of the running costs for Lightbulb. Partners agreed that this should be kept as a contingency to cover staff training and additional temporary staff to cover staff absences.

## **University Partnership**

Over the last twelve months we have continued to work in Partnership with Leicester University and progress actions from our action plan. Cllr Samia Haq and Anne Court have annual meetings with the Vice Chancellor; Cllr Haq is also a member of the Botanical Gardens Board. Anne is a member of the University Partnership Steering Group and Anne and Teresa attend the Community Liaison meetings with the University and local representatives.

The achievements include: -

- Joint promotion of events via each partners communications team. We have promoted events at the University, and they have promoted events being run by the council.
- Shared information from the University to the Community Leaders in Oadby & Wigston.
- University attended the Turkish Business Event we held at Brocks Hill.
- Botanical Gardens was part of the East Midlands in Bloom Entry for 2024, and the Vice Chancellor of the University attended this.



- A representative from OWBC participated in the work on Student Empowerment.
- We investigated the option of using student accommodation in Oadby as temporary accommodation for people who have presented as homeless. Whereas we were not able to progress this, the university have said that they could help us in an emergency if we needed some accommodation for a short period of time.
- Provided advice to the university in terms of their licence and temporary event notices.
- Supported a bid made by Attenborough Arts for arts and culture funding.
- University supported us with Customer Service Excellence application in December 2024.

New actions have been developed for 25/26, below is not a comprehensive list just some key points.

- University representatives at Business Networking events organised by Oadby and Wigston Borough Council
- To keep Council updated with Botanical Gardens funding plans and support required for funding bids.
- To progress training provision for Businesses in the Oadby & Wigston area through courses run by the University. This will be funded through "Funded by UK Government."
- To work together to look at opportunities for Graduate Placements and to invite the University to the Jobs fair in June.
- To continue to share information on events and initiatives so that each organisation can promote these.

There were two actions raised at the last service delivery committee, the responses to those actions are listed below.

### **Increase Referrals for OWBC for the Home Gadgets (Asst Technology) project.**

Last month we had eight referrals for O&W residents, last year we averaged about six referrals per month for the district.

The team at Blaby have met with both the Local Area Coordinators for the Oadby and Wigston area and the Social Prescribers to increase referrals and are attending a meeting of the Integrated Care Coordinators for the area. Alongside this we have promoted the project in the staff and member newsletter and will also be promoting via Communications Team to our residents.

### **Map provision of Community Health and Wellbeing**

Attached at Appendix 9 is the Community Programme for Active Oadby and Wigston which lists all activities running in the area. Walking groups (free of charge) run across the three centres.

With regards Steady Steps Plus – these currently run within Oadby and Wigston. Currently little to no demand in South Wigston – but the team are looking into this and if demand increases would be happy to run a programme in that locality.

Poor life expectancy figures for South Wigston falls under the health remit – work has commenced and will continue over the next few months to look at this.



Oadby has the highest levels of physical inactivity. That is why there is a current focus on more programmes running from that locality.

## **CUSTOMER SERVICE AND TRANSFORMATION UPDATE**

### **Customer Service Team**

The Customer Service team provides a key frontline service for the Council. They receive our enquiries through a wide range of access channels including over the telephone, online, email, face to face and virtual appointments. As well as dealing with customer enquiries, the Customer Service Team carry out admin duties and process enquiries for other teams in the council.

#### Email/Contact Us Online

The 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 4	January	February	March
Number of emails	402	359	347
Number of contact us forms processed	130	114	142
Number of complaints triaged	20	13	12
Average response time	1 Day	1 Day	1 Day

#### Online forms

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

Online Forms Q4	January	February	March
Garden Waste Renewal	23	2575	2448
Garden Waste Sign up	1	207	275
Contact Us Form	129	114	158
Direct Debit Form	55	49	207
Council Tax Refund	1	2	25
HB & CTS Application	47	44	72
Council Tax Vacation Form	35	39	52
Arrange Clinical Waste Collection	68	46	71
Taxi Vehicle Application	37	41	55
Single Person Discount	8	21	24
Other Council Tax Discount/Exemptions	9	19	33





Council Tax Moving within the Borough	12	10	23
Council Tax Moving into the Borough	40	44	80
Direct Debit	55	49	207
DHP Application	20	17	12
Book a Competency Test	20	16	25
Abandoned Vehicle Report	7	10	14
Garage Waiting List Enquiry	7	3	11
Taxi Driver Renewal	14	5	4
Video Appointment Request	2	0	2
HB Change of Circumstances	2	2	3
Cleansing Issue	9	13	13
Allotment Application	0	0	2
Anti Social and Noise Report	19	7	18
Early Bird Bin Swap	89	77	56
<b>Monthly Total</b>	<b>709</b>	<b>3410</b>	<b>3890</b>
<b>Q4 Total</b>	<b>8009</b>		

## 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 4	January	February	March
Number of calls	4993	5238	7701
Number of calls answered.	4489	4321	5938
Percentage answered.	90%	82%	77%
Number of abandoned calls*	504	917	1763
Average wait time	1.25	1.50	3.34

## 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 was one requested appointment during Q4, for Housing Options this resolved over the telephone we also 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 allows customer to visit the council, see a member of the team face to face, to help with basic customer enquiries.

Reception Stats – Q4			
Enquiry Type	January	February	March
Number of Quick Enquiries	325	346	430
Full Enquiries (Waste, Housing, Clean & Green)	64	59	76



Quick Enquiries Breakdown – Q4			
Enquiry Type	January	February	March
Visitors/contractors	85	105	138
General basic council enquiries	108	119	133
Handing in post/documents & photo copying proofs	32	8	31
Car Parking	4	15	7
Jenno's enquiry	0	0	2
Refer to back office/assistance with customer phone	34	42	52
Key Collection/drop off	7	10	8
County Council Issue	1	1	3
Issue Pride of Borough card	28	5	4
MI Permit	6	0	0
Form issued	10	2	9
Delivery	3	17	9
Signpost to another Agency	3	1	3
Garden Waste Assistance	0	20	33
Reference number given	1	1	0
Directions	0	0	1
Use of Toilet	3	0	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 Q4 overall performance rating was 100% in all areas.

#### Service Area Administration Support

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

This involves them:

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



Quarter 4	January	February	March
Number of Taxi vehicle apps processed	37	40	52
Number of competency tests booked	21	17	25
Number of EH admin tasks	81	58	86
Number of Waste reports run/processed	286	264	275
Number of Housing apps processed	39	50	61
Number of Homelessness admin tasks	97	59	70
Number of First Contact Requests	1	0	1
Number of Tell Us Once Requests	77	46	40
Number of Sport Pitch Invoices raised	8	10	10
Number of Facilities email/contact forms	54	45	54

#### Customer Service Centre Team - Output summary

Quarter 4	January	February	March
Number of emails/online contacts answered	402	359	489
Number of calls answered	4489	4321	5938
Number of admin work items processed.	701	589	674

#### Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

Customers are asked to score our Customer Service Team performance out of ten in relation to each factor. Our overall customer satisfaction target is 85% for 2024-2025.

Quarter 4	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Jan 25	98%	100%	100%	99%	100%	100%
Feb 25	98%	100%	100%	100%	100%	100%
Mar 25	97%	100%	100%	100%	100%	100%

#### Call Back Stats (Automated Callback)

This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call. When a customer's select this, they



can hang up and keep their place in the virtual queue, an Agent will call them back when it would have been their turn.

Quarter 4	Number of Call Backs to Customers
Jan 25	226
Feb 25	356
Mar 25	1007*

\*The call back feature proved particularly popular during our busy period in March, customers have given positive feedback about the introduction of this.

#### 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 confirmed requests during Q4 but continue to actively promote this service.

### **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.

#### Benefits Performance

Speed of processing new claims HB/CTS	Q4 Actual
Target 28 days	10.34 days

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

Speed of processing Change in Circumstances	Q4 Actual
Target 10 days	1.2 days

Discretionary Housing Payments (DHPs) are available to help the residents of OWBC when they are at their most vulnerable. A DHP can help cover a shortfall in Housing Costs and each case is assessed on its own merits. This can, in some cases, help to avoid homelessness. A DHP is funded by Central Government and the Benefits team work hard to stay within this funding.



## DHP Applications

<b>Quarter 4</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Number of Applications	29	11	7
Number of Awards	18	5	5
Accumulative Expenditure	£43,458	£49,436.81	£55,281.26
Remaining Government Contribution	£5,768	£3,092.33	£114.00

## Benefits Calls

	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Number of calls	304	276	360
Number of calls answered	292	262	333
Percentage answered	96%	95%	93%
Number of abandoned calls	12	14	27
Average wait time before abandonment (m:ss)	0:30	0:24	0:04

## Finance Inclusion Officer

The Financial Inclusion Officer (FIO) works to support families and individuals who are facing financial hardship. Referrals are made to the FIO 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>Jan</b>	<b>Feb</b>	<b>Mar</b>
Number of referrals completed	44	47	49

## **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 4</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Number of calls	83	68	73
Number of calls answered	83	62	66
Percentage answered	100%	91%	90%
Number of abandoned calls	0	6	7
Average wait time before abandonment (m:ss)	0	0:17	1:58

## **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>Q4 Council Tax Recovery</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Reminders	314	753	368
Finals	222	100	0
Summons	163	0	13
Liability Orders	0	113	0

<b>Q4 NNDR Recovery</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
Reminders	23	25	33
Finals	12	1	2
Summons	38	15	1
Liability Orders	0	13	8

## Council Tax Calls

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



Quarter 4	Jan	Feb	March
Number of calls	290	226	208
Number of calls answered	266	198	193
Percentage answered	92%	88%	93%
Number of abandoned calls	24	28	15
Average wait time before abandonment (m:ss)	0:47	1:33	2:15

### Recovery Calls

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

### Recovery

Quarter 4	Jan	Feb	March
Number of calls	515	462	404
Number of calls answered	474	415	382
Percentage answered	92%	90%	95%
Number of abandoned calls	41	47	22
Average wait time before abandonment (m:ss)	3:31	3:32	4:05

### 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	Jan	Feb	March
(Cumulative)	%	%	%
<b>Council Tax</b>			
Target Rate	94.42	96.76	97.50
<b>Actual Collection Rate</b>	<b>90.81</b>	<b>93.82</b>	<b>96.45</b>
Actual Collection Rate 23/24	91.18	93.96	96.81
<b>National Non-Domestic Rates (NNDR)</b>			



Target Rate	90.23	94.52	98.50
<b>Actual Collection Rate</b>	<b>88.41</b>	<b>93.04</b>	<b>96.56</b>
Actual Collection Rate 23/24	88.40	92.14	95.73

This is comparable to the position we were in at the same time last year with a slight increase shown within NNDR.

### **Property Statistics**

<b>Q4</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
No of Council Tax properties	24,557	24,557	24,558
No of Council Tax Direct Debits	18,714	18,590	18,708
No of Single Person Discounts	7,624	7,628	7,639
No of Businesses	1,421	1,421	1,415

### **IT Team**

Throughout Q4, the IT teams primary focus was to complete the recommendations of the external audit report and ensuring the action plan was completed so the organisation could submit their PSN compliance application. The action plan was completed and subsequent certification has been received ensuring the organisation can access critical information via the Public Sector Network.

The section also underwent an internal audit of its processes and operating model which received significant assurance with numerous substantial assurances. This demonstrates a clear management of the section and working to best practice ensuring downtime is avoided.

The academy system was upgraded to 24.3 in test and live in readiness for year-end processing. Year-end processing went well from an IT/Systems team perspective ensuring no delays to this vital task for the R&B section.

The section conducted a full server room electrical failure test. This involved a safe and automated shut down of the servers and testing the data centre to ensure we are covered in a major electrical outage.

The UPS & generator at Brocks Hill were also tested in a replicated power loss situation and everything is now fully configured & tested to protect the Council in the event of an electrical outage.

In March the section ensured all equipment, and end user devices were configured accordingly with the relevant updated software to undertake election duties in April/May.

Infrastructure wise, the senior officers in the section have been working to consolidate the Councils physical servers to reduce the amount in use (from 4 to 6) to ensure the hardware is working as efficiently as possible, whilst offering as much resilience and to have a more robust disaster recovery process (if it were needed). This is also to reduce the amount of hardware required to reduce the revenue and replacement costs.

See key information of service delivery below:





	Type	Jan	Feb	Mar
Number of contacts	Service Desk	75	72	75
	Email	16	19	20
	Walk in / Phone	28	31	30

Standard	Target	Jan	Feb	Mar
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	0.9 days	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	100%	100%	100%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

## Communications and Marketing

### Our email subscription service

Measure	Q4 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	13951	+5%	33.2%

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,558 household properties in the borough.



Measure	Q4 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	80.3%	+2.7%
Open rate	55.7%	+6.3%
Bulletins sent (in quarter)	50	+1
Emails delivered (in quarter)	169,069	-16.6%

### Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	103	-1%
Community & Voluntary Sector	3352	+2.4%
Community Safety, Crime & Anti-Social Behaviour	1715	+8.4%
Consultations & Surveys	3432	+2.3%
Council News & Information	7768	+10%
Health, Wellbeing, Sport & Leisure	5053	+1.9%
News for Businesses	1237	+0.9%
News for Council Tenants*	1110	+3.6%
Planning	568	+41.6%
Private Sector Housing News	557	-0.3%
Recycling, Refuse & Bin Collections	6892	+11.2%
Sports Clubs	12	N/A
What's On & Events	3960	+3.6%

\* 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.

[New Year Job & Skills Fair offers up opportunities in Oadby & Wigston](#)

[Final stage of Oadby & Wigston new Local Plan consultation opens](#)

[Government halts Oadby & Wigston's Local Plan with demand for even higher housing numbers](#)

[Mural celebrating town's heritage causes a stir in South Wigston](#)

[Borough council encourages local communities to celebrate VE and VJ Day with grants](#)



## [Council leader responds to city council's local government reorganisation proposals](#)

## [Funding boost to make borough's social housing greener](#)

## [Bold vision for future of local council structures submitted to Government](#)

## [Oadby & Wigston residents invited to commemorate 80th anniversary of VE Day](#)

During this time we have also been part of joint press releases with the other Leicestershire boroughs and districts and Rutland on devolution.

## [Joint statement by leaders of the district and borough councils in Leicestershire](#)

## [No collaboration - our residents deserve better, say the leaders of district and borough councils in Leicestershire and Rutland County Council](#)

## [Putting communities at the heart of future local government services](#)

## [Council leaders meet Minister to discuss local government reform](#)

### **Social media**

<b>Measure</b>	<b>Facebook</b>	<b>Comparison to previous quarter</b>
Number of Followers	5049	+84
Number of posts	102	+12.1%
Post reach*	309,997	+84.6%
Engagement – reactions, comments, likes and shares	2,734	-1.6%
<b>Measure</b>	<b>Twitter</b>	<b>Comparison to previous quarter</b>
Number of Followers	2646	-22
Number of posts	50	-14%
Post impressions*	9,663	-15.2%
Engagement – reactions, comments, likes and shares	97	-31.6%

\*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.



## New Role

The Communication and Marketing team are currently recruiting for a fixed term (12 Month) Communication and Events officer. This role will primarily support the additional work created by the introduction of food waste. National government funding is paying for a high percentage of this role, to ensure we are best placed to communicate effectively with residents about this national change. In addition this new role will also support the team with additional work created by Local Government Reorganisation, UKSPF and Council wide events and our commercialisation strategy.

## HR Team Update

### Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q4 (31.3.25)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q4 (31.3.24)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	170	162.03	179	170.2
Number of Temporary Staff (Agency Workers)	5	5	3	3
Total	175	167.03	182	173.2

In addition to the agency workers listed above there were also 95 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

Reason for cover	Number of agency days worked
Sickness	32
Annual Leave/Contractual Bank holidays in lieu	17
Replacement for Permanent Staff	27



Extra Agency staff to cover compost	19
Total	95

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 no longer need extra staff to cover the Monday/Tuesday rounds and fewer staff to cover compost although some agency staff have been required to cover sickness and annual leave.

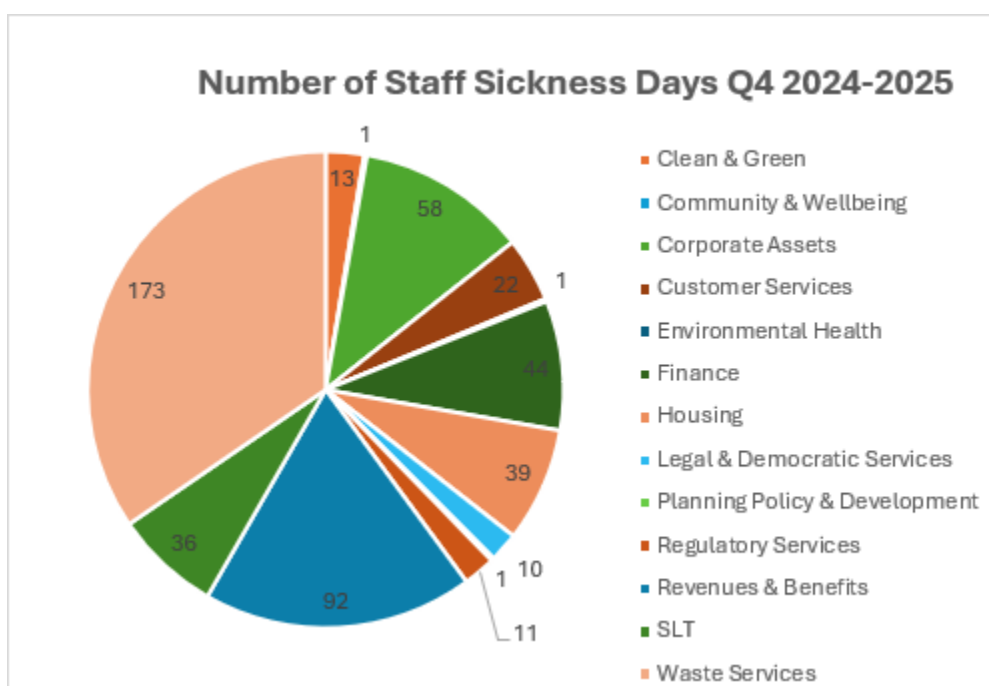
### Staff Turnover

There has been an increase in staff turnover over the previous 2 years but this largely due to organisational change and the redundancies made. If these leavers had been excluded it would have been closer to 11%. These figures can be compared to the median local government rate of 14%.

Staff Turnover - Yearly comparison		
	2024/2025	2023/24
Average Head Count for the period	174.5	177.5
Number of Leavers	31	28
Staff Turnover	17.76%	15.77%

### Staff Sickness

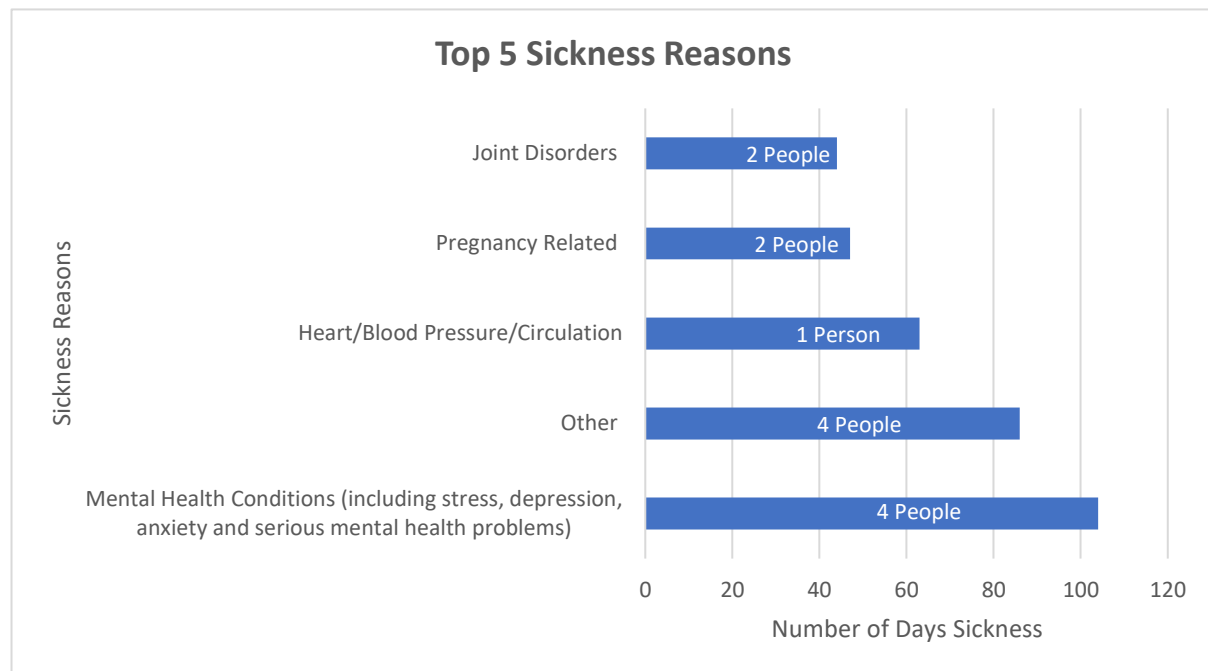
In Q4 2024-2025 our total number of days lost due to sickness were 501 days.





We continue to work hard to manage sickness levels across the Council. The HR Team provide support to staff and managers using occupation health referral where appropriate.

Our top 5 reasons for sickness in Q4 2024-2025 can be shown as follows:



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.

Our other more common reasons for longer term absence include Heart/Blood Pressure/Circulation issues, Joint Disorders and Pregnancy related issues but these are also limited from 1 to 2 people in each case who are all on long term sick leave. We also had 4 people who were off for other reasons which don't fall into our general absence categories.

The Office of National Statistics highlights that minor illnesses followed by musculoskeletal issues and mental health conditions were the most reported reasons for sickness. We have had fewer staff off with minor illnesses and higher number of people off with mental health issues. The latter tends to be quite common in the public sector but the drop in traditional short term sickness compared to Q4 2023-2024 looks positive.

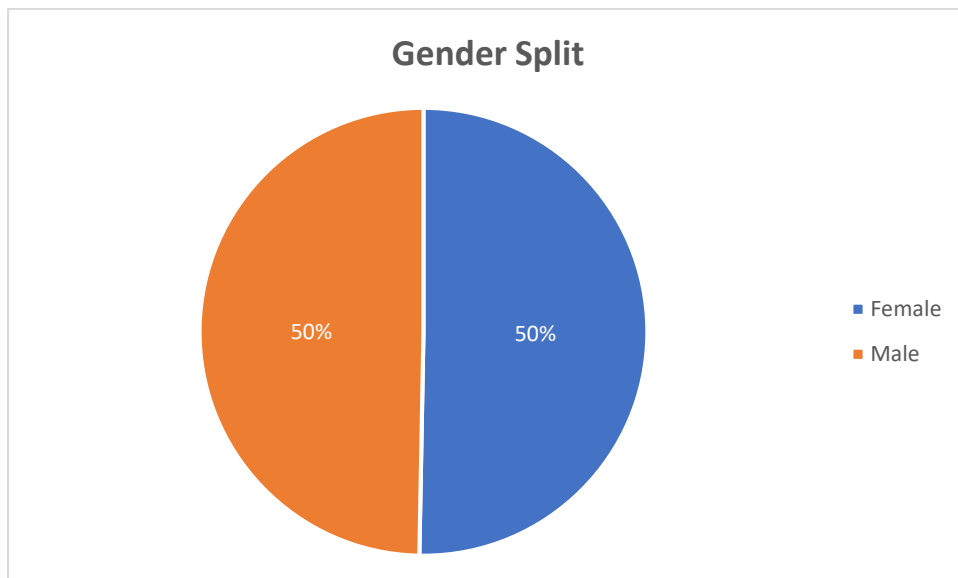
## Equality, Diversity & Inclusion (EDI)

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

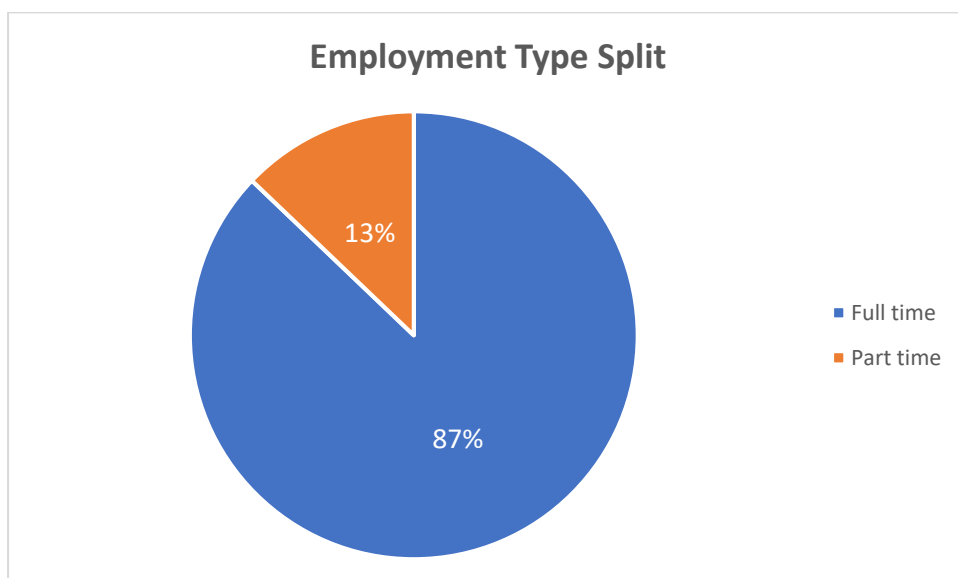


Team will continue to encourage staff to provide us with this information to help us close the data gap.

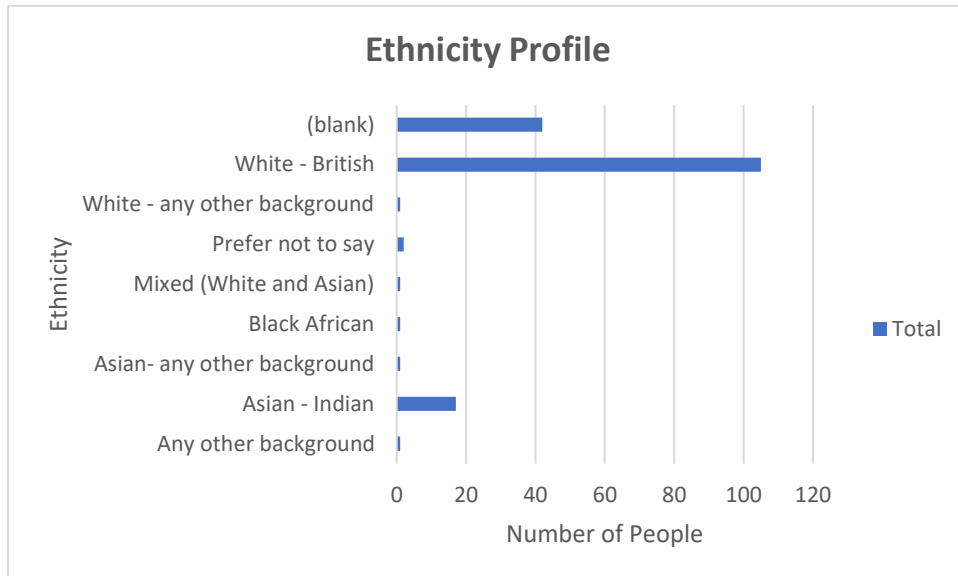
The Council has equal split between males and females which is unusual compared to the national local government profile which is that 74% are female and 26% are male. We also have a high number of females in senior roles within the Council.



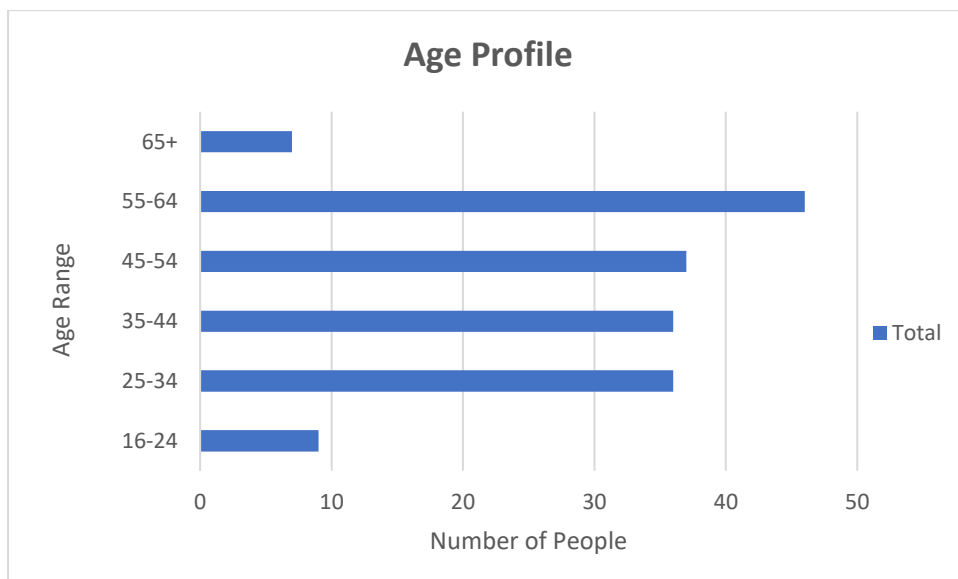
We have approximately 13% of employees who work part-time which is fairly low compared to the national average which is 24%.



Our current data show that we have a high proportion of White British employees, followed by Asian employees with very few black employees. This may be due to our local demographics but also some employees haven't disclosed their ethnicity. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black.



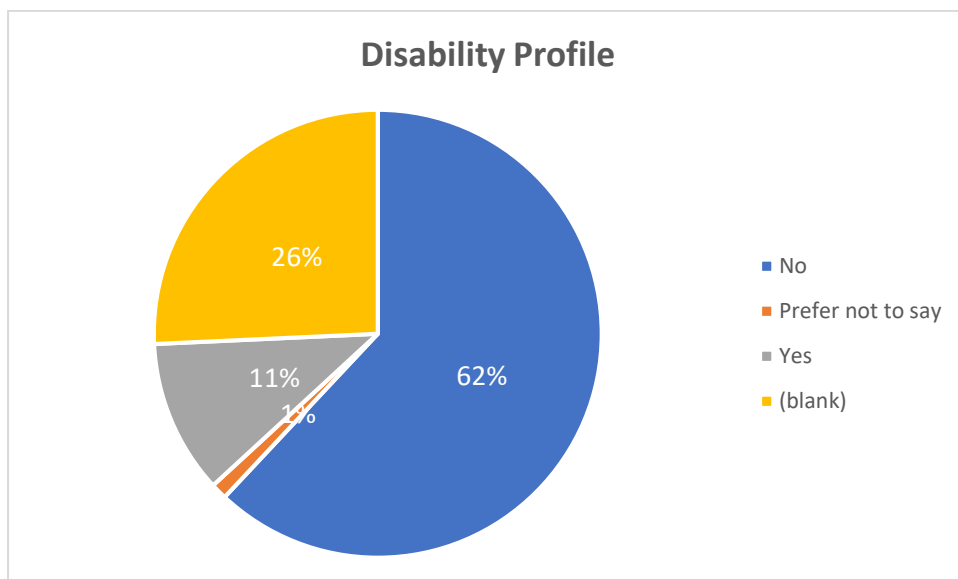
Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64.



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**

The Food Standards Agency (FSA) have confirmed that high risk food businesses are the priority and we continue to work with them to ensure they 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 Officer has now registered to start the Higher Certificate in Food Safety and Food Legislation in September which is a two-year course. This will give the Council much needed resilience and capacity in this area of work.

During quarter 4, 44 inspection/audits were completed and 31 low risk questionnaires were sent out to those businesses who fall in category E (low risk, inspection every three years). This has reduced the slight backlog of inspections with the following now outstanding at the end of March 2025; two C inspections (moderate risk profile for the business meaning an inspection every 18 months), and 24 D inspections (an inspection every two years). All of the category C and D outstanding premises score a 5 (very good) on the Food Hygiene Rating Scheme and their inspection was due in quarter four of 24/25. They will now be programmed for inspection during quarter 1 and 2 of 25/26.

The priority work area, that of high risk inspections were all completed during 2024/2025. We have received 17 new registered businesses in this last quarter and nine of these are deemed high risk which therefore require inspection which will take place in quarter 1 of 25/26.

Of the 412 premises we regulate, compliance rates remain high, with 91% achieving a score of 3 (generally satisfactory) and 81% achieving a score of 5 (very good). In terms of the poorer performers there are 4 who fall below the generally satisfactory standard and work continues with these to improve standards with revisits scheduled in quarter 1.

A satisfactory return has been submitted to the FSA and the food audit is now completed with all outstanding actions now signed off.



The annual Food Safety Service Plan for 25/26 will be considered by the Licensing and Regulatory Committee in quarter 1, 25/26.

The Manager now provides two days a week operational cover to ensure the day to day Environmental Health service can cope. This is proving challenging given other duties and requirements, and work demands for the post holder.

In quarter 4 we had three welfare funerals to handle, one involving a warrant to enter premises where a will was discovered and the distant family contacted.

There were 178 service requests to action, which related to issues such as side waste, waste receptacles blocking pavements, fly tipping, overgrown land, abandoned vehicles, watercourse pollution, noise pollution and bonfires. This has resulted in 4 vehicles being lifted and the registered keepers fined, service of multiple abatement notices, action in default of owners who fail to comply, a duty of care caution, and a case involving the revocation of a street trading consent for a mobile food outlet.

All permitted processes prescribed for control of emissions to air have been inspected and their permits updated. This includes the regulation of petrol stations and dry cleaners in our Borough and they were all satisfactory.

During quarter 4 the Council's first ever Air Quality Strategy was approved by the Policy, Finance and Development Committee. One key piece of work within this is the air quality school project work. This now continues with Launde Primary School, Oadby, who are working with us in much the same way that Parklands Primary School did to promote sustainable travel to and from school, influence the behaviour of pupils and raise awareness of environmental issues and local air quality. We are proposing that this work is supplemented by real time monitoring using Zephyr Lite devices (see below) working with EarthSense.



The intention is to hire two of these units for a year. They will be positioned in prominent positions outside schools and they work by indicating the current pollution levels visually with a bright LED beacon, with clear air quality indicator bands given for reference. The project is being supported by Public Health, Leicestershire County Council sustainable Travel Team, the South Leicestershire School Sports Partnership and the Children's and Young People Respiratory Group. Monthly reports will be produced for the school using the data obtained from the devices and the pupils will all have the opportunity to become air quality scientists for a day and provide valuable input and interpretation.



Linked to the development on land east of Welford Road, Wigston is a section 106 developer contribution for air quality. This funding will be used to pay for a study which will run over three years commencing during quarter 1/2 of 25/26. The study will ensure air quality can be measured during the construction phases of the development using a series of sensors positioned around the site. Weather stations will be deployed and this will enable characterisation of pollution sources and dispersion. It is also proposed that some sensors remain following completion to judge any impact that may arise.

The Council's Public Space Protection Order which regulates dogs, specifically dog fouling, dogs on leads and dog bans from certain areas, was approved by the Licensing and Regulatory Committee in quarter 4 and recommended for decision by Council in quarter 1.

### **Private Sector Housing**

The team are dealing with approximately 247 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	895
Number of exemptions	0
Empty homes undergoing renovation	13
Licenses pending	22
Licenses issued	766
Licenses withdrawn	105
Income	£669,244
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

During quarter 4 there has been a push on ensuring all inspections are complete.

In February 2025 Council approved a new and larger Selective Licensing Scheme which will start following the conclusion of the current one in May 2025.

Following the conclusion of the current scheme a summary report will be prepared to clarify the outcomes.

#### Energy Grants Projects

Wave 2.1 of the Social Housing Decarbonisation Fund has now been completed with 77 bungalows upgraded. This includes 77 solar PV, 15 ventilation and 37 loft insulations. The scheme has now been closed compliantly; we have received recognition that the Council now have the second highest number of a rated properties as a percentage of total stock within England and Wales.



The Council have secured funding through the Warm Homes: Local Grant scheme to allow further net zero and energy efficiency measures to be installed within private dwellings within the Borough. The Council has received confirmation of its indicative allocation, which is anticipated to be £940,500 and currently awaits a formal award letter confirming the value of the award. Initial works to scope and structure the project with a project plan and tender being drafted in readiness for the receipt of a formal award letter to ensure that any delivery can be operational as quickly as possible following receipt of the award.

## **Licensing**

The Institute of Licensing have produced new guidance for taxi and hackney carriage drivers. Work to update our policy continues and this will be presented to Licensing and Regulatory Committee for decision in quarter 1 along with a revision of our penalty points system. The delay in part is due to a long term absence within the team which has brought capacity down by 50%.

The Manager is again providing some level of cover and exploring low cost options for providing temporary cover.

There have been numerous complaints about taxi drivers and these are being tackled on a priority basis.

A Licensing Hearing was held in quarter 4 following many representations made by the public for a new Off Licence. The Licensing Sub Committee gave consideration to the application, report and representations and granted the licence without conditions.

### Q4 licenses processed

New and renewal vehicles	134
New and renewal drivers	40
New and renewal operators	0
Street collections	1
Small society lottery	0
House to house	4
Other licences	7
Licensing Act	20
<b>Total</b>	<b>206</b>

## **Community Lottery**

The quarter 4 regulatory return made to the Gambling Commission was accepted with no issues recorded.

There are 29 good causes currently signed up and 526 tickets sold approximately each week which is generating £16,411 in annual revenue for our voluntary and community sector.

## **Corporate Assets**

The focus in this last quarter has been the Health & Safety of our parks. In-depth inspections are now taking place monthly which means we can highlight and deal with any issues early on. Working closely with the Housing Team we are focusing on maintaining the land around our properties and the scheduled grass cutting is ahead of where we should be. A review of



the equipment and fleet used by the team has been undertaken, new sweepers and a triple mower will be delivered shortly.

Over the last six months there has been no stage 1 or stage 2 complaints across corporate assets and clean and green. To boost income the team are not only promoting the Freer Centre for hire but are developing plans to make better use of all our community centres and pavilions. Due to how busy the team presently is, they have had to delay the removal of any further litter bins at this time.

### **Pothole repairs**

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

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

- Kirkdale Road- pot holes and line marking
- Wigston Swimming pool- line marking and EV bay
- East Street – line marking
- Sandhurst Street – line marking
- Ellis Park – line marking
- Paddock Street potholes

### **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. Contracts have been signed and the installation date to be confirmed.

### **Penalty Charge Notice Issued, and income generated**

<b>2024</b>	<b>PCNs Issued</b>	<b>Income generated</b>
January	42	£925
February	79	£2,166
March	79	£2,166
Total	200	£5,257

### **Ministry Of Justice Community Payback**

The weekend community payback team are currently working in Aylestone Lane and Wigston Lane allotments clearing down vacant plots.



The weekday team during quarter 4 have been working at Brocks Hill to clear the Junior play area and have completed winter maintenance at Blaby Road Park and the Peace Memorial park. This work has been a great asset to the Clean and Green team and allowed them to focus on other work.

## Parks and Green Spaces

Work continues on improving and maintaining our parks across the Borough. We are currently replacing /repairing the skate park in Willow Park in addition to refurbishment of the soft surfaces in the junior play area. We are also replacing/repairing soft surfaces in Horseywell, Hayes, Uplands and Two Steeples parks in order to improve both the appearance and safety of the play areas.

## Community and Wellbeing

### Leisure Contract – provided by SLM

January through March is the busiest time of the year for the Leisure industry, with many people making New Years resolutions in regards to their fitness and health goals. This year was no exception and we took the opportunity to introduce a new membership plan for fitness and health users called YOU+. YOU+ membership program promotes total wellbeing through its six pillars: sleep, nutrition, movement, recovery, social wellness, and brain health. It has currently been well received with 10% of new customers joining the scheme.

#### Review:

Although we will note some good fitness membership growth over the quarter we do report on usage numbers being down like for like on last year. Predominantly we have lost over 10,000 swimming users and this is within the swimming lessons / spectators side of activity. We have noticed this trend nationwide and it appears that girls are leaving the activity earlier than they used to with football being the main distraction currently.

An average attendance of just over 70,000 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was over 78,000 customers per month coming through the doors. As noted Swimming Lessons account for approx. 3,500, however another factor on the reduction was that the Easter holidays fell in March last year and April of this year moving a significant amount of expected users into the following quarter so not a completely accurate like for like period.

What is pleasing to note is that sports and activities is rising year on year and this corresponds with our growth in community wellbeing activities.

Description	Jan-25	Feb-25	Mar-25	Total
Swimming	27,564	27,434	27,496	82,494
Gym/Fitness Classes	27,260	25,910	27,080	80,250
Sports/Activities	6,304	6,609	4,385	17,298

Jan-24	Feb-24	Mar-24	Total	Variance
29,442	30,687	31,581	91,710	-9,216
27,607	28,914	27,835	84,356	-4,106
5,511	6,175	4,836	16,522	776



Activity Total	61,128	59,953	58,961	180,042
Spectators	10,358	10,655	11,347	32,360
Grand Total	71,486	70,608	70,308	212,402

62,560	65,776	64,252	192,588	-12,546
10,485	11,368	11,953	33,806	-1,446
73,045	77,144	76,205	226,394	-13,992

#### Membership:

Over the last quarter the fitness and health membership increased like for like on last year which is pleasing to see, we believe that this is a combination of factors including significant investment in the Gym at Parklands and the introduction of the new membership plan as discussed earlier.

Swimming Lessons have continued to take a significant hit however and this would be more worrying if as a company we were not seeing this trend replicated across the country. However, this is still something that requires attention and our current findings are that swimming is competing with sports like football particularly with girls as the fastest growing sport in the UK which has detracted from girls participating in swimming more than historically suggested.

Membership	Jan-25	Feb-25	Mar-25	Jan-24	Feb-24	Mar-24	Variance
Gym	4,477	4,423	4,426	4,411	4,351	4,298	128
Swim Lessons	2,480	2,647	2,541	2,822	2,849	2,800	-259
Total	6,957	7,070	6,967	7,233	7,200	7,098	-131

#### Community Well-Being:

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

#### Children & Young People

- There are currently 27 care experienced young and 4 cared for children that are currently accessing the gyms in the Oadby & Wigston Borough.
- In the Oadby & Wigston contract we have had 2 referrals through the LCFC violence reduction programme.

#### Healthy Ageing

- Through quarter 4 there has been great attendance across the senior sessions, with 844 attendances. These include Senior Kurling, Senior Badminton and Walking Football. To break this down there has been 147 attendances on the Wednesday walking football, 46 attendances on the Friday walking football, 231 attendances on the Monday senior badminton, 226 attendances on the Friday senior badminton and 194 attendances on the New Age Kurling
- There are currently 9 carer memberships across the 2 leisure centres.





### Healthy Communities

- Everyone active are part of the physical activity working group for Oadby & Wigston where we are looking to set priorities to get the most inactive moving.
- Everyone active are now part of the Leicestershire FA's disability working group. The main priority for the group is disability club pathways, but as a key leisure partner we support directly with community access for all.
- As part of our partnership with the Leicestershire FA, they delivered partnership footballs to each site.
- The ladies no strings badminton session had 115 attendances.
- The social pickleball session at Parklands had 67 attendances through this quarter.

### Healthy Lives

- In quarter 4 we have created new marketing to show that we can take direct referrals for exercise referral at the leisure centre. This is in attempt to boost the low referral numbers that have been coming through. Through this first quarter we had 9 referrals with 7 starting as exercise referral participants and 5 taking out the exercise referral membership.
- The Parkinson's membership offer currently has 77 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 1076 attendances across the 4 weekly sessions.

### 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 Menphys Charity Group.
- Free Coffee for VASL Carers
- Free Memberships for PARS

### General:

In general although it is disappointing to report on visitor numbers dropping, we have identified that a large majority of this is industry wide and not as of a local effect. We are confident in the understanding that a large proportion of this was based on customer choice being driven by alternative activities which are available throughout the region and city locally.





We are pleased to see Fitness and health memberships growing and the new membership package of You+ being delivered at local sites.

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.

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

#### **Referral Data**

We have successfully processed a total of 146 physical activity referrals from residents for Q4. This can be broken down into 95 self-referrals through the new pathway and 55 referrals directly from health care professionals. Of the OW referrals received, 46% were deemed as completely inactive at baseline.

Referrals into Active Blaby currently make up 40% of the total referrals received across LLR. Self- Referral numbers in Oadby and Wigston are currently the 3<sup>rd</sup> highest in the county, with a 30% increase in the volume of referrals from Q1 to Q4 in 24/25.

#### **Year summary**

In 24/25, we have received 323 self-referrals from OW residents and direct partner referrals, totalling **463 referrals** for the year.

We have had 321 participants take part in our community programmes (Level 2 and 3) and 202 in our specialised programmes (Level 4), a total of **523 residents** accessing our programmes delivered in OW.

Overall, we have had **5,196 unique attendances** across our community and specialised programmes for 24/25.

#### **Escape Pain and Escapees**

This quarter, we have successfully delivered one Escape Pain programme at Parklands Leisure Centre. From this course, there were a total 10 participants who completed, with 125 individual attendances. 25% of those attending were from an ethnic minority group. Attendance at the follow-on class, Escapees, has been positive, with 14 participants and 84 attendances for the quarter.

#### **Escape Pain Feedback**

“To what extent do you agree or disagree with the statements about your participation in the programme. [It has helped me reduce my joint pain)”

**100% agree or strongly agree with above statement**



"To what extent do you agree or disagree with the statements about your participation in the programme. [I have enjoyed participating in activity as part of this programme]"

### **100% strongly agree with above statement**

*"It has given me confidence to get back to the gym. I have met some lovely people. This has been an excellent programme. All the leaders were excellent, encouraging and professional. They also made it fun. Thank you."*

*"Hearing how others deal with pain and not feeling alone in coping with feeling disabled. Most enjoyable combining with those attending class. It had encouraged me to exercise rather than stay at home."*

### **JUST Get Involved**

JUST Get Involved, the 9-week physical activity programme which aims to increase women's physical activity levels through signposting to local activities, has been very successful in its 9<sup>th</sup> year. Despite a cut to funding, the programme has managed to engage 87 women from Oadby and Wigston, with over 515 attendances recorded in the five classes on offer in O&W.

78% of those who signed up were new to JUST and 18% were completely inactive at baseline. 46% of participants in OW completed at least 8 sessions and were able to claim a JUST T-shirt as a reward and on average, participants increased their PA levels by 40%.

### **Steady Steps**

In Q4, two 24-week Steady Steps classes have been started at the Freer Centre in Wigston and St Pauls Church in Oadby. Currently, there are 11 participants in each class, with 103 attendances so far.

### **Steady Steps Feedback**

*"I am very appreciative of the chance to take part in the steady steps programme and feel more positive about my abilities"*

*"The Steady Steps programme allows participants to exercise according to ability; it is not too intense but challenges you to improve your mobility"*

*"It is a well-constructed course, giving overall exercise to the body. A relaxed and friendly atmosphere".*

### **Q4 Attendance**

This quarter, we have had a total of **1428 attendances** across our Level 2 community programmes and our targeted health condition programmes (Level 3 and 4). Individual attendance figures are shown in the tables below:

#### *Participation Numbers - Level 2 Programmes*

<b>Session</b>	<b>Location</b>	<b>Started</b>	<b>Attendance</b>
Walking Football	Wigston Academy	Ongoing	54
Walking Netball	Wigston Academy	Ongoing	100
Walking Cricket	Beauchamp College	Ongoing	72



Walking Hockey	Uni of Leicester Sports	Ongoing	87
Health Walks	5 x walks across borough	Ongoing	322
<b>Total</b>			<b>691</b>

#### *Participation Numbers- Level 3 Programmes*

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	120
Easy Movers	Freer Centre	Ongoing	121
Escapees	Parklands Leisure Centre	Ongoing	84

Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	8 Participants
Steady Steps Plus	Oadby St Pauls Church	Ongoing	60
Steady Steps Plus	Wigston Freer Centre	Ongoing	97
<b>Total</b>			<b>404</b>

#### *Participation Numbers- Level 4 Programmes*

Steady Steps		Participants	Attendance
Two programmes	Wigston, Freer Centre and St Pauls Church, Oadby	22	103 so far

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	55

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

In Q4, Tracy attended the District Health Leads meeting, which was reinstated in December. District Health Leads seek to improve health and wellbeing, and reduce inequalities for local people, through partnership working. Districts and Boroughs will share local progress (CHWP) and challenges that will be shared back to the Staying Healthy Partnership. The group will also report back on the 6 focus points from county wide forums, these include: Healthy weight, Mental Health, JSNA steering group, Oral Health, Sport and Violence Reduction Network, SMI and breast screening.



DHL's have requested to be involved in a workshop in June representing each locality to support a review of the health and wellbeing strategy, set by the County Health and Wellbeing Board. Tracy will support this workshop as Oadby and Wigston lead.

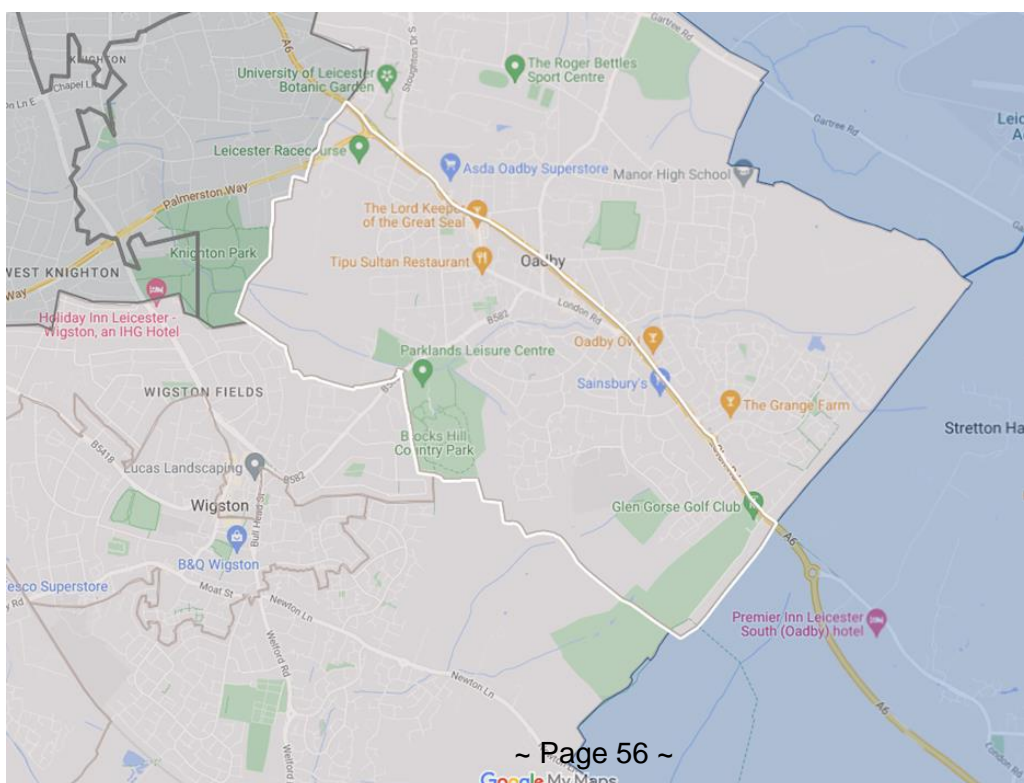
A bid has been submitted to Sport England for the place-based project in Oadby South, the MSOA with the most physical inactivity. A total bid of £6100 has been applied for to support the community consultation and 9-week intervention. Mapping of this area has begun, with two officers visiting the Oadby South area to identify opportunities and links within the community as a starting point of the project. (Please see map of MSOA area below).

This project will be led and directed by the Physical Inactivity working group, chaired by Faye Gardiner. A further meeting took place in Q4, when key objectives within the four identified priority areas were set (Older adults, Place Based, Family Approach, Ethnic diverse Communities). Work will begin to collect further data from schools in Oadby south with the support of the School Sports Partnership, looking at why children in the Oadby South area drop out of physical activity post 16. The group are also planning to deliver a 'meet the team' event, to increase engagement and awareness with local partners such as LAC's, GP's and Community deliverers, with this hopefully being the starting point for a 'community interest' group for Physical activity improvement in Oadby and Wigston. Data is also being collected from referrals into Steady Steps programmes to see how we can engage more Ethnically diverse participants into our older adults' programmes. Meetings with the LAC, Safina have taken place to discuss how she can support the group and our priorities.

The Oadby and Wigston Health Partnership was attended by Faye and Tracy on the 11th of February. Information about the progress of the physical inactivity working group was shared along with information about our current Physical Activity offer. Tracy has made links with Karen Round, from Quit Smoking who will be attending future meetings or providing a local update to the partnership.

Jack Harrison, the new Physical Activity and Health Officer was appointed and given a start date of the 22nd of April. Jack will support the health priorities in Oadby and Wigston and will support the borough council with looking at low life expectancy rates in South Wigston.

Oadby South MSOA map





## **Health and Wellbeing**

Boxing sessions delivered by professional boxer Paige Murney and Waterfront Sports & Education Academy have continued in South Wigston High School. As it is funded by UKSPF the data from Q4 has been received.

We continue to work with a range of partners to improve air quality in the borough, with a focus on Launde Primary School. We have applied for a Leicestershire County Council grant to purchase a second air quality monitor.

Martha Jones, Public Health Apprentice, is still supporting the Pantry Nook in South Wigston which continues to grow. She helped organise a professional open morning in March where over 60 professionals attended to hear about the history of the food pantry, food insecurity issues in the borough, the impact we are having on residents and to meet our volunteers. We had great feedback from those who attended.

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 has worked with O&W PCN to create a project plan on the priority with work expecting to start in April 2025.

## **Community Safety**

As of the end of the financial year all Safer Streets actions agreed for the Borough, both Council and Police, have been completed and feedback provided to the Home Office via the OPCC. A stock of target hardening and 'cocooning' packs remain at Wigston Police Station following the distribution targets for these actions being exceeded, and will be provided to victims of, and those at risk of, burglary by NPA officers across the Borough.

Bracketry for Solar CCTV has been installed at Wigston Cemetery but issues with the weight of the equipment means that a cherry picker is now required to complete installation of the assembled unit itself. This is being arranged to coincide with the install of bracketry at Oadby Cemetery so both units can be deployed on the same date. Oadby's bolts were used to complete this installation as Wigston Cemetery is the priority site for ASB.

In addition, early conversations are taking place around moving access to the redeployable CCTV units onto a remotely accessible laptop within the Council's server room, removing restrictions where CCTV is inaccessible for Council staff whenever Mark Smith is absent, and providing upgrades in both physical and virtual security for the device. Access by the Police via their own dedicated computers will be unaffected by this.

All remaining CSP funds for 2024-25 are on track to be spent as agreed with the OPCC, with timescales for works agreed to extend into the new financial year. Funding for 2025-26 has also been confirmed by the OPCC to be at the same value.

## **Anti-Social Behaviour**

The Community Safety & Wellbeing Manager has recorded **12** reports of ASB in Q4, please see chart below for monthly breakdown:

<b>Q4</b>		
Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 12		
Number of incidents per month		
January 25	February 25	March 25
9	2	1





Of these 12 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Noisy neighbours' and 'Shouting and swearing'. Other reports included 'Hooliganism', 'Taking drugs' and 'Dropping litter'.

The Council's Housing Department have logged and investigated **12** reports of ASB. The most common reports being 'Verbal abuse' and 'Taking drugs'.

The Council therefore in Q4 have recorded and investigated **24** reports of ASB on the ASB system, please see chart below for number per area breakdown:

<b>Q4</b>		
Total number of ASB reports: <b>24</b>		
Oadby	South Wigston	Wigston
4	6	14

### Helping Hands – Information supplied by Helping Hands

From the 1<sup>st</sup> January to 31<sup>st</sup> March 2025, approximately 115 residents from Oadby & Wigston used our services the highest electoral ward area was South Wigston, with the Trust seeing approximately 76 clients from the area during this reporting period. This quarter, welfare rights were the highest matter for clients seeking support.

### OWBC FINANCIAL OUTCOMES

Oadby Brocks Hill	£19,630.80
Oadby Grange	£82.00
Oadby St Peter's	£2,345.30
Oadby Uplands	£12,480.00
Oadby Woodlands	£13,875.88
South Wigston	£94,237.10
Wigston All Saints	£11,352.82
Wigston Fields	£33,574.53
Wigston Meadowcourt	£51,064.20
Wigston St Wolstan's	£41,689.82

### Key Updates

- We are delighted to have been successful in an application for a new pilot project funded by Utilita – for two years, the funding covers the costs of one full-time worker only – the project will focus on food and fuel poverty and working in partnership with the Tigers foundation, Zinithiya Trust, B-Inspired and Action homeless.
- Our funding for multiple projects and independent ages has now come to an end. This has resulted in the loss of a team member who were on a fixed-term contract ending employment with Helping Hands Community Trust.
- We continue to attend Better Mental Health network members, Oadby and Wigston INT Meetings and LLR Financial Inclusion Group to ensure we have a presence in key conversations within the community.
- We are developing strategic approaches for the organisation.



- We are working on improving our fundraising events – these start in the new financial year.
- We have had three new members of the board join us, and one member step down after many years of service.
- Over the past six months, we have dedicated time to thoroughly reviewing, analysing, and enhancing our understanding while implementing updates to our reporting system, "AdvicePro." These changes were made to streamline our data collection process, ensuring it is accurate, efficient, and meaningful. With this work now complete, we are currently training all team members on the system to guarantee that, moving forward, our reporting remains functional, transparent, and reliable.
- Our team is supported by various funding sources for specific projects that benefit residents in the Borough and beyond. This includes funding from Trussell Trust and Leicester South Foodbank for a team of debt and benefit advisors. These projects and the support we offer to those seeking our help allow us to take a holistic approach to our services. The contract for our Independent Age comes to an end in January 2025, with Multiply also coming to an end in March 2025; no further funding for these projects is available. We have funding from Cadent, who are supporting the delivery of our services with funding towards some of our costs. This has come at a much-needed time, as funding is becoming increasingly difficult to secure and operating costs are increasing. While this funding is much needed, HHCT still faces uncertainties regarding ongoing financing and delivery of services.
- Helping Hands Community Trust have just reviewed and planned for the next financial year. Unfortunately, the budget is showing we will be in a larger deficit by the end of the financial year. This means we are having to make some very difficult decisions that will have an impact on our team. We hope that over the next quarter we can establish more funds through grants and fundraising activities; however, in the current landscape, this is increasingly difficult.

## **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. We are in discussions with LAMP and the University of Leicester to explore partnership working.

Our new pilot project addressing food and fuel poverty is in its early stages. Our goal is to extend support not only to those visiting Helping Hands Community Trust (HHCT) but also to reach out into the community. By collaborating with schools and community hubs, we aim to engage with diverse age groups through workshops, events, group activities, and one-to-one support to educate, empower, and provide assistance. We welcome contributions and collaboration from local charities, businesses, and the council to bring this vision to life.

After 6 months of working remotely due to personal circumstances, our Service Delivery Manager is now back in the office, and this is providing a high standard of supervision and streamlining our approach to delivery. Moving forward, the Service Delivery Manager will be taking the lead in all reporting for all our contracts, allowing our CEO to focus on the strategic development of the organisation. A handover and an induction process will be carried out to ensure a smooth transition.



We are currently refining our strategy, focusing on key priorities such as people, governance, services, and marketing. This strategic development will strengthen and stabilize our delivery service, and we are pleased to have three new members joining our board of trustees. Although we anticipate challenges ahead, particularly regarding funding, we are optimistic about the exciting new opportunities on the horizon for Helping Hands Community Trust

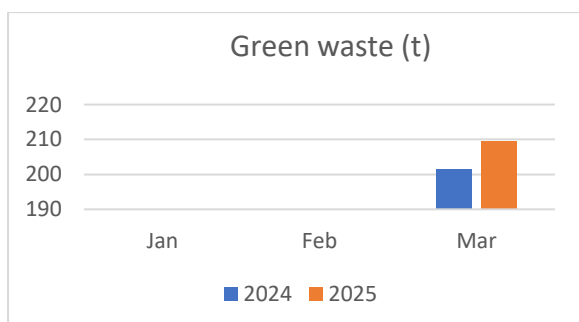
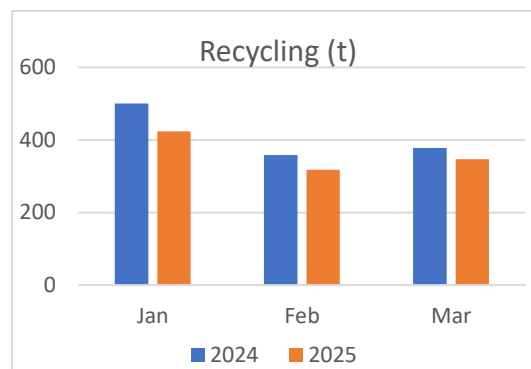
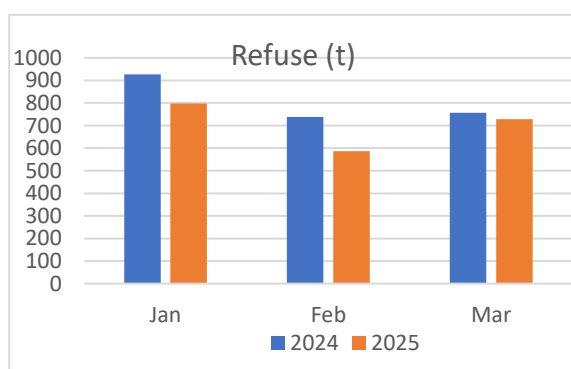
## **Refuse and Recycling**

In Q4 2025 there has been an overall decrease of 309.49 tonnes in the refuse collected, this is a 12.78% decrease compared to Q4 2024.

For the recycling tonnages, there has been a reduction of 149.27 tonnes in Q4 2025 compared to Q4 2024. This translates to a 12.07% reduction of recycling collected between these periods.

There has been a substantial decrease in the tonnages for both refuse and recycling since the transition to alternate weekly collections.

For the green waste collected there was an increase of 7.86 tonnes in Q4 2025 compared to the Q4 2024, which equates to a 3.90% increase. No tonnages are available January and February due to collections being suspended during the winter months.







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

<b>Waste Type 2025</b>	<b>Jan</b>		<b>Feb</b>		<b>Mar</b>	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	0.00	0	0.00	0	209.42	15.61
Recycling	423.42	33.01	317.40	32.95	346.52	25.82
Refuse	797.42	62.18	586.91	60.93	728.08	54.25
Other	61.68	4.81	59.02	6.12	57.94	4.32

Strategy and Corporate Support					
Objective	Action	Performance Measure	Lead Officer	Target(s)	Progress
To inform and direct the Senior Leadership Team of current position and actions being taken in respect of all homelessness functions including B&B elimination so that the situation is known and understood by Senior Management and to enable them to influence the actions being taken.	Senior Leadership Team (SLT) Briefing	Presentation to SLT	Housing Manager	Monthly	<b>27<sup>th</sup> January 2025</b> SLT Briefing 12 <sup>th</sup> May 2025
To inform and update Members of Homelessness position in the Borough and to advise of the position in respect of the use of B&B, B&B Elimination plan and procurement of property and services associated with the management of homelessness so that the situation is known and understood by Members and to enable them to influence the actions being taken.	Service Delivery Committee Homelessness Update	Report to Service Delivery Committee	Housing Manager	Quarterly	<b>11<sup>th</sup> March 2025</b> Committee report re homelessness in the borough  Next SDC provisional 10 <sup>th</sup> June 2025
To Inform lead Member of the current homelessness position, number of households in B&B and Temporary Accommodation and actions being taken to manage and reduce homelessness in the Borough so that the situation is known and understood and to provide	Lead Member Housing Update	Verbal update	Housing Manager	Monthly	<b>2<sup>nd</sup> April 2025</b> updated on current homelessness numbers. B&B Elimination plan and re-designating HRA void properties into TA  Next scheduled meeting 7 <sup>th</sup> May 2025

an opportunity to support and/or challenge the actions being taken.					
To provide corporate management team with a position update so that the situation is known and understood by other service managers to enable them to influence the actions being taken and to help develop solutions across the corporate management of the Council.	Corporate Management Team (CMT) Update	Verbal Update	Housing Manager	Monthly	<b>29<sup>th</sup> April 2025</b> CMT updated on the current homelessness position and TA B&B position.

### Evaluating and Preparation

Objective	Action	Performance Measure	Lead Officer	Target(s)	Progress
Identify and monitor current actions to reduce the number of homeless households in B&B accommodation by ensuring they are appropriately resourced/realistic/achievable	Housing Management Team (HMT) meeting agenda item		Housing Manager	Monthly	Scheduled 7 <sup>th</sup> May 2025
To discuss the current homelessness position with the financial manager, identify trends, actions being taken that require financing. Understand financial position	Financial Manager update		Housing Management Team	Monthly	
Discuss and monitor the B&B elimination plan, current position, progress, barriers and solutions with Government colleagues	Meet with HAST Advisor		Housing Options Manager	9/4/25	<b>29<sup>th</sup> April 2025</b> Catch up discussion Elimination plan update, HB subsidy, Good practice, Staffin numbers, New TA Officer starting 6 <sup>th</sup> May
Circulate draft B&B Elimination plan to SLT/HAST/HMT for comments			Housing Manager	4/4/25	Completed.

### Implementing the Plan

Objective	Action	Performance Measure	Lead Officer	Target(s)	Progress
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To ensure that Housing Options Officers are developing and monitoring a Personal Housing Plan to support every household in B&B accommodation and that this sets out actions required of both the homeless households and the Council.	Housing Options Manager to hold Case Management Review Meetings with each Housing Options Officer	All B&B cases will have a monthly review and a Personal Housing Plan in place	Housing Options Manager	100% monthly review meetings take place	Monthly case review week commencing 6 <sup>th</sup> May 2025
To carry out a review/risk assessment of every property that becomes available to determine whether it should be used as Temporary Accommodation or let through the CBL scheme.	Housing Manager and Housing Options Manager to meet on a weekly basis to carry out a vacant property review. This to include a review of new or notified tenancy terminations	Reduction in the use of bed and breakfast accommodation,	Housing Manager	Weekly review of tenancy terminations	<b>1<sup>st</sup> May 2025</b> In April a total number of nine properties have been selected to use as temporary accommodation.  There will be 3 TA vacancies in the next two weeks due to permanent offer of accommodation being made to applicants
To avoid blockages and delays in void properties become available to occupy by homeless households.	Hold weekly voids meetings to identify blockages, delays. Ensure focus on getting self-contained TA units are returned ready to let with minimal delay	Void period 25 days <	Lettings Officer	Weekly review of voids	<b>1<sup>st</sup> May 2025</b> Lettings Officer to press Property services for quick turnaround and more detailed data so to help better move on from B&B plans
Monitor the advertising process to ensure that RPs are offering and allocating properties in line with the allocations policy and that homeless households are placing bids against all properties that meet their needs.	Support RP with advertising shortlisting for vacancies. Review online shortlist and check that the RP offer has been made to the expected applicant	All vacancies advertised are allocated to priority applicants	Lettings Officer	Weekly	<b>1<sup>st</sup> May 2025</b> queries have been made re RP refusal to accept an applicant in TA
To actively recruit private landlords to increase the amount of accommodation available to the Council to provide as temporary accommodation	Establish private sector partnerships, advertise private sector offer and chase up enquiries and leads	Report the number of positive leads against the number of enquiries. Identify reasons PRS have said they do not want to pursue their	Housing Options Manager	Monthly	<b>1<sup>st</sup> May 2025</b> pursuing 2 EOI following recruitment drive in April 2025

		interest in working with the Council.			
To actively purchase property to increase the amount of accommodation available to the Council to provide temporary accommodation	Increase Temporary Accommodation using grant funding (LAHF), RTB receipts to purchase TA, Hostel and HRA property	How many properties viewed, identifying reasons not to pursue purchase.  Report property identified for purchase, and report progress	Leaseholder Officer	Monthly	<b>1<sup>st</sup> May 2025</b> In the process of procuring two properties. Viewing Kennedy House on the 9 <sup>th</sup> May (50 self-contained bedroom accommodation)
To reinstate two community flats at Boulter Crescent and Chartwell House as self-contained accommodation to increase the amount of properties available to the Council to provide temporary accommodation	Gain possession of property that has been used for non-accommodating purposes.	Possession date Date property will be ready to occupy	Tenancy and Estate Manager	June 2025	<b>1<sup>st</sup> May 2025</b> On-going planning consent required
To provide a structure by which the Council will pay a deposit or guarantee a rent for a period of time to encourage private sector landlords to work with the Council  Design a Temporary Accommodation Policy Deposit and Rent Guarantee Scheme	Develop a a Temporary Accommodation Policy Deposit and Rent Guarantee Scheme to provide policy and guidance to support the actions being taken in reducing the need for B&B. Include the use of HPG to assist with deposit, rent guarantee scheme. Seek Member approval at Policy, Finance and Delivery Committee.		Policy and Performance Officer	September 2025	
To increase capacity and resilience in the team to enable a focus on temporary accommodation provision and management	Recruit and appoint a Temporary Accommodation Officer to manage B&B and TA placements	Successful recruitment	Housing Options Officer	Successful applicant to commence in post in May 2025	
To investigate an alternative approach to providing temporary accommodation	Work with Finance and HB to implement an arrangement to fund nightly spot purchases through Rent Connect		Housing Manager		

through use of the 'Rent Connect Scheme'			Finance Business Partner		

## Monitoring of placements

Date >	04/04/2025	17/04/2025	1/5/25									
Total Families in TA	27	29	26									
Total Families in B&B	22	22	20									
Families in B&B > 6 weeks	13	14	14									
How many of the above have move on plans	7	7	7									
Additional monitoring												
Number of families in TA and RP units (eg; no subsidy loss)	18	24	TBC									
Number of additional units into TA owned and RP stock units	N/A	N/A	26									
Number of units pending in pipeline	10	7	7									
Number of units still required to meet demand	6	7	7									

# Oadby and Wigston Borough Council

## Stock Condition Survey Report



**Prepared by:** Shane Furner

**Checked by:** Dave Elliott

**IL Reference:** 1466

**Date:** 20/03/2025

**A:** Impart links, 25a Parker Centre Derby DE21 4SZ

**M:** +44 7957 687796

**E:** s.furner@impartlinks.com

## **1 | Introduction**

## **2 | Commission**

## **3 | Project Particulars**

## **4 | Forecast Spend**

## **5 | Forecast By Area**

## **6 | Report Component Spend**

## **7 | Repairs Reporting**

## **8 | Summary**

### **Appendices**

Appendix A: Project Directory

Appendix B: Survey Forms

Appendix C: Tracker

Appendix D: Repairs Observations

Appendix E: 30 Year Component Replacement Forecast



# 1 | Introduction

In early 2024 OWBC commissioned a project to complete Stock Condition Surveys including HHSRS surveys to 100% of residential properties, garages and blocks.

The project was designed to:

## **Provide asset data on all residential properties and meet SDR requirements**



A "Statistical Data Return" (SDR) in housing refers to a mandatory data submission that registered providers of social housing in the UK are required to complete and submit to the Regulator of Social Housing (RSH), providing detailed information about their housing stock, rents, and other operational aspects, allowing the RSH to monitor and regulate the social housing sector effectively; this data is typically submitted through the NROSH+ platform.

### **Who submits it:**

All registered providers of social housing, including private registered providers (PRPs) and local authorities.

What information is included:

Details about the housing stock owned and managed by the provider, including unit types, rents charged, vacancy rates, stock losses and gains, and compliance with the Decent Homes Standard.

### **Purpose:**

To provide the RSH with comprehensive data to assess the quality and affordability of social housing, identify potential issues, and inform regulatory decisions.

Submission platform:

Data is typically submitted through the NROSH+ online portal.

### **Data quality:**

Providers are expected to ensure the accuracy of their SDR submissions, and the RSH may perform data quality checks.

## **Ensure that Decent Homes criteria is met**



The Decent Homes Standard (DHS) is a set of requirements that landlords must meet to ensure their properties are safe and habitable. The DHS includes:

### **Repair:**

Properties must be in a reasonable state of repair, with major components like roofs and kitchens not old or in disrepair

**Safety:**

Properties must be free of serious health and safety hazards, as assessed by the Housing Health and Safety Rating System (HHSRS)

**Modern facilities:**

Properties should have reasonably modern facilities and services, such as kitchens and bathrooms

**Thermal comfort:**

Properties should have efficient heating systems and proper insulation

**Noise insulation:**

Properties should have adequate insulation against external noise

**Ensure any HHSRS issues, such as damp and mould are found proactively**

The Housing Health and Safety Rating System (HHSRS) is a risk-based system that assesses the safety of residential properties in England and Wales. The HHSRS helps local authorities identify and address hazards that could put people's health and safety at risk.

**HHSRS requirements:**

- Homes should be free of serious (category 1) hazards
- Homes should be designed, constructed, and maintained with non-hazardous materials
- Homes should provide adequate protection from potential hazards in the local environment
- Homes should be able to meet the basic needs of the households that could normally live there

**Provide component replacement dates to allow for budgeting**

Social housing budgeting involves estimating income and expenditure for a housing organization's upcoming year. This helps ensure that the organisation can meet its financial obligations.

**What does a social housing budget help with?**

- Helps ensure that the organisation can meet its financial obligations
- Provides the basis for assessing financial performance
- Helps distinguish between essential and discretionary spending
- Helps make judgments about the cost and benefit of discretionary spending

## 2 | Commission

In May 2024 Impart links were selected as contractor of choice through a competitive process administered by Efficiency East Midlands.

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

### Survey Approach

All customers are sent a letter introducing Impart links and explaining the survey requirement within 2 weeks of any other contact attempts

Letters are followed by phone calls from Impart links to make appointments  
Appointments are attended as organised

Knock on to lettered properties that have been unable to reach through calls, leave note through door of attempted contact

Where e-mail addresses are available email letter and request appointments where call have been unsuccessful

Complete surveys including:

- Component renewal information
- Tenant safeguarding
- HHSRS
- Any obvious repair issues
- Trees within striking distance of properties


Survey results are then validated and transferred to an uploader format ready for upload to OWBC Asset management system

Photographs of each survey including photos of any/all repairs and reported hazards are provided

### Timeframe

A total of 1521 assets are listed for survey including properties, blocks and garages. The timeframe was set to be complete within 18 months, with at least 50% to be completed within the first 6 months

The attached programme allows an with month for contingency and two week for report writing giving a final handover date of 15th March 2025

 Oadby & Wigston Borough Council																																																					
OWBC Stock Condition Surveys																																																					
		w/c	29	6	13	20	27	3	10	17	24	1	8	15	22	29	5	12	19	26	2	9	16	23	30	7	14	21	28	4	11	18	25	2	9	16	23	30	6	13	20	27	3	10	17	24	3	10	17	24	31		
Mobilisation kick off meeting																																																					
Project Directory & Request for Information Issued in draft																																																					
Mobilisation activity																																																					
Letters issued by batch																																																					
Surveys																																																					
Mop up and final attempts at Hard to access properties																																																					
Report issue and meeting (Surveys complete/ access rates/ trends/ issues etc.)																																																					
Data upload																																																					
Final report 30 year forecast asset overview, options and priorities																																																					

## Reporting

Impart links and the OWBC project team meet formally each month to discuss the previous month, progress, issues, mitigations, the plan for next month, and any other business.

- Data provided for upload at the end of the following month allowing for checks and data transfers.
- HHSRS and other repairs are reported monthly.
- Urgent issues are reported on day of survey.

## 3 | Project Particulars

### Roles and Responsibilities


OWBC:		
Lead	Darren Bates	Main contact for reporting Escalations HHSRS
Data Control	Adrian Ludlow	Secondary Contact Data Uploads

Impart links		
Lead	Shane Furner	Key Contact Reporting Survey scheduling
Data Control	Dave Elliott	Data checks/ control Data transfers
Administration	Kimberley Furner	Uploading data from paper forms to digital input
Lead Surveyor	Alex Workman	Surveying/ reporting/ photograph recording
Surveyor	Richard Manifold	Surveying/ reporting/ photograph recording

During mobilisation we committed to a timeframe which we believed to be achievable; Two directly employed surveyors were deployed to complete the surveys with surveys scheduled to take 7 months with a contingency of 1 extra month. This was well within the 18 month period stipulated by OWBC at the outset.

It was envisioned that the surveys would be completed through a tablet linked to the new asset management systems at OWBC. However there were some delays that meant we resorted to a paper based survey. This meant designing a bespoke survey form, collection spreadsheet and uploader to allow data transfer from paper forms to OWBC asset management systems.

A series of documents were developed to utilise throughout the project.

-  A Project Directory was developed with details of key personnel, timeframes, mobilisation activity, and risk register. **See Appendix A**
-  Three bespoke survey forms designed for different archetypes; Blocks, Houses, Flats **See Appendix B**
-  Appointment and Completions Tracker. A document tracking all contact attempts, appointments, completions, and valuations **See Appendix C**
-  Report Template for Monthly Progress meetings held with Darren and/or Adrian.
-  Repairs and HHSRS reporting spreadsheet.

## Appointments

Letters were sent in batches to allow around 1 weeks' notice before phone calls made. All properties had at least 3 phone calls, but in many cases more. Where contact was difficult text messages and emails were sent.

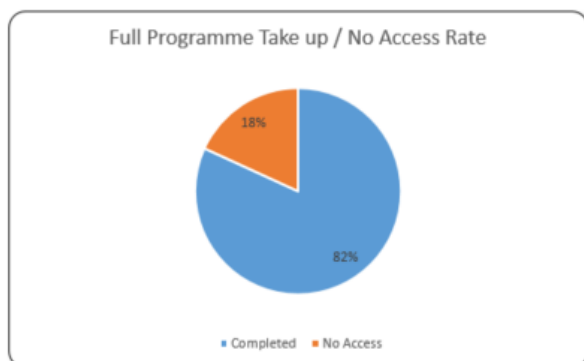
Appointments were recorded in our tracker and attended promptly.

Where we were unable to make appointments surveyors knocked doors to either complete the survey there and then or arrange a suitable time to return

## Prize Draws

Each month an address from completed surveys is drawn at random and is sent a £50 Amazon voucher.

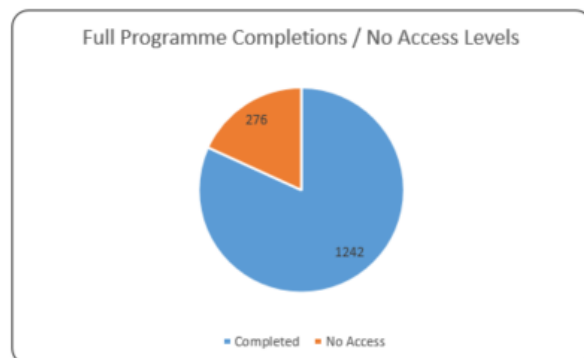
## Access



Most Stock Condition Survey projects aim for access rates above 70%.

For this project our target was to be industry leading at 80%.

The project ended at 82%.

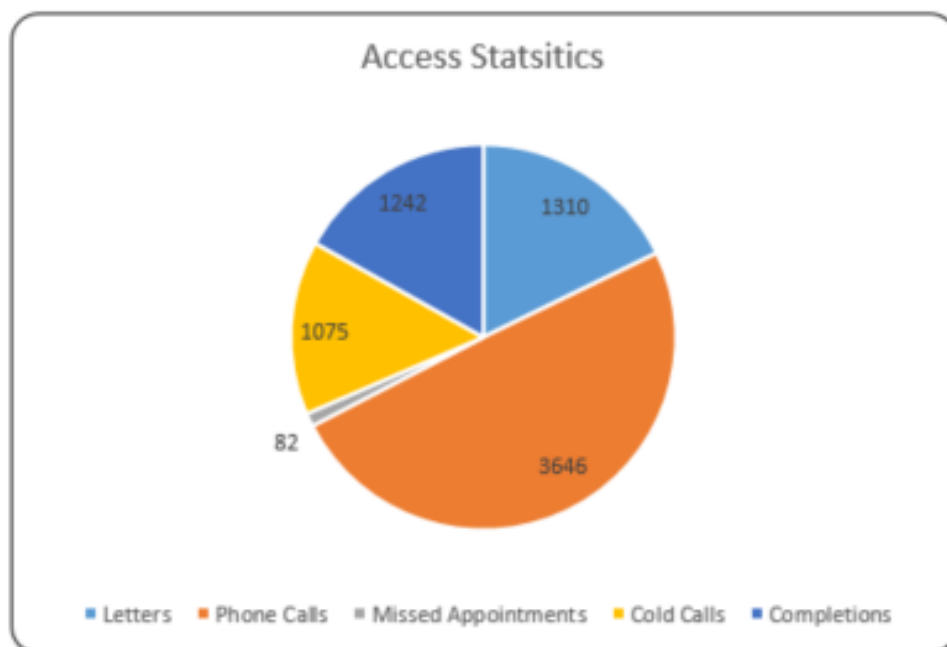


1242 accessed properties and 276 No access.

No access properties included:

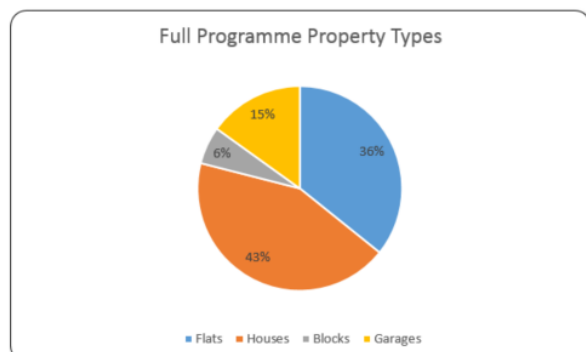
- Refusals
- No contact despite attempts

## Contact and access attempts:

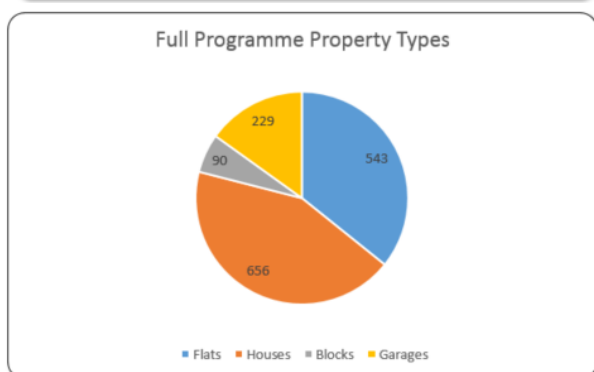


## Property Types

### Building types surveyed



- 43% Houses/ Bungalows
- 36% Flats/ Maisonettes
- 15% Garages
- 65 Blocks



- 656 Houses/ Bungalows
- 543 Flats/ Maisonettes
- 229 Garages
- 90 Blocks

## Survey Data

Survey data transcribed from paper forms into spreadsheets for validation. Once validation checks completed data transferred into an uploader format ready for upload into OWBC Asset Management system.

Where access was limited, similar local properties were selected to complete a cloning exercise to give estimated condition data. While this does not satisfy the hazard inspection it does allow for a full data set meaning an estimation of forecasting cost can be established.

## 4 | Forecast Spend

Survey data can be presented in several ways to show spend by area, archetype, or component.

While it is the same base data, presenting and reviewing the data allows asset managers to prioritise areas, building types and workstreams

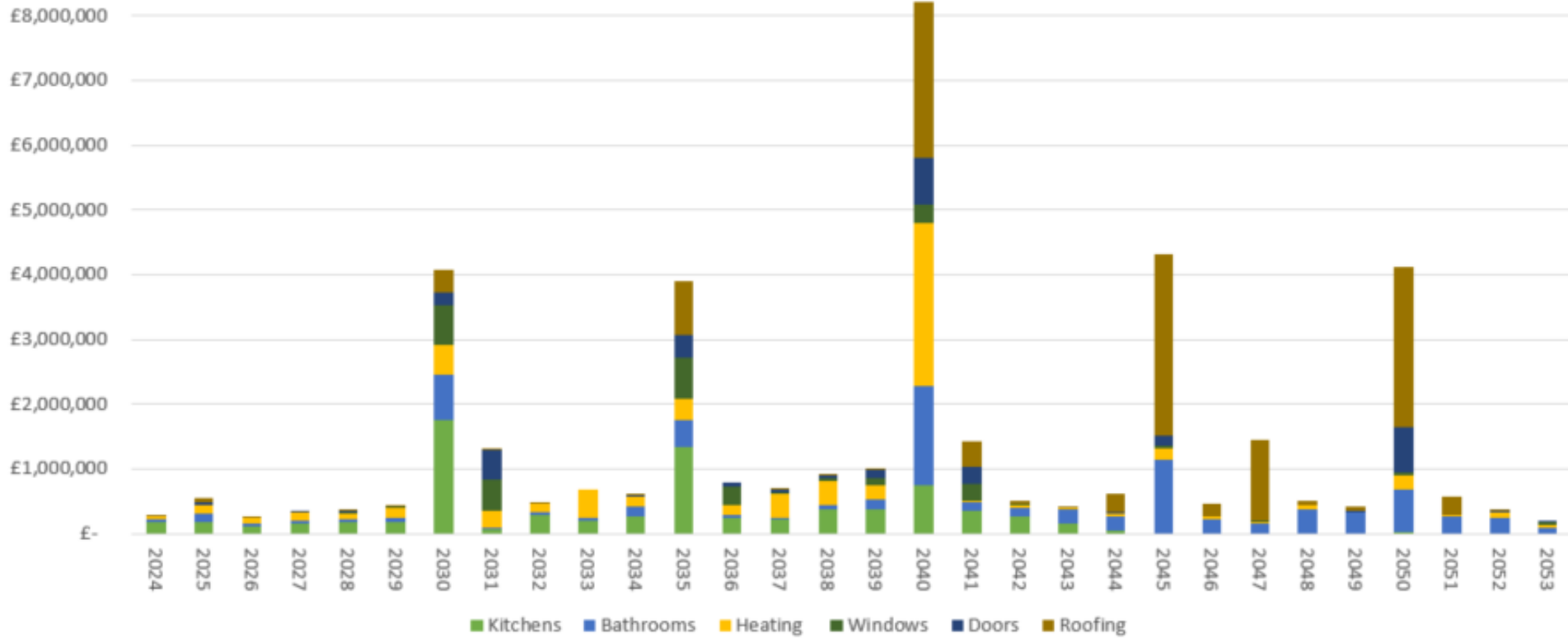
Component costs are estimated and are given to include prelims, access, making good and waste removal

### Component Costs










Key Element	Sub Element	Est Cost (£)	UOM
Kitchens	Kitchen	£ 6,500.00	Each
Kitchens	Communal - Kitchen	£ 6,500.00	Each
Bathrooms	Standard Bathroom	£ 5,500.00	Each
Bathrooms	Additional WC	£ 1,500.00	Each
Bathrooms	Standard Wetroom	£ 8,000.00	Each
Bathrooms	Adapted Bathroom	£ 8,000.00	Each
Bathrooms	Secondary Bathroom	£ 5,500.00	Each
Bathrooms	Communal WC	£ 4,500.00	Each
Bathrooms	Communal Disabled WC	£ 4,500.00	Each
Heating	Heating Distribution	£ 3,500.00	Each
Heating	Main Heating Type/Appliance	£ 2,800.00	Each
Heating	Solar Thermal	£ 3,500.00	Each
Heating	Mechanical Ventilation with Heat Recovery	£ 3,500.00	Each
Heating	Communal - Heating Distribution	£ 5,000.00	Each
Windows	Window Type	£ 450.00	Per Opening
Doors	Main Entrance Door	£ 1,800.00	Each
Doors	Secondary Entrance Door	£ 1,800.00	Each
Doors	Patio/French Door	£ 2,500.00	Each
Doors	Flat Entrance Door	£ 2,000.00	Each
Doors	Communal - Main Entrance Door	£ 3,500.00	Each
Roofing	Fascias / Soffits	£ 125.00	Lm
Roofing	Pitched Roof Finish	£ 250.00	M2
Roofing	Rainwater Goods	£ 125.00	lm
Roofing	Secondary Flat Roof Finish	£ 250.00	M2
Roofing	Flat Roof Finish	£ 250.00	M2
Roofing	Secondary Pitched Roof Finish	£ 250.00	M2
Garage	Garage door	£ 1,400.00	Each
Garage	Roof	£ 250.00	m2
Garage	Personnel door	£ 1,800.00	Each



Investment Requirement / Year



## Forecast Summary

-  Total 30 year spend forecast is just over £41 Million
-  Peaks shown in 5 year increments from 2030
-  2040 shows a peak high of £8M
-  Spend spikes are common when dealing with raw data
-  Forecasts are estimations of spend and do not factor in budget constraints, priorities, compliancy issues.
-  Forecast are base data for asset management, and should be used as a guideline for future programmes – It is not a Bible for what must be done!
-  Years 1-5 should be considered reasonably accurate, and further years confirmed by next tranche of surveys within 5 years.
-  All capital spend programmes are subject to a managed approach, and may be 'smoothed' to enable manageable programmes of work and smoothed spend profiles.
-  Components do not become untenable by a certain date, lifespan can be stretched or shortened within reason to fit in with priorities, budgets, procurement requirements and other restraints

## 5 | Forecast By Area

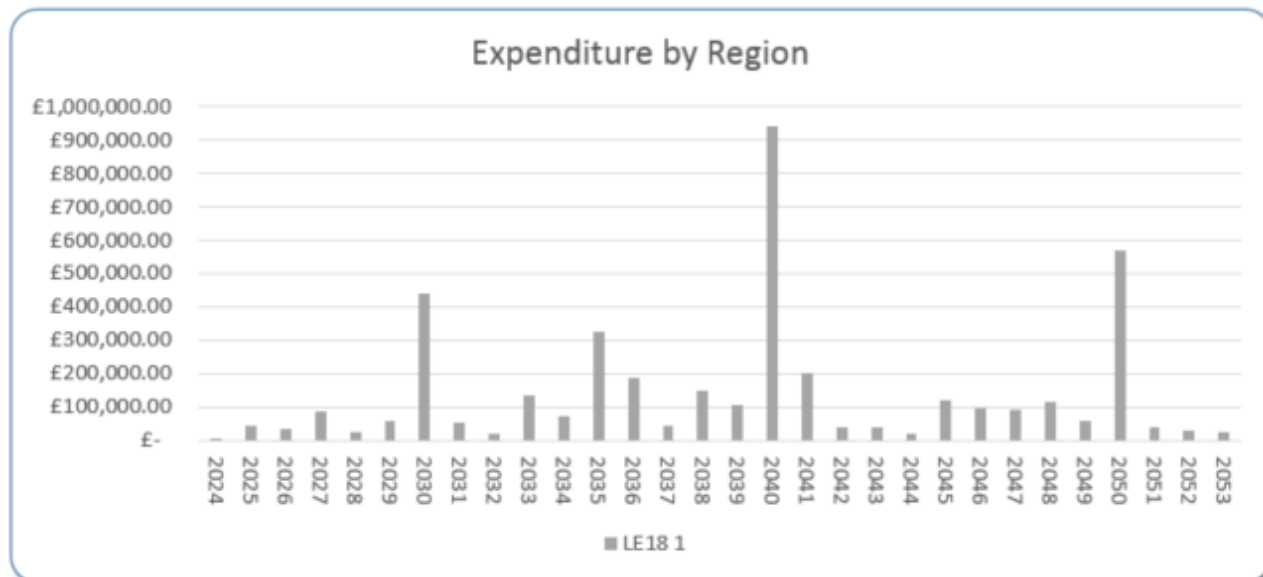
Focussing on areas can show trends in spend forecast, both positive and negative; highlight previous specifications, where weather or other natural factors impact, treatment of properties, demographics etc.

The areas have been split to six sections:

- LE18 1
- LE18 2
- LE18 3
- LE18 4
- LE2 4
- LE2 5

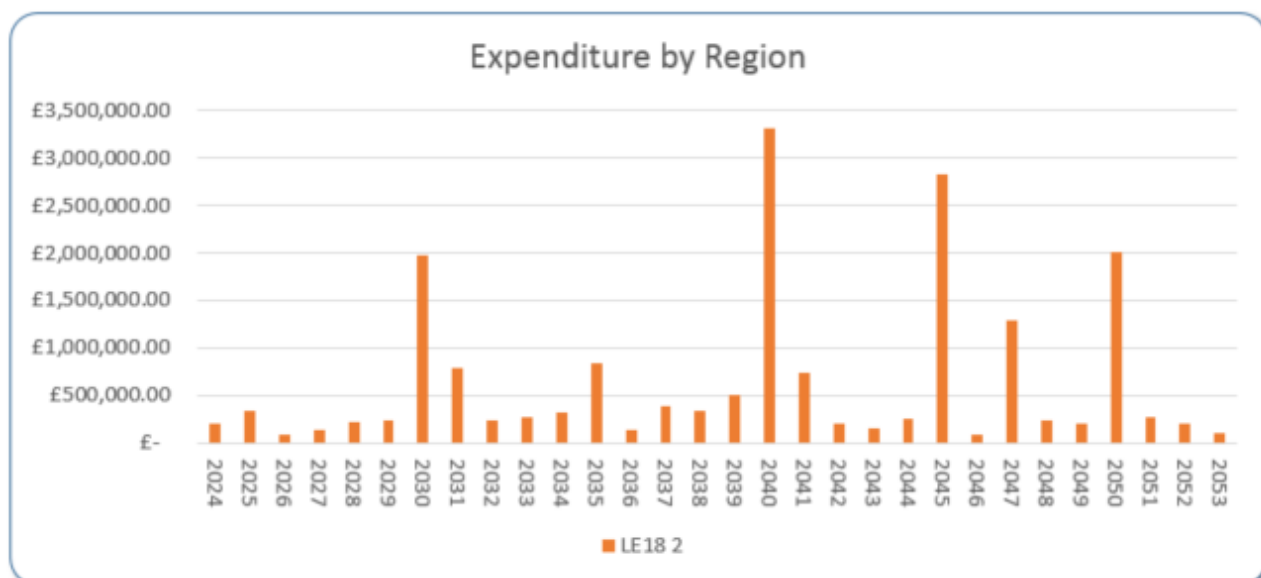


LE18 1 – 174 Properties		
Aylestone Lane	Willow Park	Northfield Avenue
Maromme Square	Burgess Street	Junction Road
Gladstone Street	Kings Drive	Gibson Close
William Peardon		



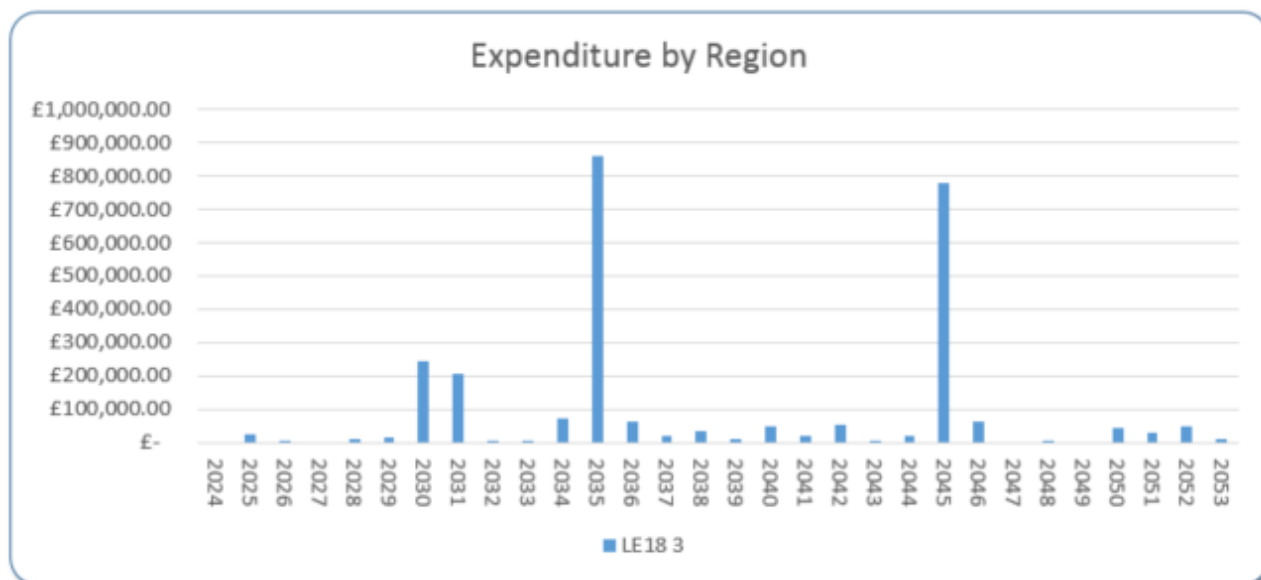
Total 30 year spend for the region	£4,167,725
Total 5 year spend for the region	£199,000
Average cost per property/ 30 Years	£23,680.26

LE18 2 – 595 Properties		
West Avenue	Wiltshire Road	Cedar Avenue
Blunts Lane	Bude Road	Cross Street
Davenport Road	Falmouth Drive	Horsewell Lane
Rectory Close	Exmoor Close	Cherry Street
Clarks Road	Coronation Avenue	Long Street
Manor Street	Orchards Drive	Regent Close
Pullman Road	Queens Drive	Belmont House
Central Avenue	Dukes Close	Elizabeth Crescent
Holmden Avenue	Margaret Crescent	Orson Drive
Owston Drive	Rolleston Road	Rutland Avenue
South Avenue	Warwick Road	Whitehead Crescent



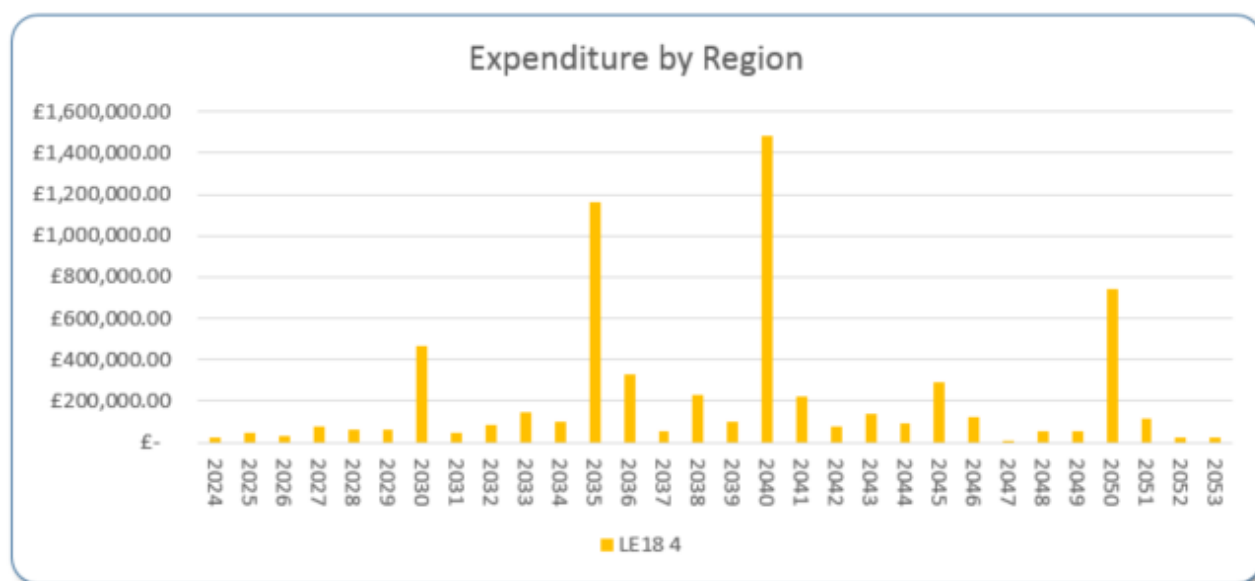
Total 30 year spend for the region	£18,839,200
Total 5 year spend for the region	£969,775
Average cost per property/ 30 Years	£31,662.52

LE18 3 – 165 Properties		
Boulter Crescent	Winslow Drive	Estoril Avenue
Rawson Drive	Harcourt Road	Newton Lane
Littledale	Welford Road	



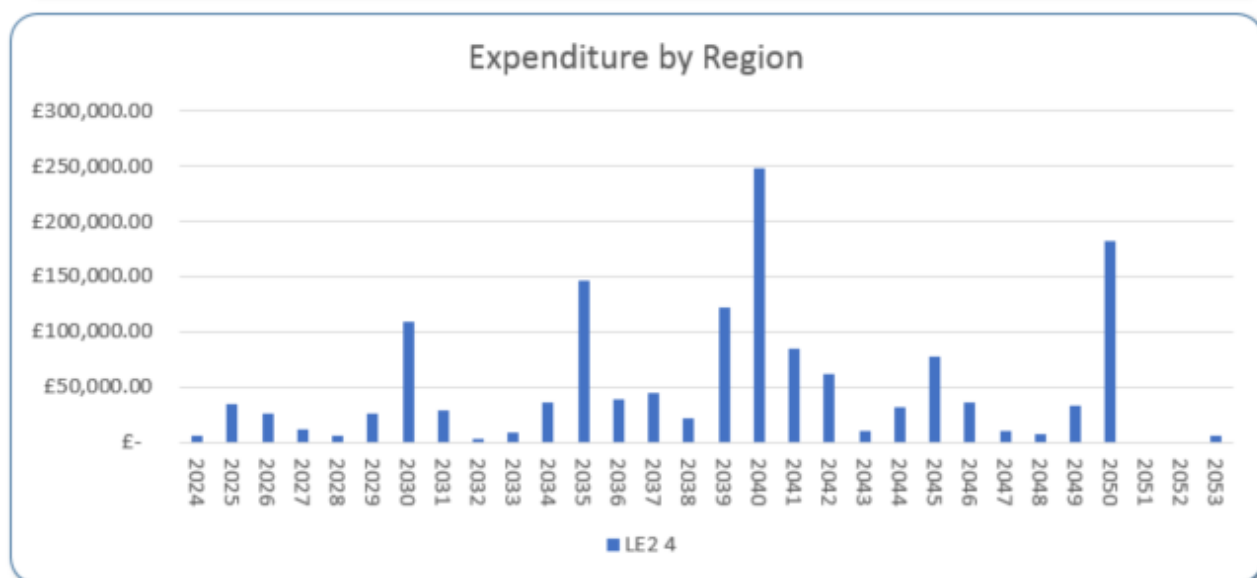
Total 30 year spend for the region	£2,693,475
Total 5 year spend for the region	£43,600
Average cost per property/ 30 Years	£16,324.09

LE18 4 – 198 Properties		
Belper Close	Clifton Drive	Hazelwood Road
Lansdowne Grove	Mill Close	Bassett Street
Countesthorpe Road	Canal Street	Healey Street
Railway Street	Timber Street	Albion Street
Blaby Road	Bennett Way	Fairfield Stree
Glengate	Kirkdale Road	Leopold Street
Station Street		



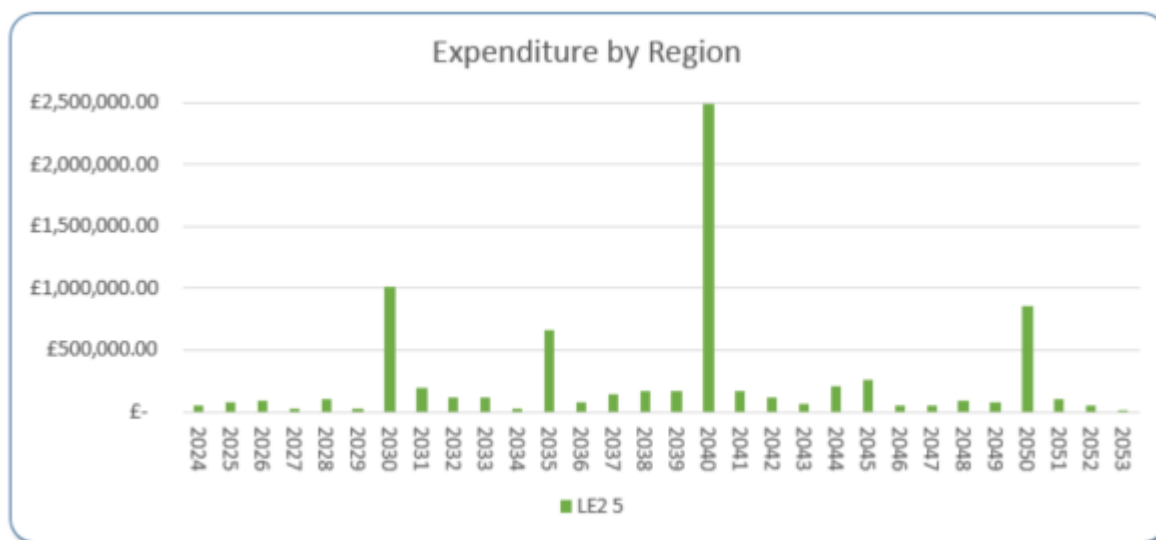
Total 30 year spend for the region	£6,499,250
Total 5 year spend for the region	£236,800
Average cost per property/ 30 Years	£32,824.49

LE2 4 – 43 Properties		
Church Mews	Regent Street	Queen Street
Malham Way		



Total 30 year spend for the region	£1,459,250
Total 5 year spend for the region	£83,000
Average cost per property/ 30 Years	£33,936.05

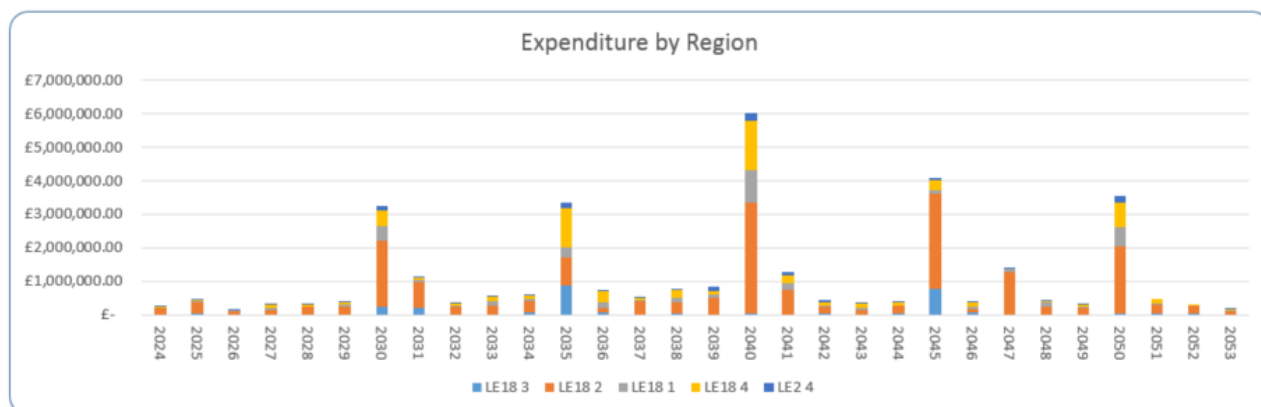
LE2 5 – 257 Properties		
Churchill Close	Chartwell House	King Street
Goddards Close	Brabazon Road	Cartwright Drive
Davenport Avenue	Iliffe Avenue	Kenilworth Drive
Garden Close	Peters Path	Marriott House
Wigston Road		



Total 30 year spend for the region	£7,634,575
Total 5 year spend for the region	£339,300
Average cost per property/ 30 Years	£29,706.52



## Costs per Region



Average cost per property/ 5 Years		£1,242.37
LE18 1	£1143.68	-£98.69
LE18 2	£1,629.87	-£387.50
LE18 3	£264.24	-£978.13
LE18 4	£1,195.96	- £46.41
LE2 4	£1,900.23	+£657.63
LE2 5	£1,320.23	+£77.86

Average cost per property/ 30 Years		£28,022.32
LE18 1	£23,680.26	-£4,342.06
LE18 2	£31,662.52	+£3,640.20
LE18 3	£16,324.09	-£11,698.23
LE18 4	£32,824.49	+£4,802.17
LE2 4	£33,936.05	+£5,913.73
LE2 5	£29,706.52	+£1,684.20

## Summary

LE18 3, which is largely made up of Boulter Crescent showed evidence of major component replacement works completed in the last 10 years. This is reflected in the lower than average in both the 5 and 30 year forecast costs

Areas with predominantly houses and bungalows present will show higher forecasts as all external elements are recorded against each property

Spend spikes trends by area are common as planned works project are generally planned by location.

The above tables show that the likely incurred costs to OWBC are lower than national averages. Industry average 30 year costs are:

Flat: £28,000 – £34,000

House: £35,000 - £40,000

## Costs Per Archetype:

Prop Type	LE18 3	LE18 2	LE18 1	LE18 4	LE2 4	LE2 5	Tot
Bedsit	£ -	£ 128,450	£ -	£ -	£ -	£ 42,700	£ 171,150
1 Bed flat	£ 539,900	£ 895,450	£ 1,173,200	£ 452,750	£ -	£ 2,345,200	£ 5,406,500
2 Bed flat	£ 1,169,500	£ 609,500	£ 143,600	£ 397,600	£ 206,150	£ 950,800	£ 3,477,150
3 Bed Flat (2nd Floor)	£ -	£ 20,300	£ 229,500	£ 305,250	£ -	£ 228,950	£ 784,000
3 Bed Flat (1st Fl)	£ -	£ 43,300	£ 99,600	£ 222,550	£ -	£ 128,150	£ 493,600
Maisonette	£ 506,900	£ -	£ 406,550	£ -	£ -	£ 26,400	£ 939,850
Block	£ 1,350	£ 500,950	£ 260,550	£ 719,250	£ -	£ 1,105,025	£ 2,587,125
2 Bed House	£ 157,750	£ 2,327,400	£ 77,550	£ 778,725	£ 308,275	£ 286,750	£ 3,936,450
3 Bed House	£ 285,075	£ 8,808,025	£ 1,127,125	£ 2,240,800	£ 944,825	£ 1,600,150	£ 15,006,000
4 Bed House	£ -	£ 472,850	£ 212,850	£ -	£ -	£ -	£ 685,700
Bungalow	£ -	£ 4,401,938	£ 381,350	£ 1,214,750	£ -	£ 828,200	£ 6,826,238
Garage	£ 33,000	£ 631,038	£ 55,850	£ 167,575	£ -	£ 92,250	£ 979,713
<b>Total</b>	<b>£ 2,693,475</b>	<b>£ 18,839,200</b>	<b>£ 4,167,725</b>	<b>£ 6,499,250</b>	<b>£ 1,459,250</b>	<b>£ 7,634,575</b>	<b>£ 41,293,475</b>

## 6 | Component Spend

Splitting costs by component allows asset managers to see trends and prioritise work streams.

We have presented costs for the top 6 workstreams throughout the industry:

- Kitchens
- Bathrooms
- Heating
- Windows
- Doors
- Roofing



Key Element	Sub Element	Est Cost (£)	UOM
Kitchens	Kitchen	£ 6,500.00	Each
Kitchens	Communal - Kitchen	£ 6,500.00	Each
Bathrooms	Standard Bathroom	£ 5,500.00	Each
Bathrooms	Additional WC	£ 1,500.00	Each
Bathrooms	Standard Wetroom	£ 8,000.00	Each
Bathrooms	Adapted Bathroom	£ 8,000.00	Each
Bathrooms	Secondary Bathroom	£ 5,500.00	Each
Bathrooms	Communal WC	£ 4,500.00	Each
Bathrooms	Communal Disabled WC	£ 4,500.00	Each
Heating	Heating Distribution	£ 3,500.00	Each
Heating	Main Heating Type/Appliance	£ 2,800.00	Each
Heating	Solar Thermal	£ 3,500.00	Each
Heating	Mechanical Ventilation with Heat Recovery	£ 3,500.00	Each
Heating	Communal - Heating Distribution	£ 5,000.00	Each
Windows	Window Type	£ 450.00	Per Opening
Doors	Main Entrance Door	£ 1,800.00	Each
Doors	Secondary Entrance Door	£ 1,800.00	Each
Doors	Patio/French Door	£ 2,500.00	Each
Doors	Flat Entrance Door	£ 2,000.00	Each
Doors	Communal - Main Entrance Door	£ 3,500.00	Each
Roofing	Fascias / Soffits	£ 125.00	Lm
Roofing	Pitched Roof Finish	£ 250.00	M2
Roofing	Rainwater Goods	£ 125.00	lm
Roofing	Secondary Flat Roof Finish	£ 250.00	M2
Roofing	Flat Roof Finish	£ 250.00	M2
Roofing	Secondary Pitched Roof Finish	£ 250.00	M2

## Kitchens



Kitchens varied in terms of condition across the stock profile. Bulk of kitchens were aged but in reasonable, useable condition.

Our results show that over 250 properties require a kitchen around 2030, another 200 in 2035 and over 100 in 2040.



No. Kitchens over 30 Years	1189	
Allocated replacement cost	£6500	
Total Spend	£7,728,500	
Spikes:	2030: 270	£1,755,000
	2035: 207	£1,345,500
	2040: 115	£747,500

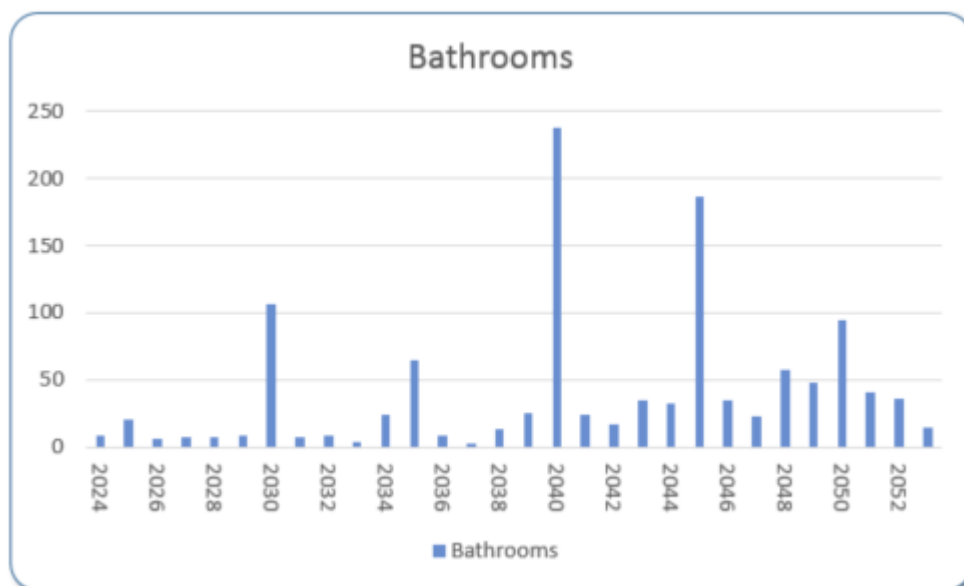
## Bathrooms



Over 800 standard bathroom and just over 300 wet room made up the bulk of the bathroom types.

Mechanical ventilation was present in the majority of bathroom, which assists with lowering risk of damp and mould.

Spikes for replacement in 2030, and then in 15 and 20 years, to be verified by further surveys when approaching replacement date.



No. Bathrooms over 30 Years	1204	
Allocated replacement cost	Various depending on type	
Total Spend	£7,781,000	
Spikes:	2030: 133	£693,500
	2040: 259	£1,540,500
	2045: 214	£1,154,000

## Heating

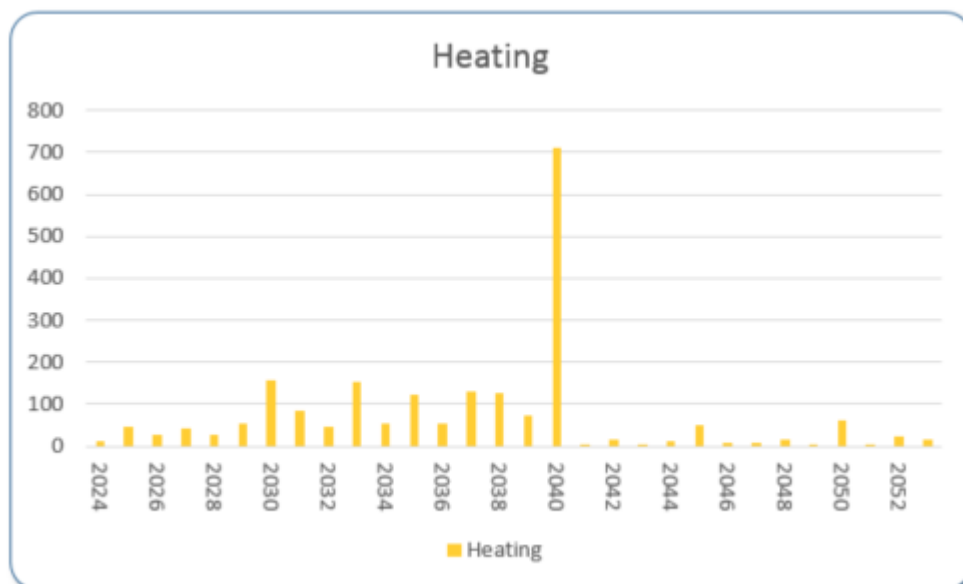


Main heating Distribution, likely radiators are difficult to age and so are often given an almost nominal replacement date, unless showing signs of age/wear.

Surveys often show a spike for radiator replacements as they have been pushed into 15 years, ready for further surveys (assumed every 5 years) to validate and update as required.

This figure shows a substantial need for investment, that will require monitoring, but understanding that it is subject to change.

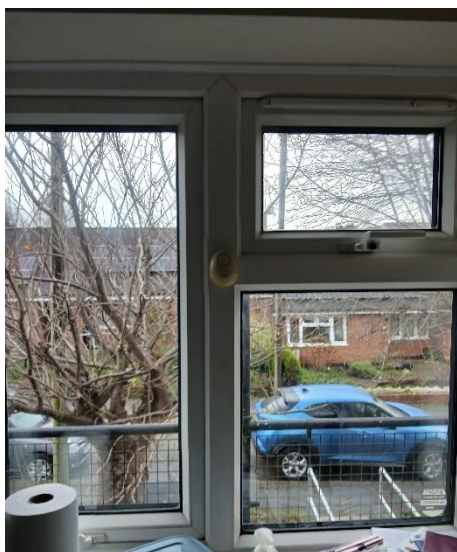
Many residential providers do not plan to replace radiators and only do so where required as a responsive repair or at void.



No. Heating systems over 30 Years	1051 Main Heating System 1151 Heating Distribution system	
Allocated replacement cost	Main Heating System £2,800 Heating Distribution system £3,500	
Total Spend	£6,740,300.00	
Spikes:	2040: 709 MSH	£2,481,500



## Windows

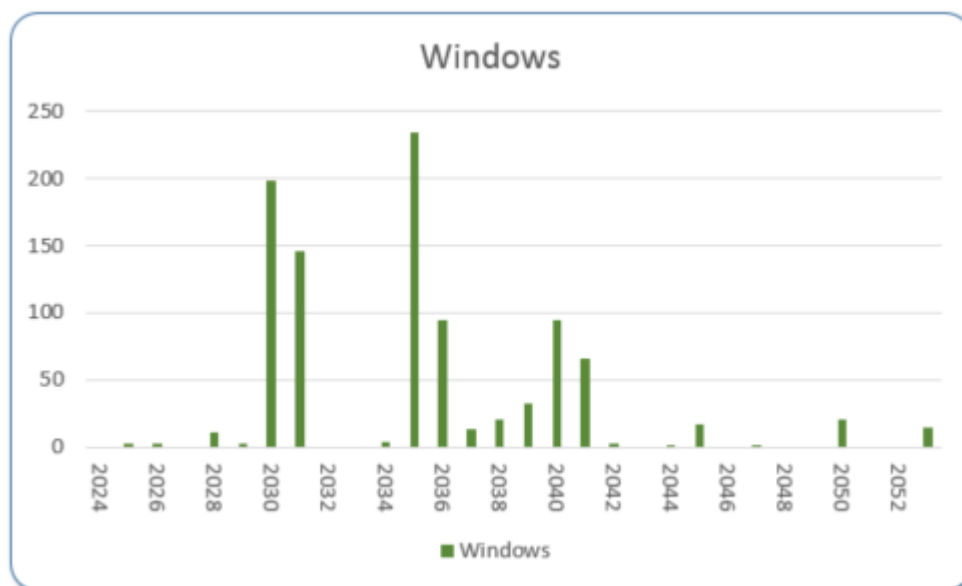


Many of the windows fitted throughout the stock profile are 20 plus years old and are showing signs of wear.

Many tenants complained of draughty windows.

While these complaints are valid, the windows are largely still useable and in reasonable condition other than being slightly ill fitting and aged.

Replacement dates are in line with replacement requirements



No. Windows over 30 Years	976 Properties	
Allocated replacement cost	£450 per opening	
Total Spend	£2,931,300	
Spikes:	2030: 198	£624,600
	2031: 146	£499,950
	2035: 234	£622,350

## Doors



Most doors throughout the stock are composite or Upvc.

Our surveys show that substantial investment in doors is required in 2031 initially and then peaks in 2040 and 2050.

Our surveyors were not Fire auditors, but noted that many internal flat fire doors were nominal fire doors, and we advise further FRA surveys to verify and validate fire door appropriateness.



No. Doors over 30 Years	1292	
Allocated replacement cost	Various depending on type	
Total Spend	£3,284,100	
Spikes:	2031: 163	£441,200
	2040: 293	£720,900
	2050: 311	£704,300



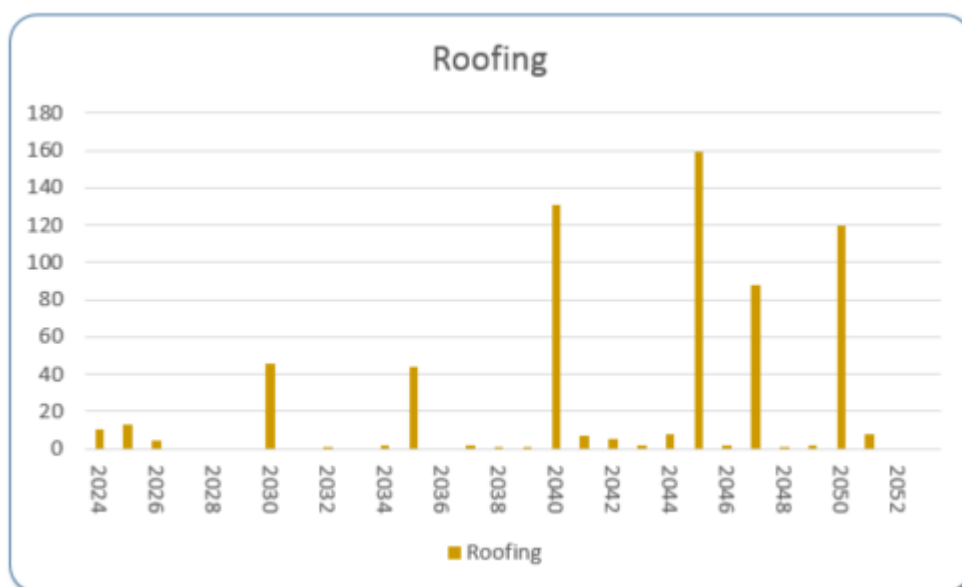
## Roofing



Roofing across the stock was deemed to be in good order.

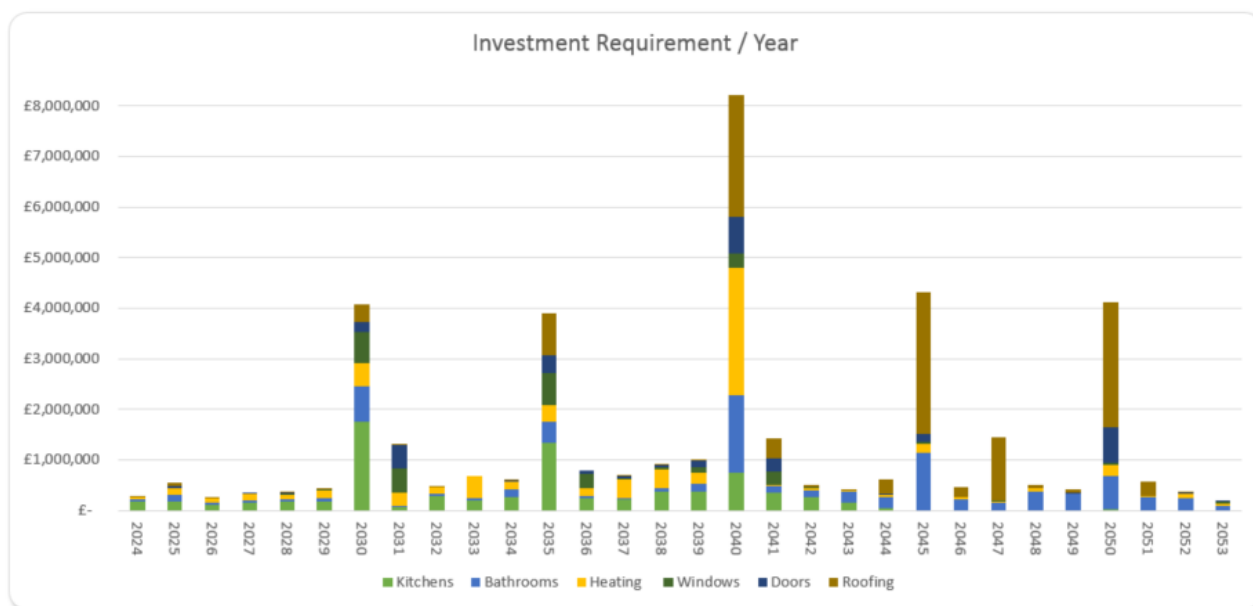
As a component roofing has a long life span and estimation on age are difficult. This leads to grouping of roofing elements and will result in spikes as seen above.

While it is important to factor in investment requirement for future roofing replacement, the status and replacement date should be reviewed in line with Stock Condition Surveys each 5 years to update and become more accurate.



No. Roofs over 30 Years	1837	
Allocated replacement cost	Various depending on type/ covering	
Total Spend	£11,678,813	
Spikes:	2040: 191	£2,419,750
	2045: 305	£2,807,625
	2050: 644	£2,470,000

## Overall



Total spend per component:

	Total
Kitchens	£ 7,728,500
Bathrooms	£ 7,774,000
Heating	£ 6,771,800
Windows	£ 2,931,300
Doors	£ 3,284,100
Roofing	£ 11,678,813
<b>Total Inv.</b>	<b>£ 40,168,513</b>

## 5 Year Spend

	2024	2025	2026	2027	2028	5 Year Total
Kitchens	£ 169,000	£ 175,500	£ 117,000	£ 156,000	£ 182,000	£ 799,500
Bathrooms	£ 58,000	£ 134,500	£ 41,500	£ 44,000	£ 43,500	£ 321,500
Heating	£ 37,100	£ 130,200	£ 75,600	£ 120,400	£ 81,200	£ 444,500
Windows	£ -	£ 9,450	£ 2,250	£ -	£ 26,550	£ 38,250
Doors	£ -	£ 27,400	£ 9,000	£ 7,200	£ 10,500	£ 54,100
Roofing	£ 23,875	£ 74,250	£ 7,000	£ -	£ 10,500	£ 115,625
<b>Total Inv.</b>	<b>£287,975</b>	<b>£551,300</b>	<b>£252,350</b>	<b>£327,600</b>	<b>£354,250</b>	<b>£1,773,475</b>

## 7 | Repairs and HHSRS

HHSRS issues were the priority for collection, however if there were any obvious issues we collected these as 'observations'.

Where tenants reported issues, or repairs required they were advised to report through normal channels, but we also made a note and reported along with observations for OWBC to look into should they choose.

225 observations were made across the survey period.

68 notifications of damp and mould were reported.

### Example:



Moderate black mould spores in bathroom.

Recent installation of new extractor fan.

Where Cat 1 (severe) hazards were observed they were reported along with photos on day of survey to Darren Bates

Observations were also reported on any unusual tenant behaviours such as unhygienic living conditions, hoarding, and security.

Tress within striking distance of the property were also reported.

Please see **Appendix D Repairs and Observations**

## 8 | Summary and Next Steps

30 Year investment average cost per property requirement is showing as below national industry average

30 year investment profile could be reduced by looking at items such as roofing as elongating lifespans

A strategic look at component replacements to ensure the Decent Homes standards are met, and prioritise tenant satisfaction and future proofing against issues such as damp

Understanding likely component replacement requirements as forecast against financial planning and budgeting

Smoothing replacement profiles so that works are completed in manner that is manageable, and spend can spread over periods without the large spikes

Works such as windows, doors and heating systems could be planned in with decarbonisation works such as EWI and CWI to access funding

Procurement plan for executing works as required including options:

Frameworks through mini-competition

Frameworks through Direct Award

Procurement process for single workstreams

Procurement process for multiple workstreams

**NB:** New UK Procurement rules have been implemented in March 2025

*Potentially have a professional fire surveyor look at fire doors for suitability and check specification moving forward*

Enquiry Date

01/04/2024



Case Type

Multiple selections



Status

All



Cases Received By Council Area



Approved Date

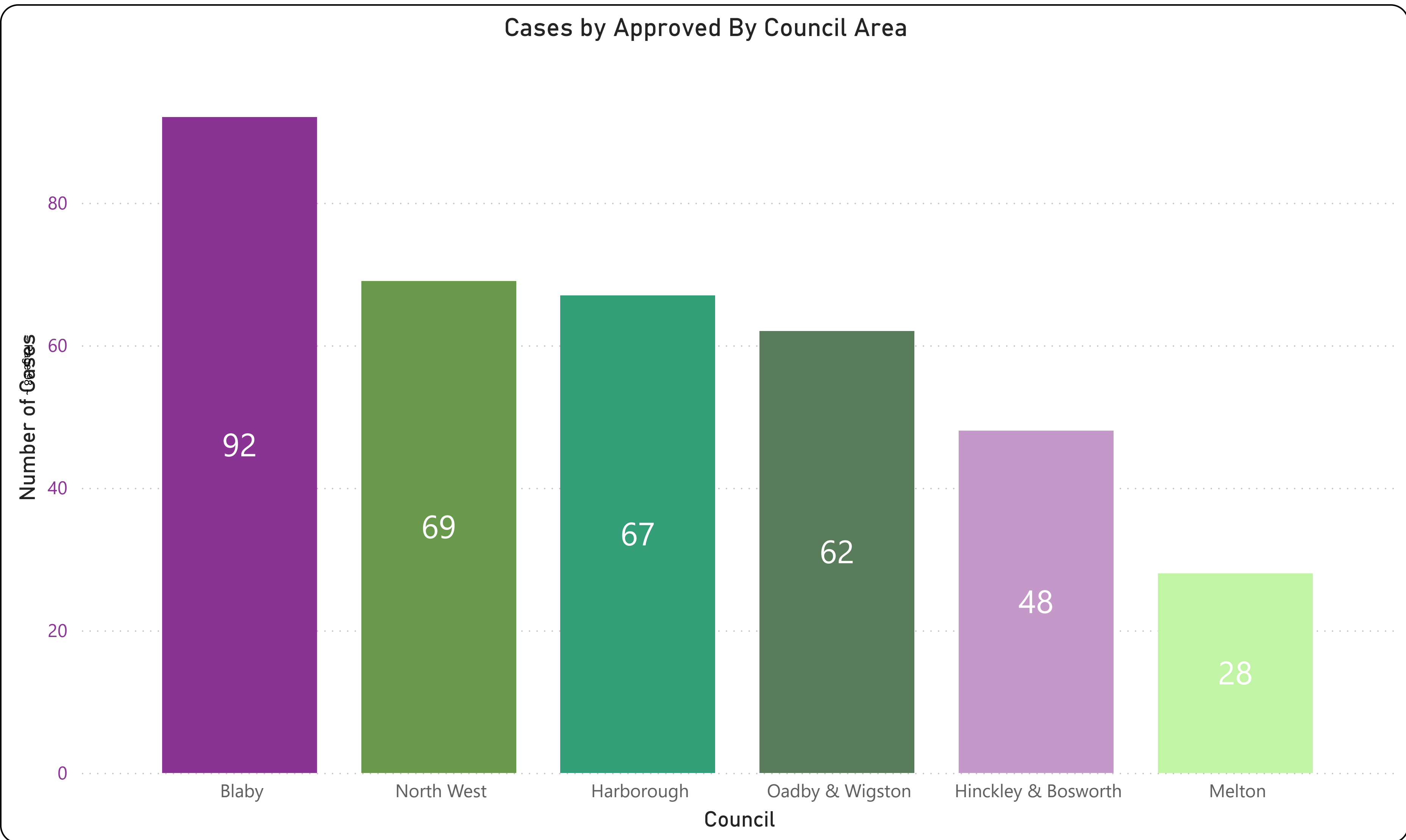
01/04/2024

Case Type

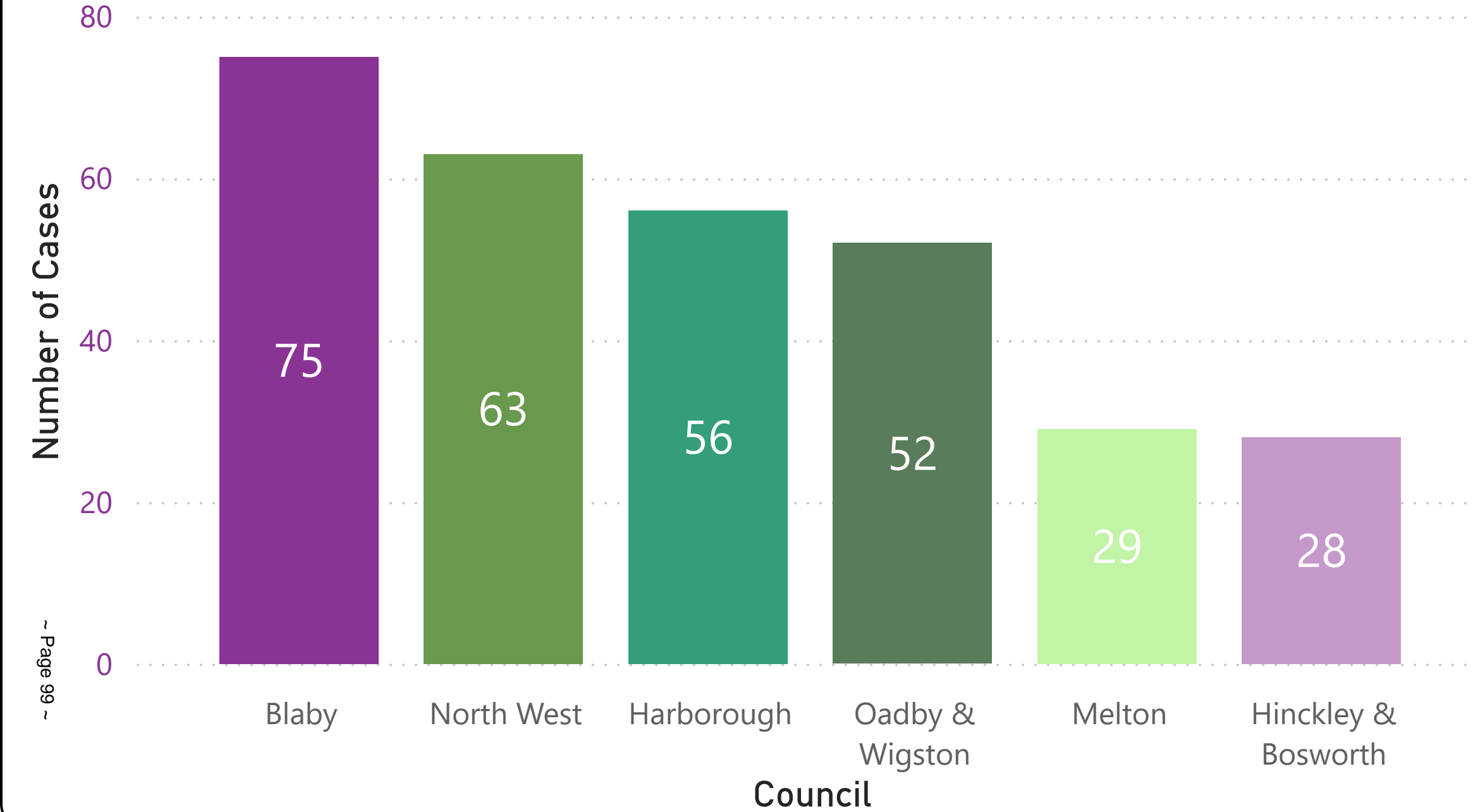
Multiple selections

Status

All



### Cases Completed By Council Area

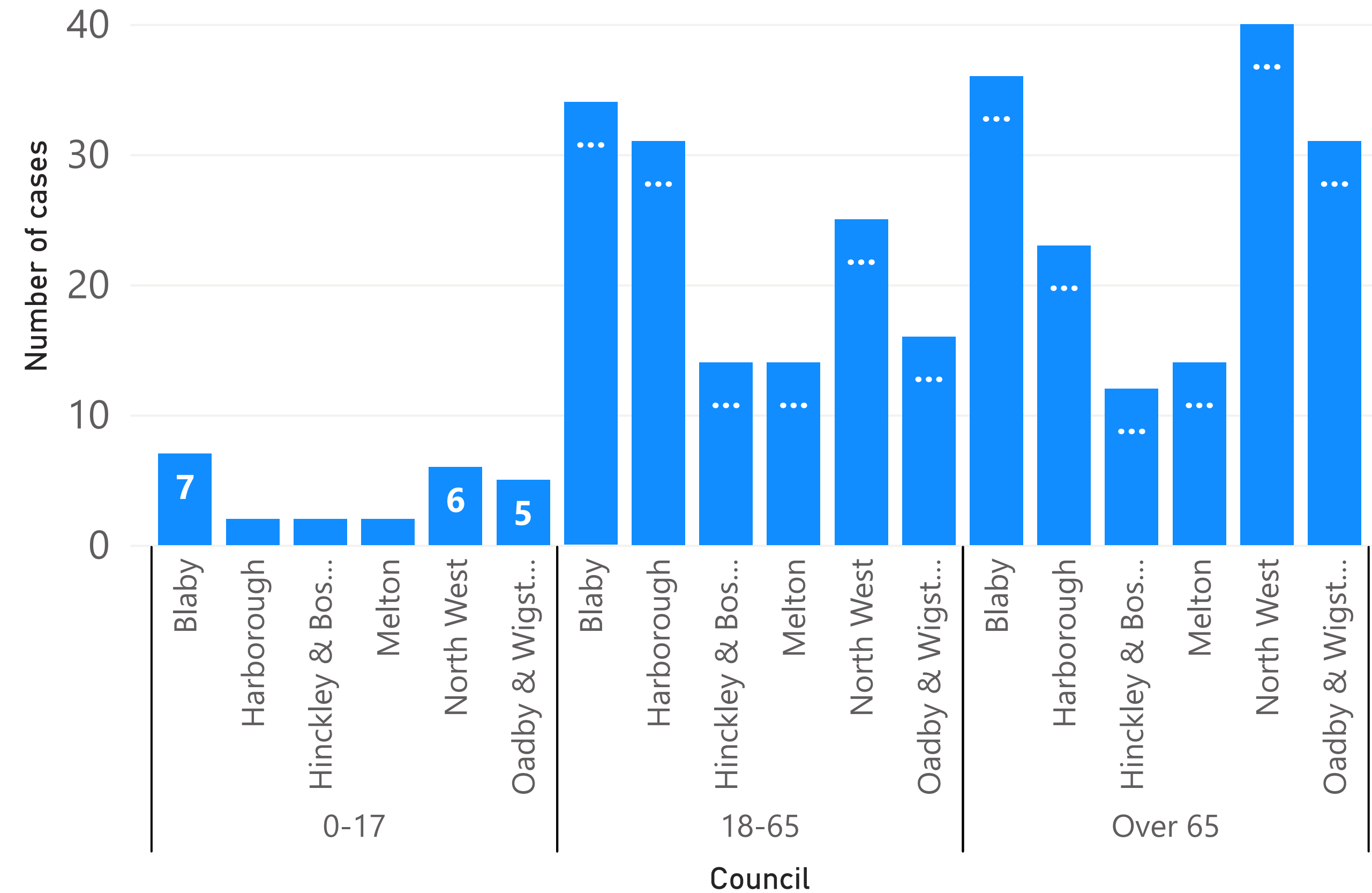


### Case Type

Multiple selections



### Cases Completed by Age Group & Council Area



### Signed off (Completed) Date

01/04/2024



Signed off (Completed) Date

01/04/2024



Case Type

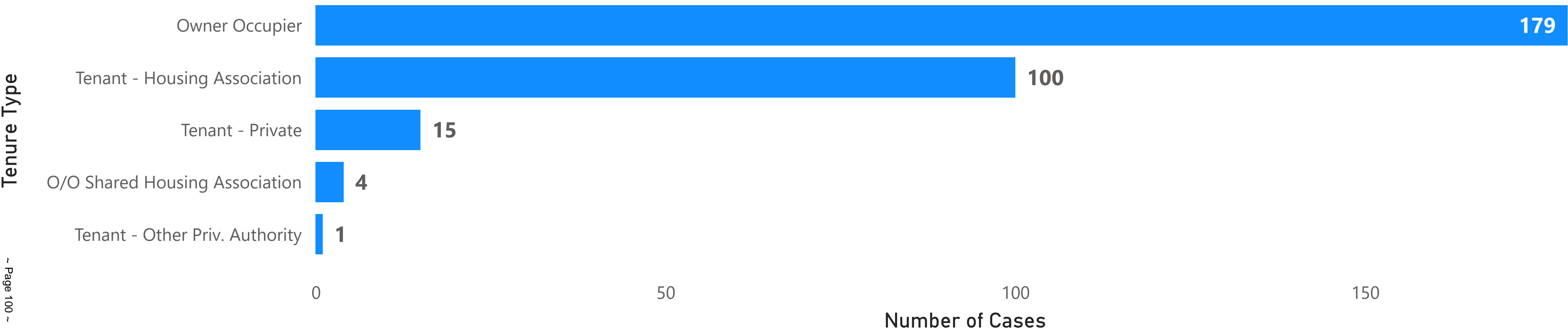
Multiple selections



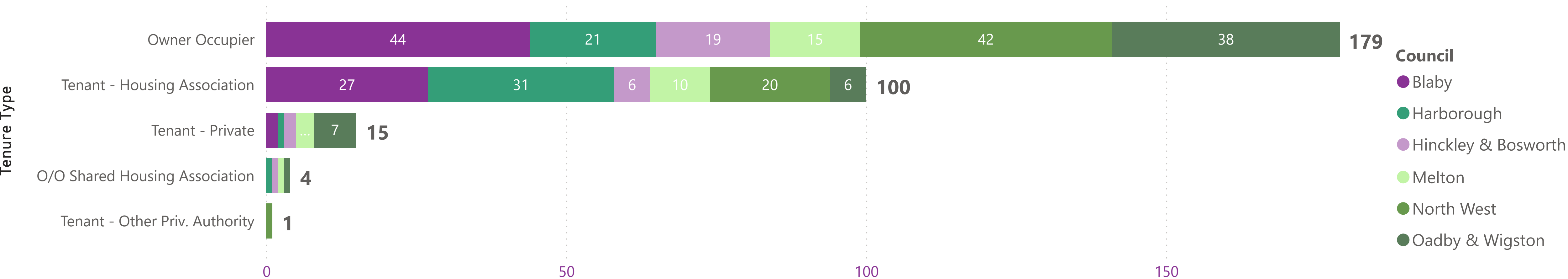
Lightbulb

Keeping you and your home healthy

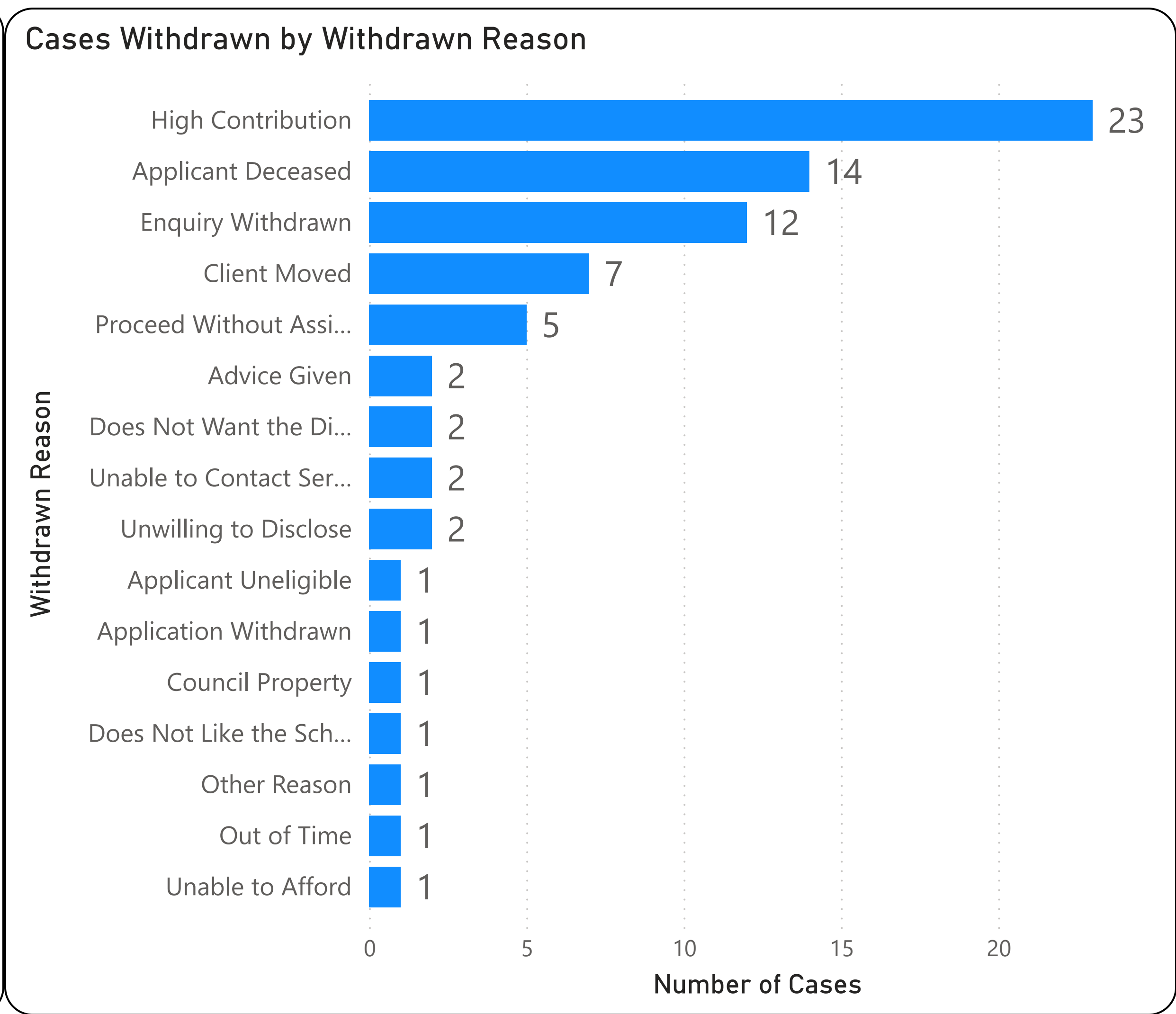
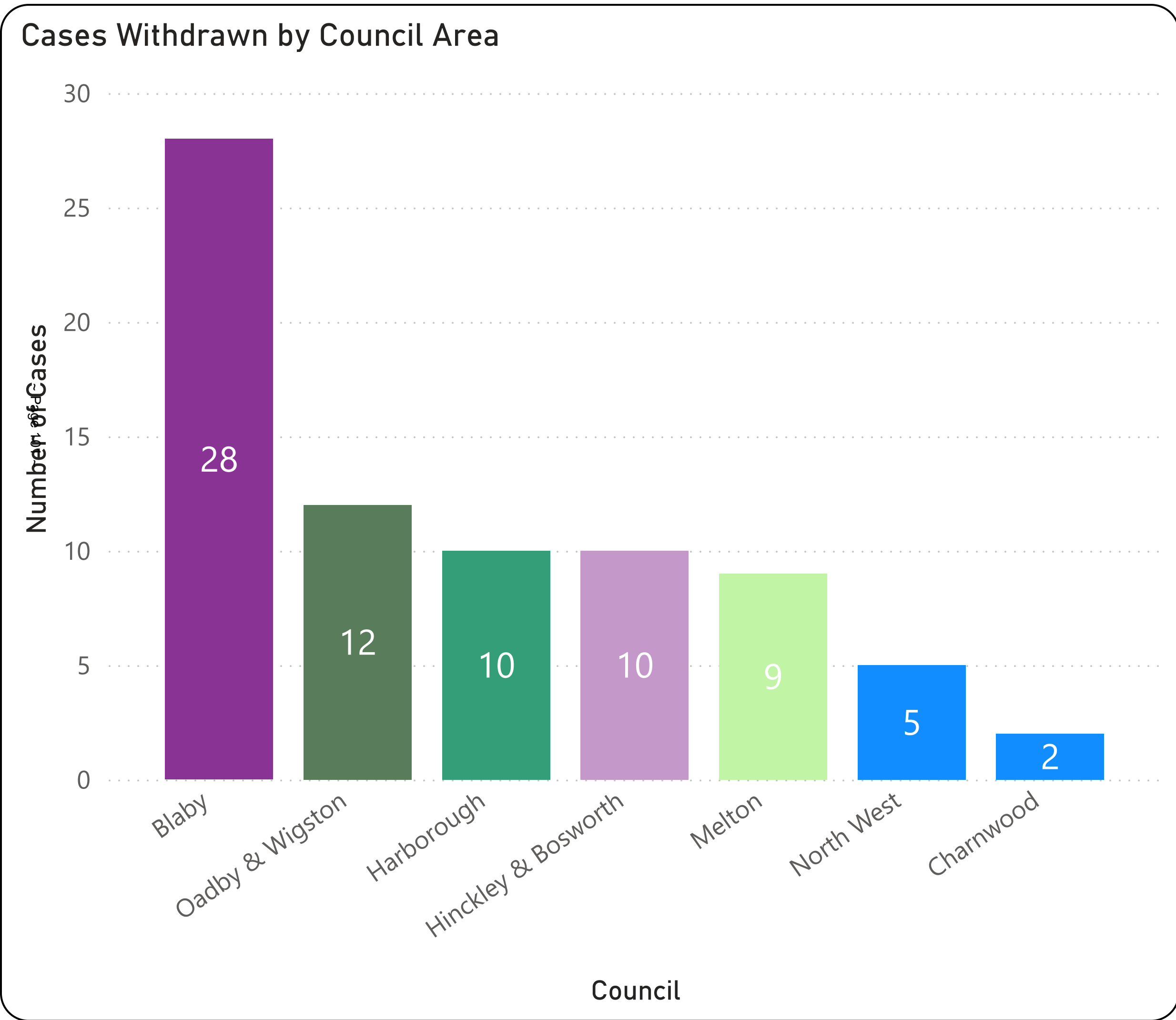
Cases Completed by Tenure Type



Cases Completed by Tenure Type & Council Area







Enquiry Date

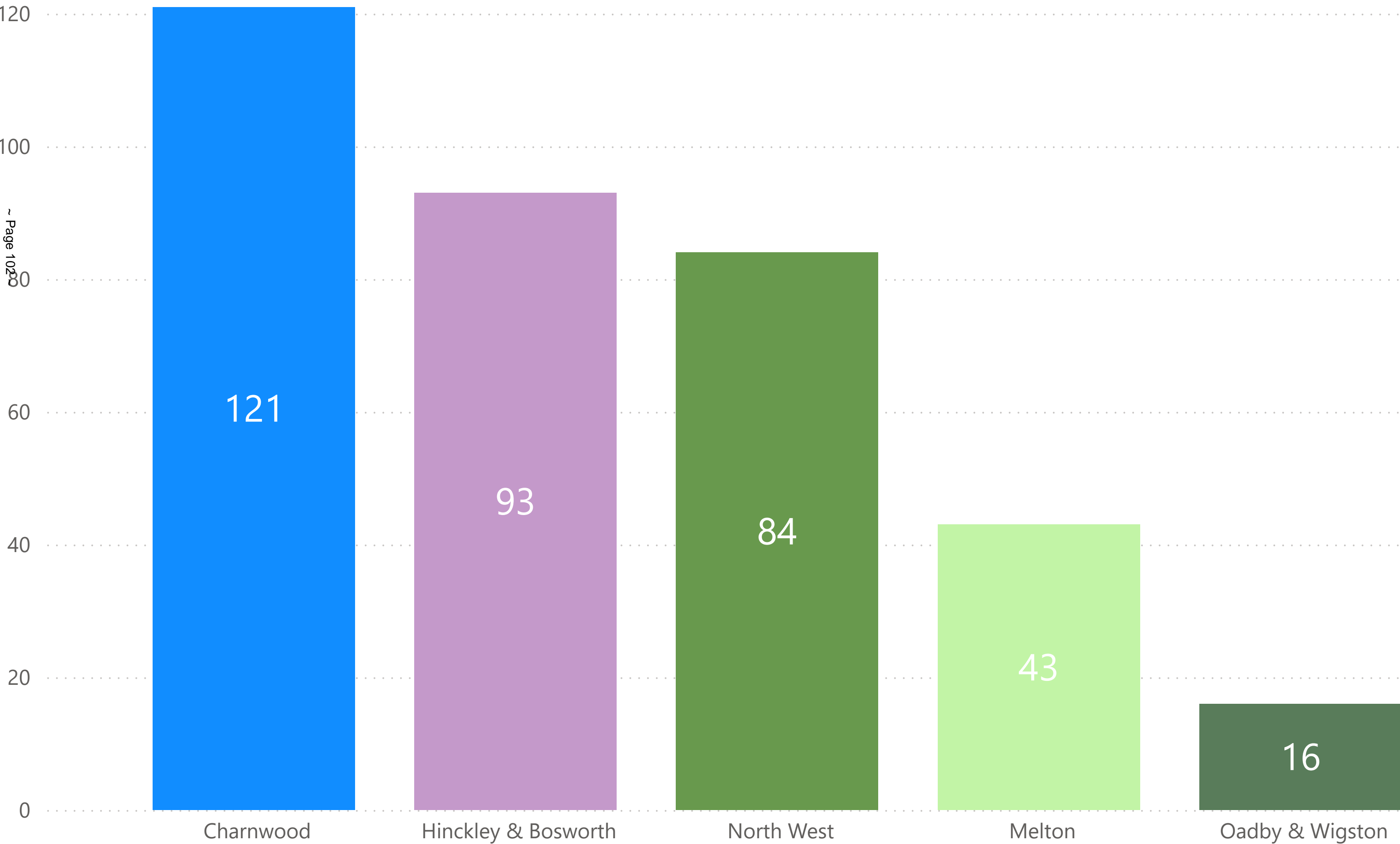
01/04/2024



31/03/2025



Number of Council Property Cases



Date Work Complete

HAWORKPACK

01/04/2024



31/03/2025



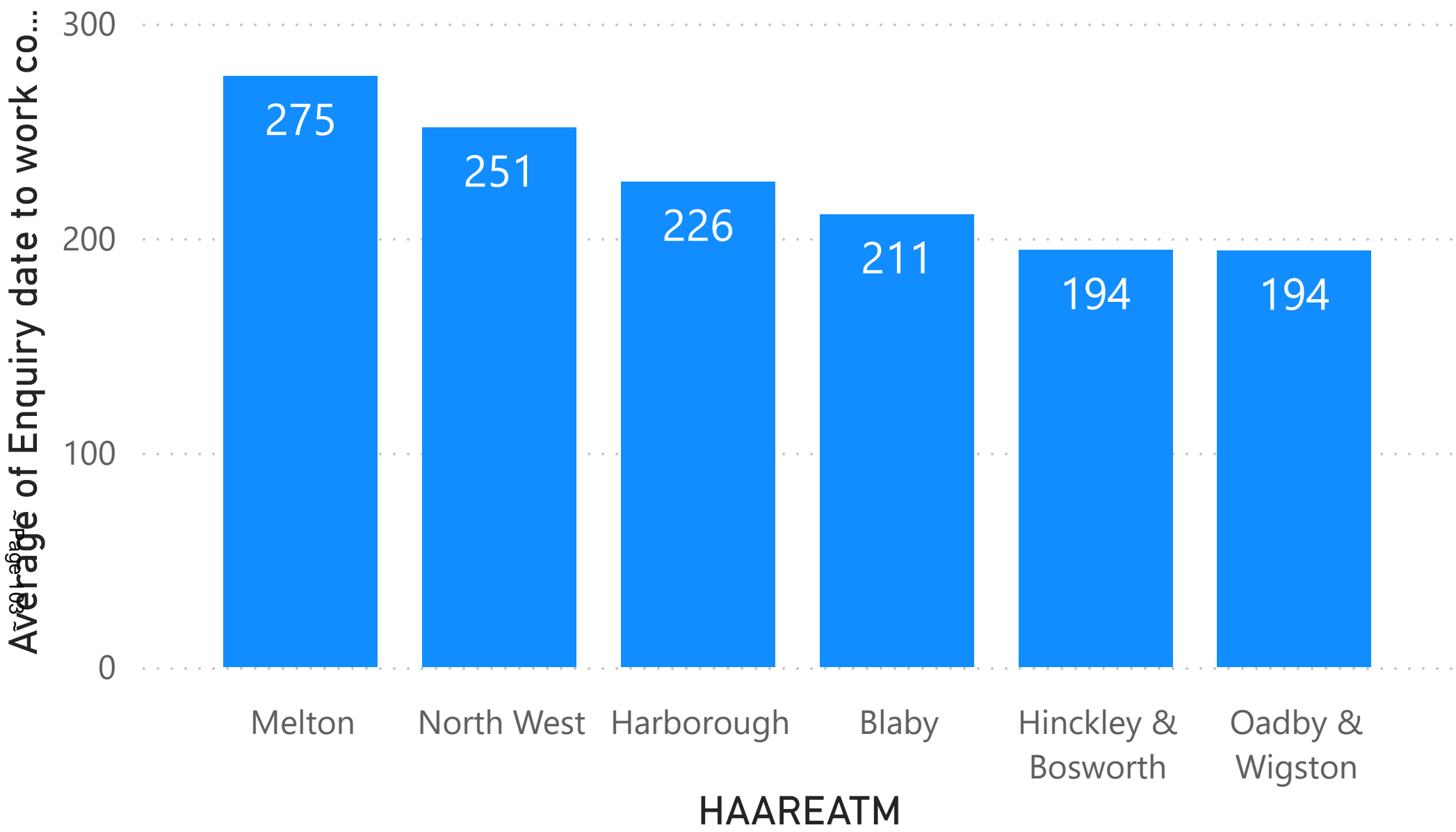
These visuals relate to DFG's and DDFG's only



Lightbulb

Keeping you and your home healthy

Average Days From Enquiry to Work Complete (HAWORKPACK)

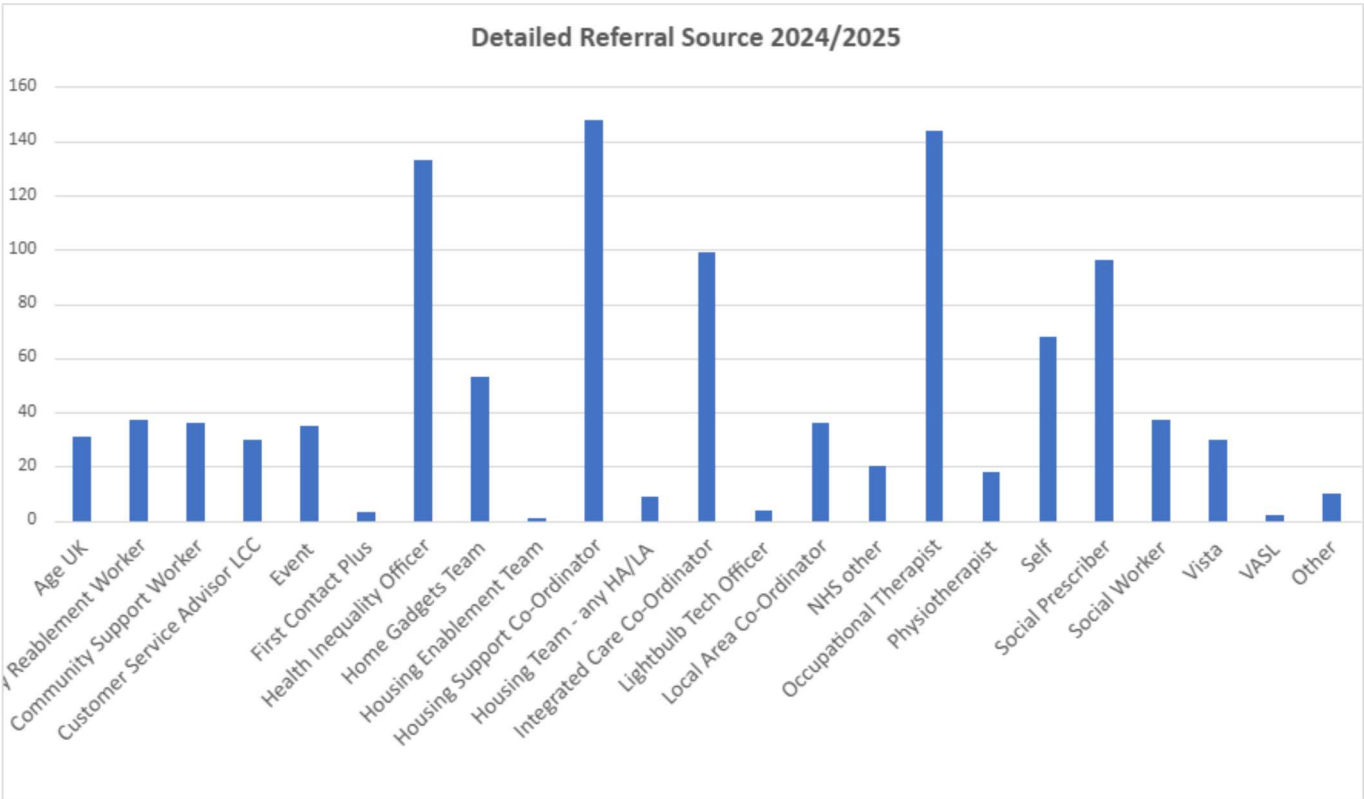
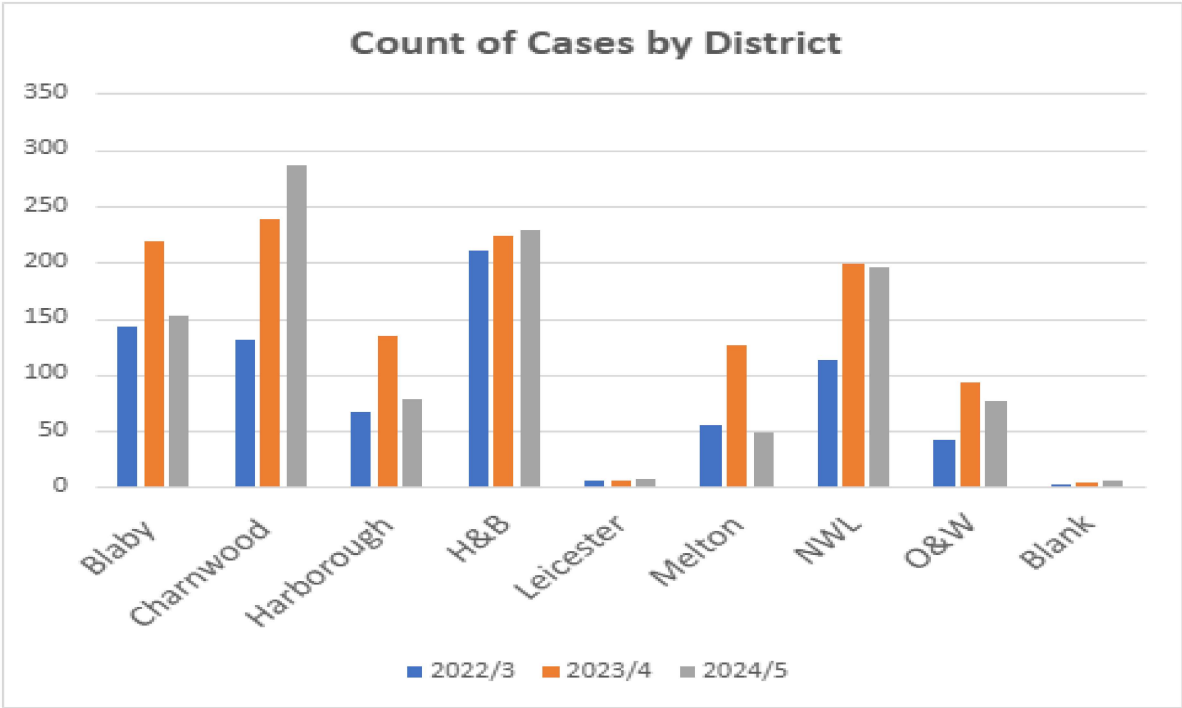


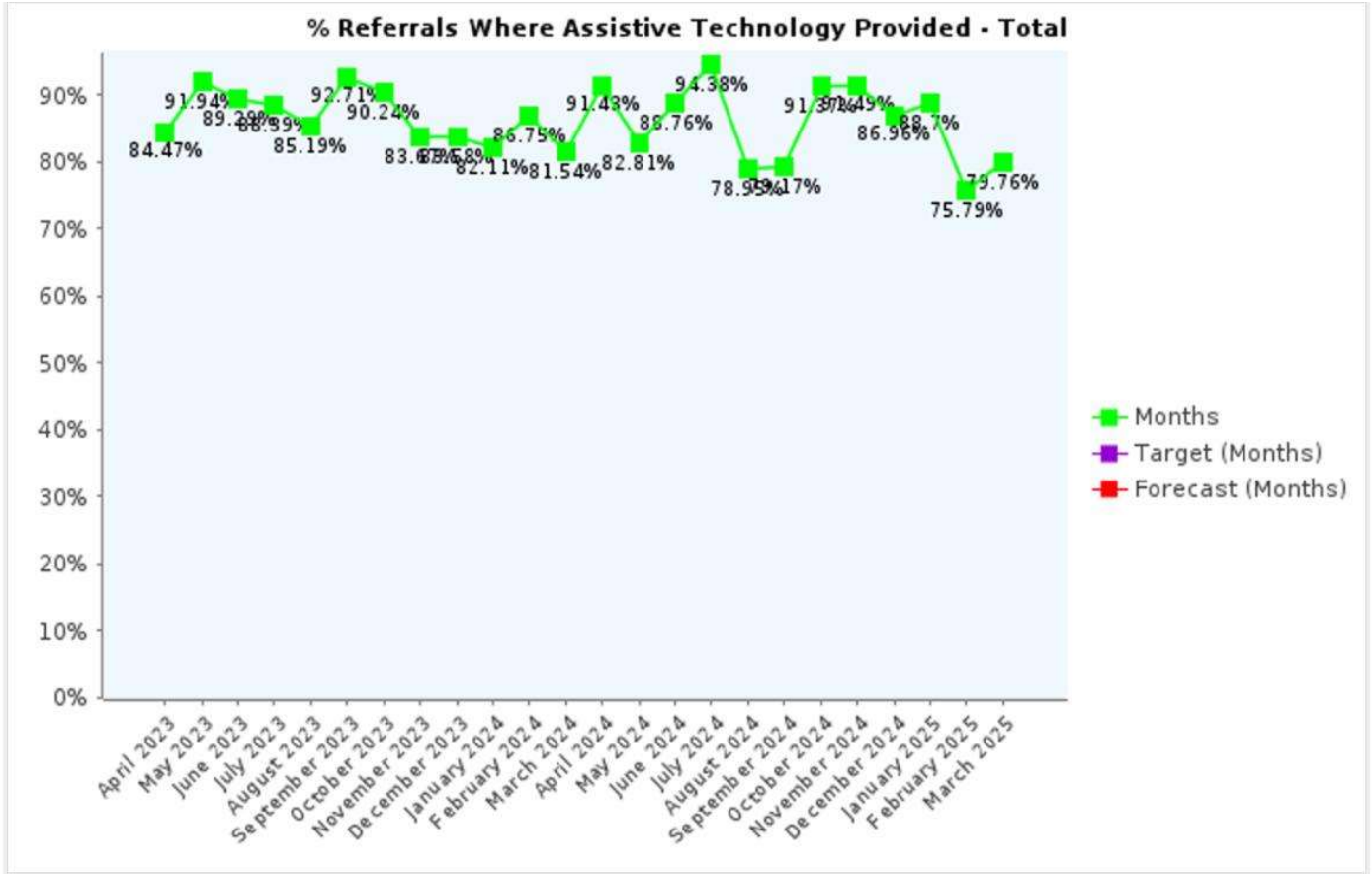
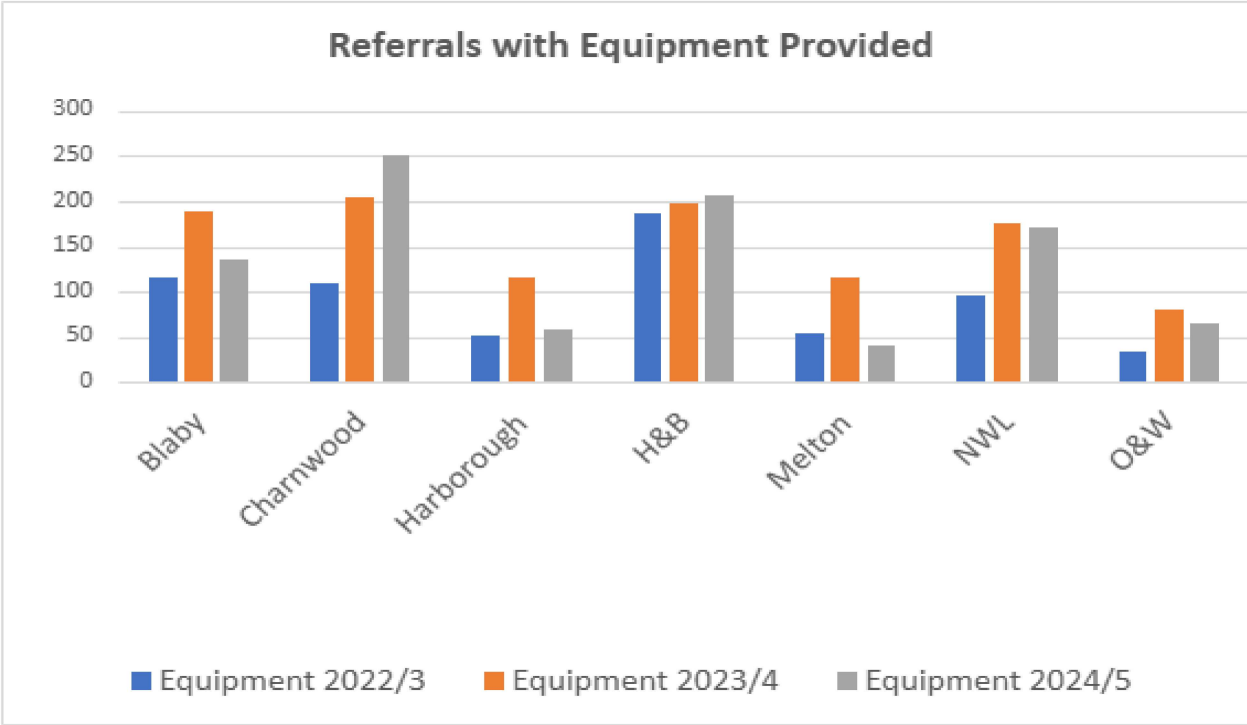
Council	Average number of days from enquiry date to work complete	No of Workpacks
Blaby	210.94	89
North West	251.35	77
Hinckley & Bosworth	194.25	69
Harborough	226.09	68
Oadby & Wigston	193.97	65
Melton	275.41	34
Total	221.09	402

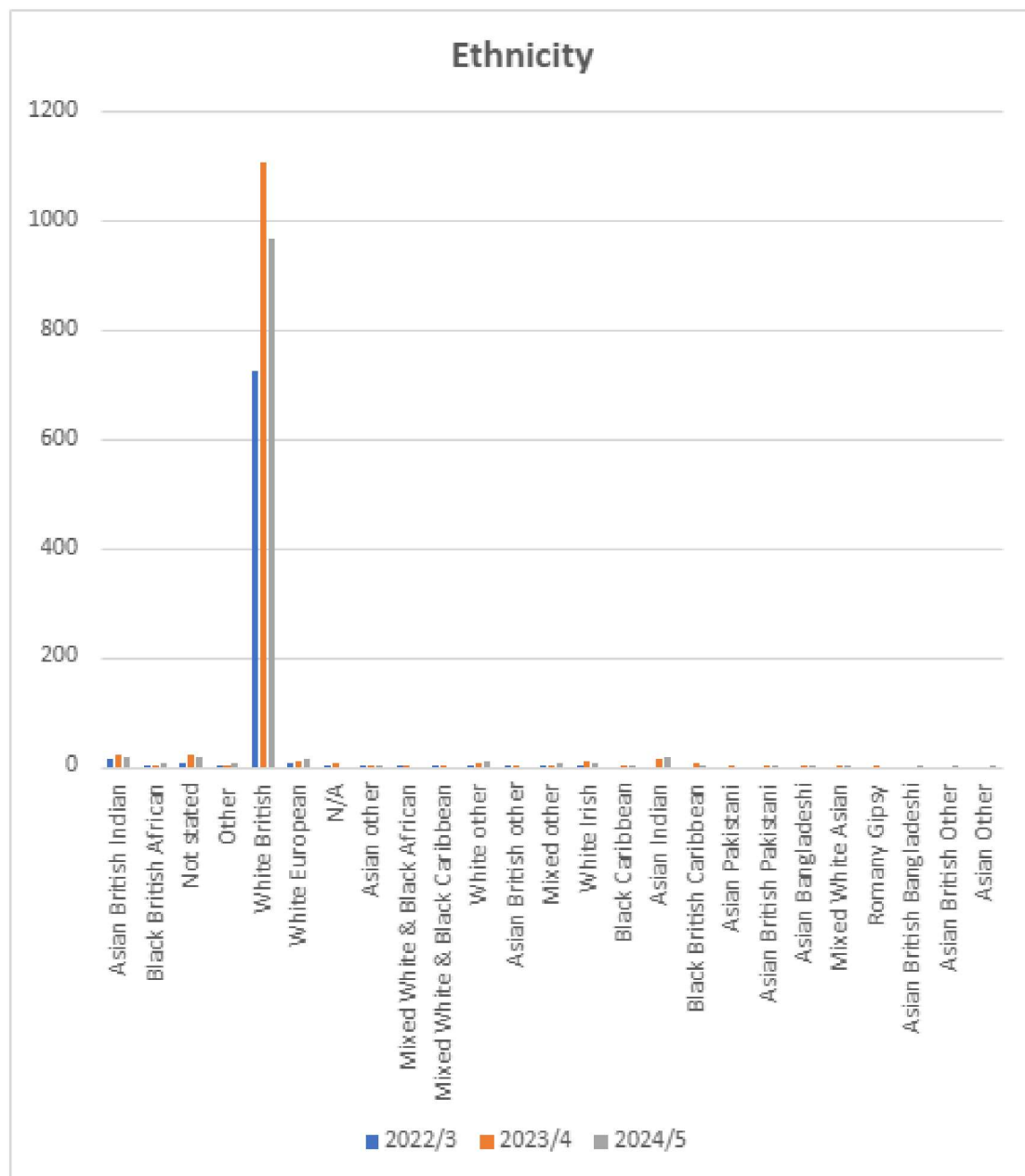
Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	Total
Access Ramp	3	1	1		6	2	13
Access Steps	2	1	1			1	5
CAT B	1		1		1		3
CAT C			1			1	2
Concrete Ramp		3	1				4
Door Widening	1	1					2
Extensions				1		1	2
Extensions - Child	1						1
Level Access Shower	31	25	26	18	33	20	153
Level Access Shower - Child	1	2	1	3	2	3	12
Lift - Child			1				1
Lift (through floor)		2	3	1	1	2	9
Modular Ramp	4		6	3		2	15
Other	12	7	6	1	10	9	45
Other - Child	6	2	1		4	2	15
Replacement bath			1				1
Stair Lift	20	20	15	5	16	20	96
Stair Lift - Child	1		1		1		3
Wash/Dry Toilet	5	3	2	2	2	2	16
Wash/Dry Toilet - Child	1						1
Total	89	67	68	34	76	65	399

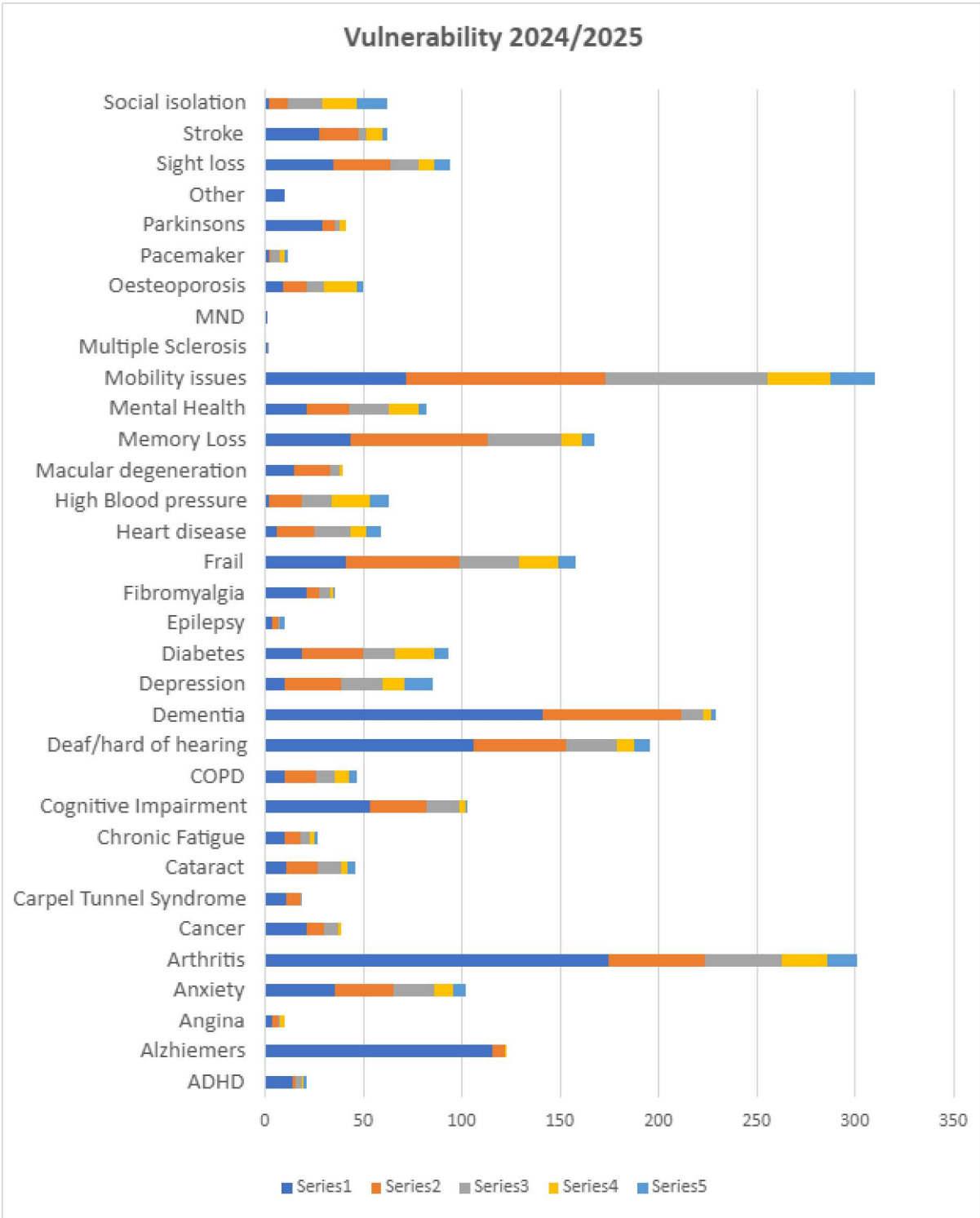
# Appendix 5

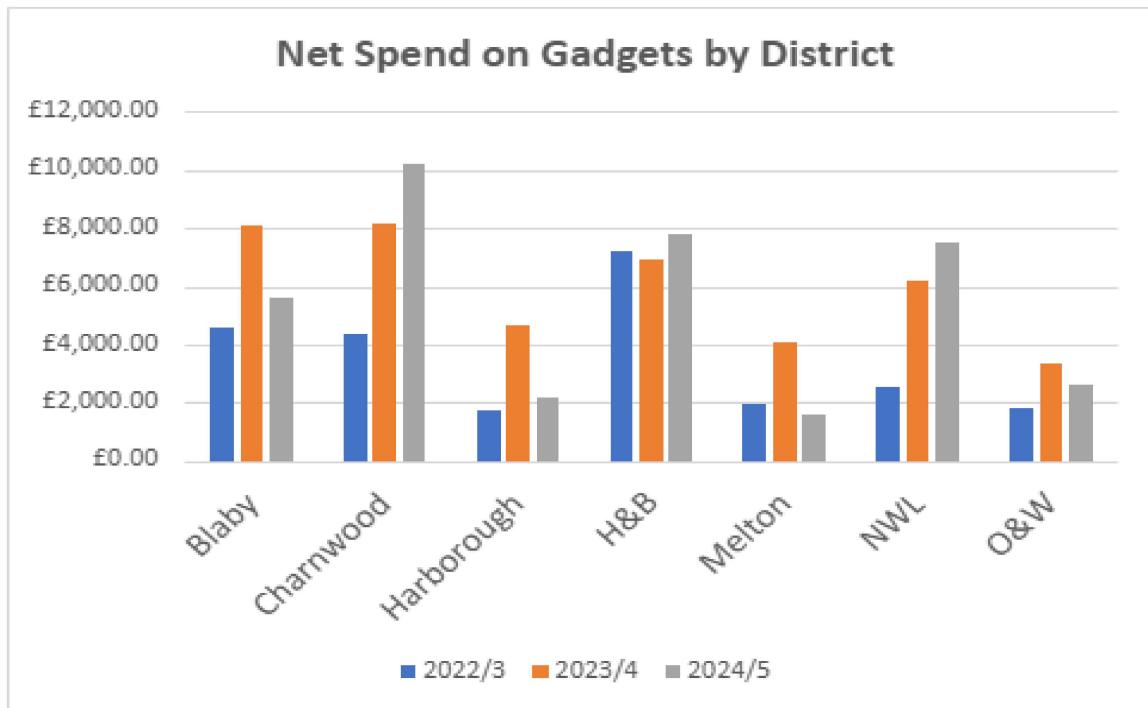
## HOME GADGETS PERFORMANCE TO 31.03.2025



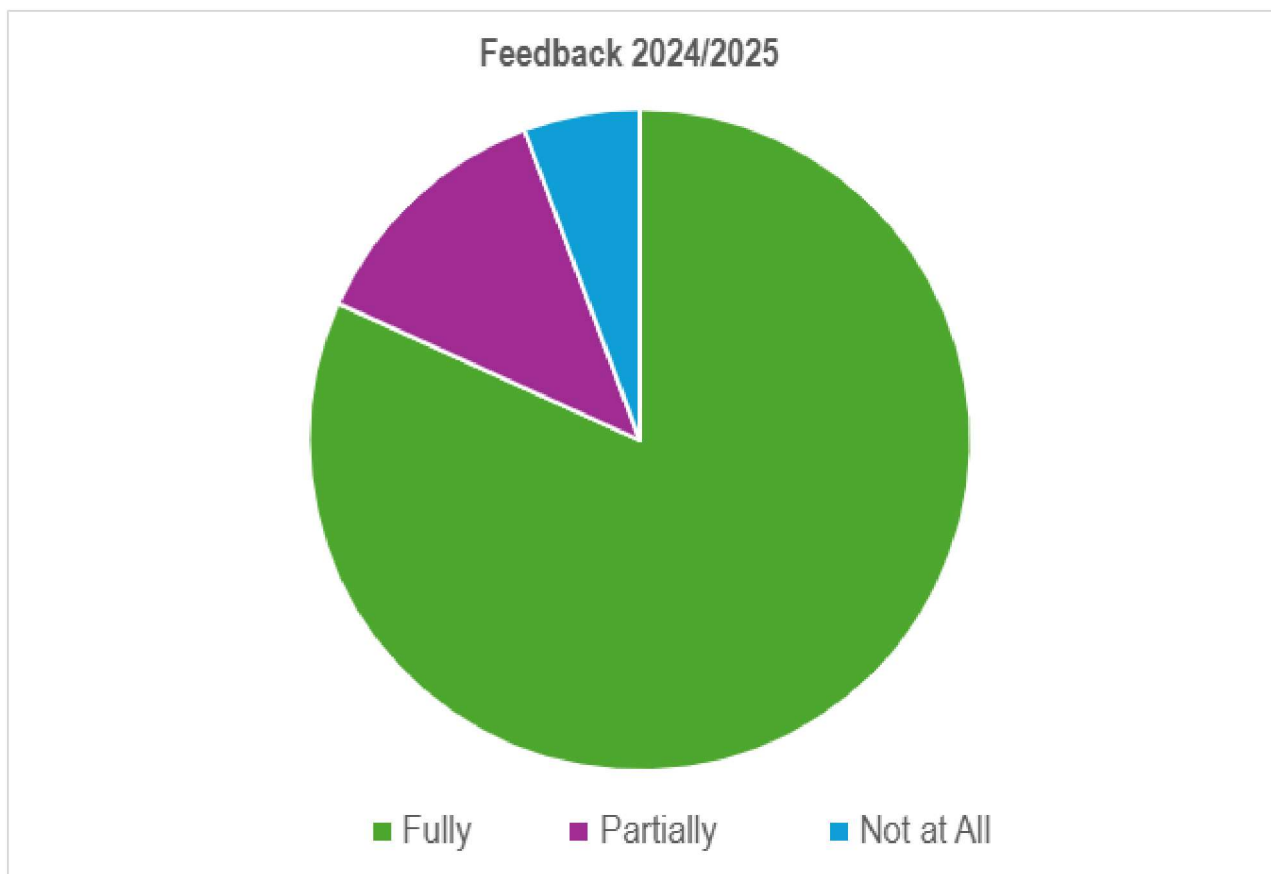






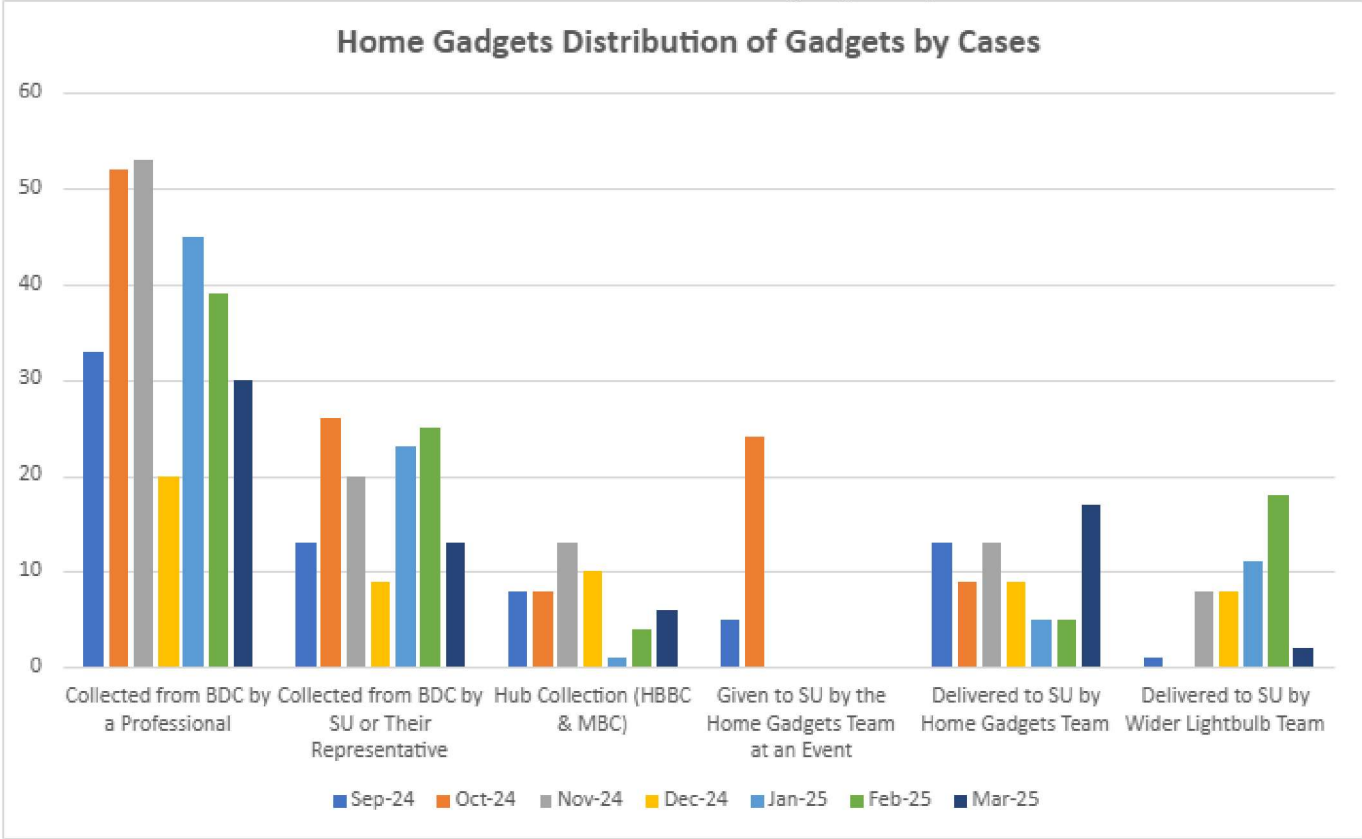


NB: These figures do not include any spend on the DFG cases.





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



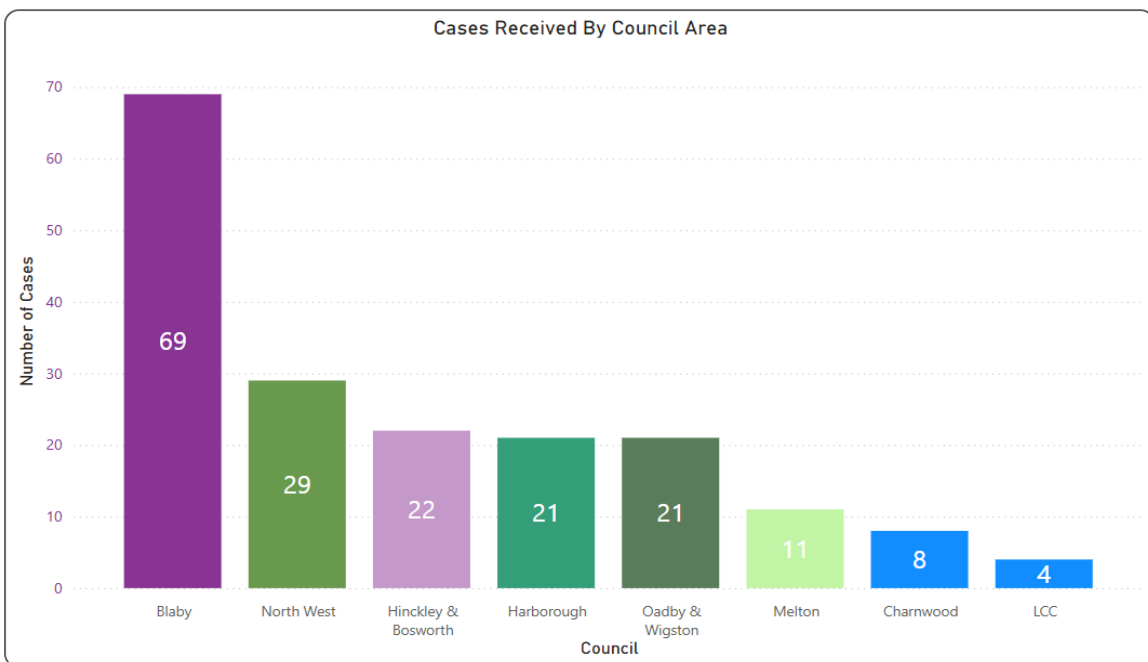
## Home Support Grant (HSG) Figures: 2024-2025

### 1) Applications received per district.

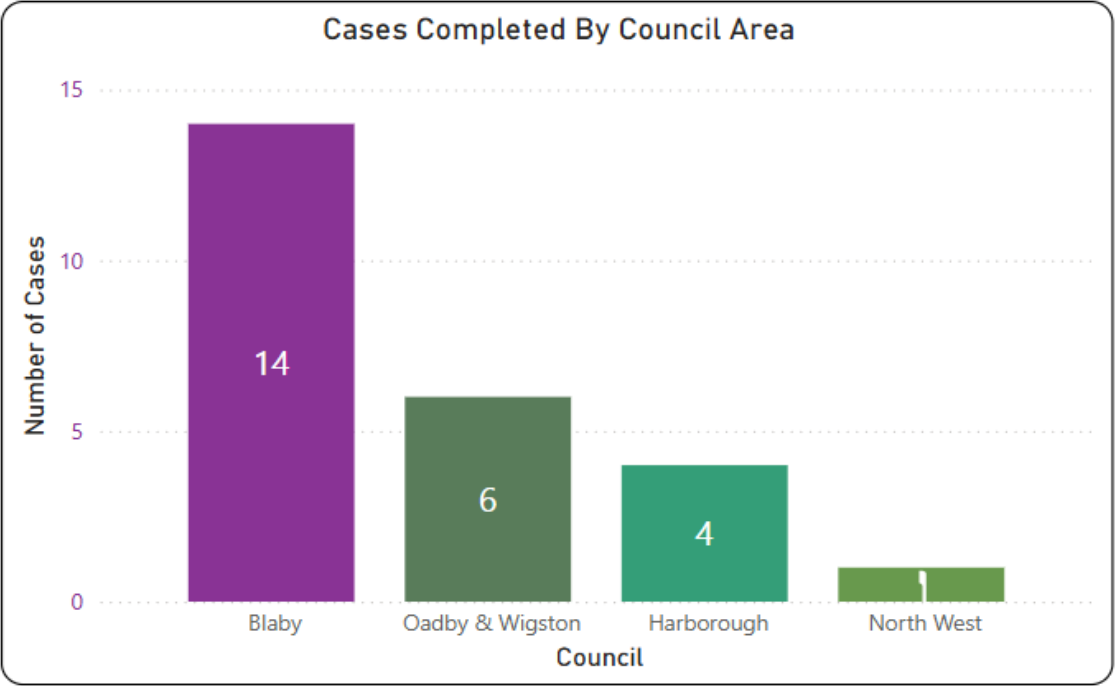
Note: LCC (Leicester City Council) enquiries, all will have been withdrawn and referred to Leicester City directly, starting to document these cases for information purposes.

Applications received for CBC and HBBC but not processed by Lightbulb, these will have been referred to the relevant districts. Logged for information purposes.

<b>Enquiry Date</b>	<b>Case Type</b>	<b>Status</b>
01/04/2024	HSG	All



2) Cases completed and signed off per district.



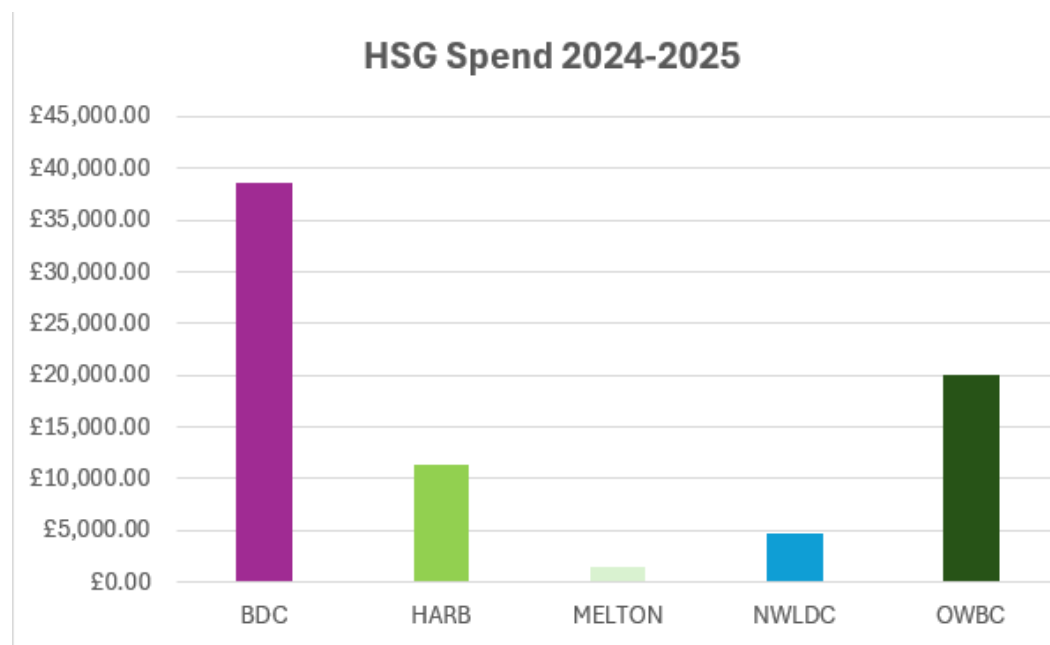
Signed off (Completed) Date

01/04/2024

31/03/2025

### 3) Spend per district

Note: No spend for HBBC or CBC due to Lightbulb not operating HSG's on behalf of these authorities.

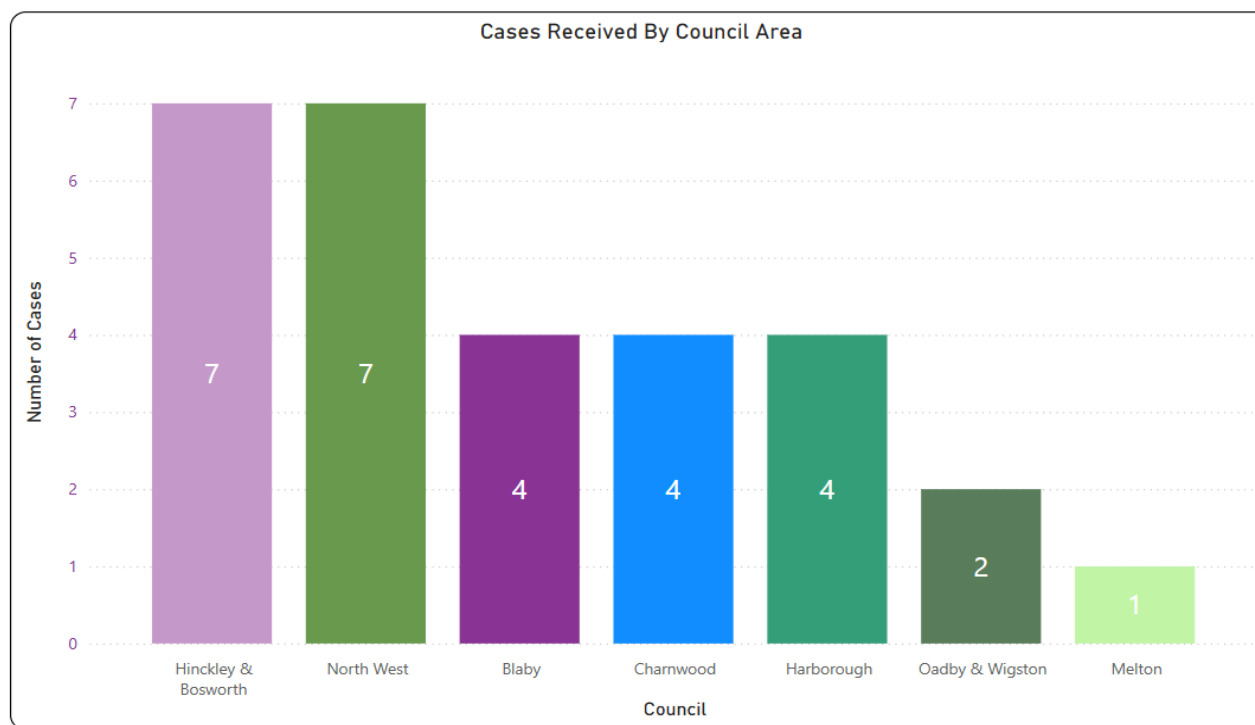


			<b>HSG Spend 2024-2025</b>	
			<b>Council</b>	<b>Spend</b>
			BDC	£38,584.14
			HARB	£11,427.82
			MELTON	£1,515.00
			NWLDC	£4,749.60
			OWBC	£19,975.13
			<b>Total</b>	<b>£76,251.69</b>

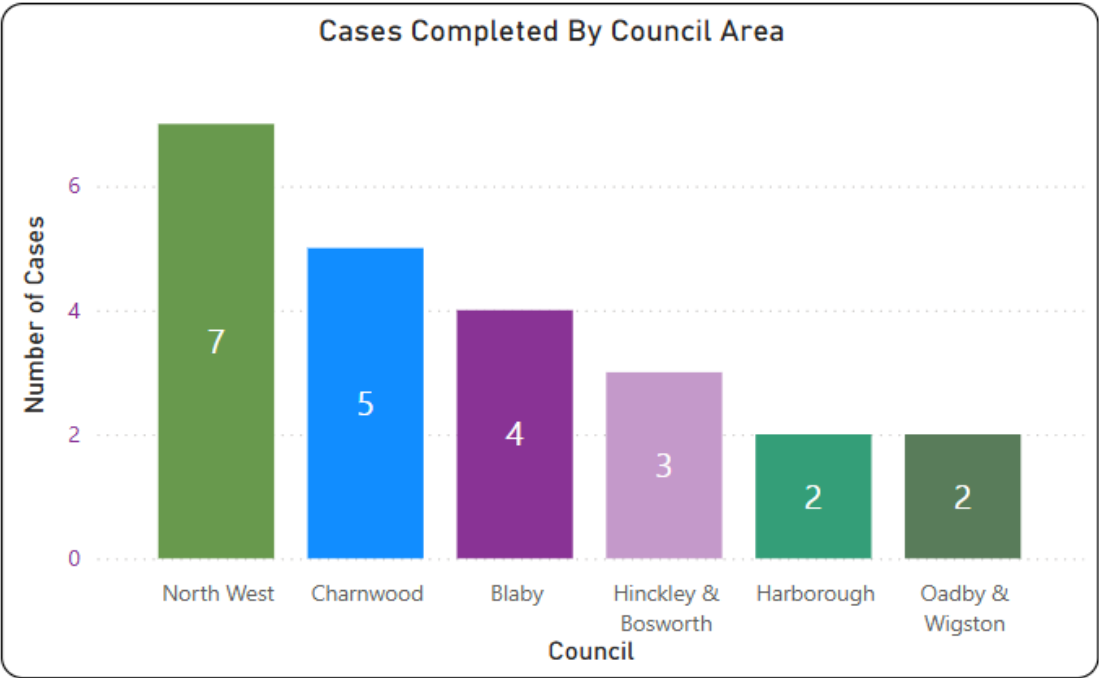
# Hospital Discharge Grant (HDG) Figures : 2024-2025

## 1) Applications received per district.

Enquiry Date	Case Type	Status
01/04/2024 31/03/2025	HDISC	All



2) Cases completed per district.



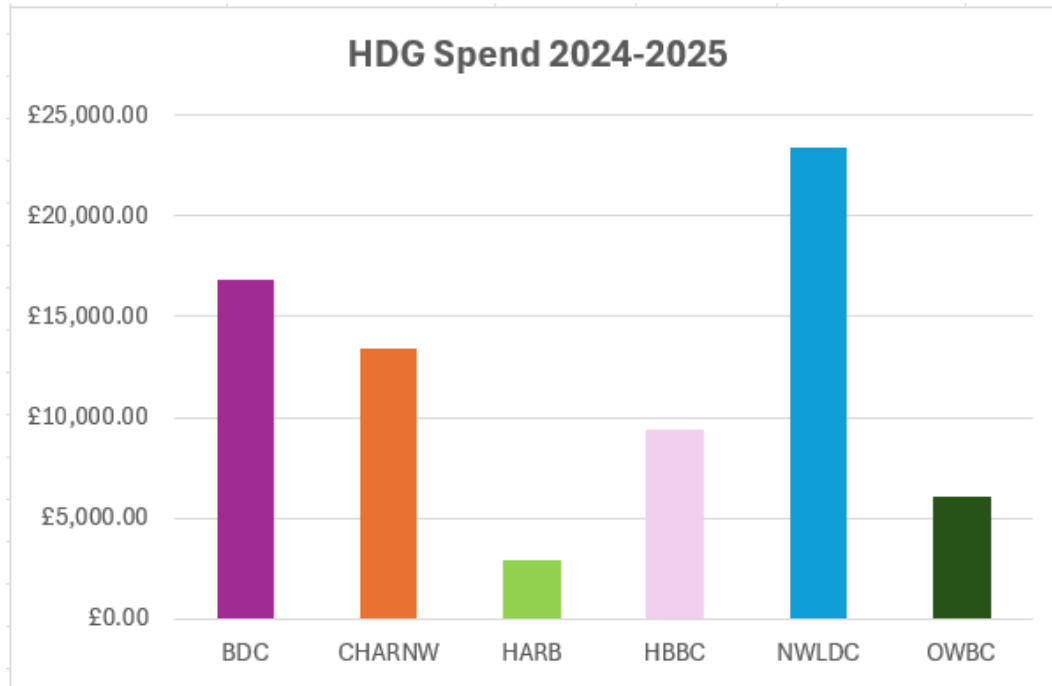
Signed off (Completed) Date

01/04/2024

31/03/2025

### 3) Spend per district.

Note: CBC and HBBC HDG's spend is re-couped from theses authorities.

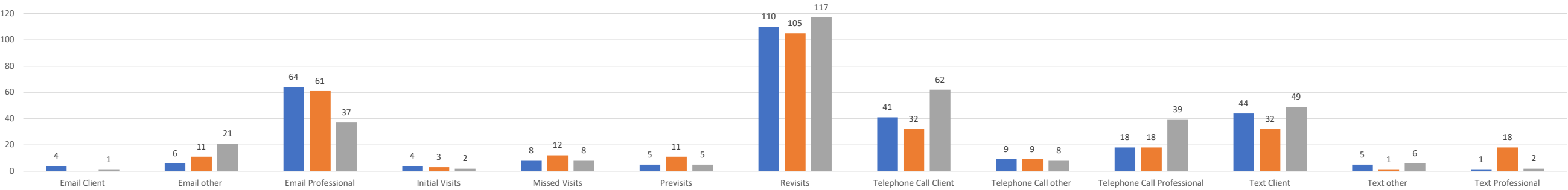


HDG Spend 2024-2025		
Council	Spend	
BDC	£16,857.00	
CBC	£13,439.65	
HARB	£2,941.60	
HBBC	£9,406.35	
NWLDC	£23,406.15	
OWBC	£6,088.00	
<b>Total</b>	<b>£72,138.75</b>	

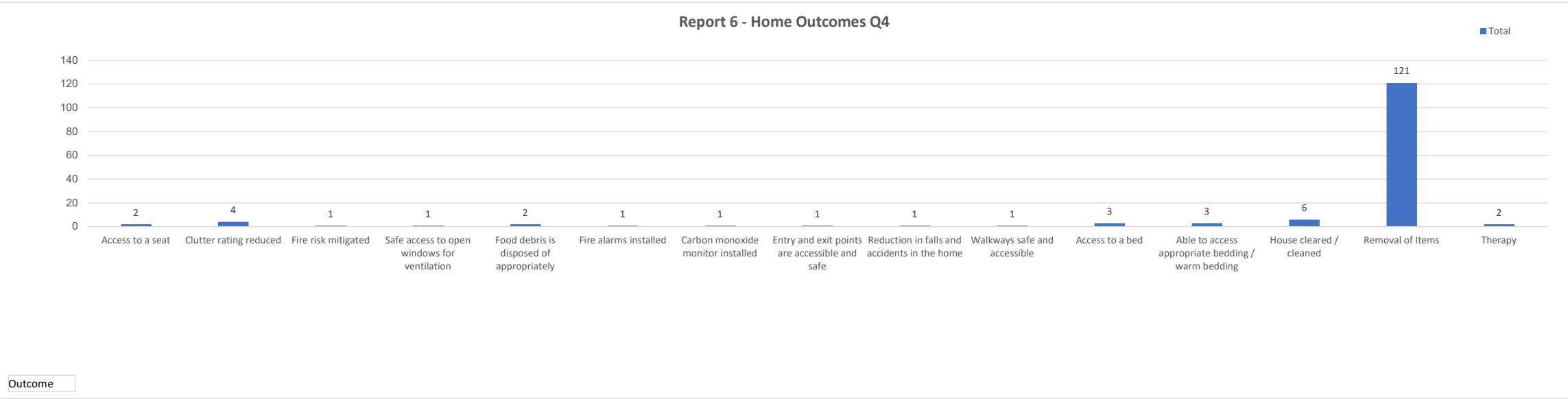
Safe Spaces Performance Dashboard Q4







- Outcome**
- Able to access a...
  - Access to a bed
  - Access to a seat
  - Carbon monoxi...
  - Clutter rating re...
  - Entry and exit p...
  - Fire alarms inst...
  - Fire risk mitigated
  - Food debris is d...
  - House cleared /...
  - Reduction in fal...
  - Removal of Items
  - Safe access to o...
  - Therapy
  - Walkways safe ...



Outcome

Complexity Levels Descriptions

Level 5 – Most Complex cases
Features in the home environment present immediate and significant risk to householders / inhabitants or immediate neighbours
Features in the home environment present immediate or significant risk to workers
Service users mental health issues are too severe to address the hoarding
Service user does not have mental capacity to recognise the dangers that their home environment poses to their own health and safety, their co-inhabitants, neighbouring environment or workers
Service user lacks decisional capacity about their hoarding behaviour
Service user has exhibited hoarding behaviour long term.
Service user has a problematic drug or alcohol dependency affecting daily function
Service user refuses to engage with agencies or support
Service user does not recognise the hoarding as a problem
Service user is at risk of homelessness
Service user is highly isolated
Level 4
Other vulnerable residents live in the hoarded property
Service user has exhibited hoarding behaviour long term.
Service user has a history of repeating the problem after clearances
Service users mental health issues are complex and entrenched
Service user has consistently not engaged with agencies or support
Service user does recognise the hoarding as a problem but finds it difficult to change
Service user is highly isolated
Service user has a problematic drug or alcohol dependency affecting daily function
Level 3
Features in the household present a risk to householder / inhabitants or neighbours if not addressed

Service user is displaying signs of self neglect behaviours including neglecting to care for one’s own personal hygiene, health, or surroundings Unsanitary/ dirty living quarters Not doing basic household chores Non-functioning utilities Dangerous living conditions Home infestation e.g. lice, vermin Lack of food in the home or signs of poor diet
Service user has previously repeated the problem after clearances but has not had access to ongoing support
Service user has previously worked with a number and range of agencies with low or poor outcomes
Service user recognises the hoarding as a problem
Service user is at risk of losing tenancy if the situation is not addressed
Service user is distressed at their home situation
Service user is isolated
Level 2
Features in the home present low level risk if not addressed
Service user experiences mental health issues
Service user has functional mobility issues
Client has agreed to initial clearance
Service user has good insight into the hoarding problem and has accepted support
Service user has sensory impairments
Level 1
Service user has mental capacity to make choices
Client does not display hoarding behaviours
Service user willing to or already engages with services

# Appendix 9

## Active Oadby and Wigston's community programmes

Active Oadby & Wigston is an initiative to help get you active and moving more. It is where local partners are brought together to provide personalised support for you to move more to improve your health and wellbeing.

### Available programmes...

#### Walking Groups (Free of charge)

Walk location	Time/Day
South Wigston Group Walk Tesco Superstore, Blaby Road, Wigston LE18 4SE	Mondays 11:00am
Brock's Hill Group Walk Brocks Hill country park, Oadby, LE2 5JJ	Tuesdays 10:00am
Wigston Group Walk Wigston Cemetery, Wigston LE18 3SN	Wednesdays 10:00am
Carers only Group Walk Brocks Hill country park, Oadby, LE2 5JJ	Thursdays (Biweekly) 11:00am

#### Low Impact Activities (£3 pay as you go)

Activity	Time/Day	Location
Walking Netball (Ladies only)	Mondays 7:00-8:00pm	Wigston College, Wigston, LE18 2DS
Walking Football	Tuesdays 6:00-7:00pm	Wigston Academy, Wigston, LE18 2DT
Walking Hockey	Tuesdays 6:00-7:00pm	Beauchamp college, Oadby, LE2 5TP
Softball Cricket (Ladies only)	Thursdays 6:00-7:00pm	Beauchamp college, Oadby, LE2 5TP
Seated Activity	Tuesdays 10:30-11:15am	Freer community centre, Wigston, LE18 1HQ
Easy Movers	Tuesdays 11:30-12:15pm	Freer community centre, Wigston, LE18 1HQ

### **Steady Steps + (£4 pay as you go)**

Location	Time/Day
Oadby SS+ St. Paul's Church, Hamble Road, Oadby, Leicester, LE2 4NX	Mondays 3:00-4:00pm
Wigston SS+ Freer Community Centre, 242 Leicester Road, Wigston LE18 1HQ	Tuesdays 1:00-2:00pm
Oadby SS+ Parklands Leisure Centre, LE2 5QG	Wednesdays 2:00 - 3:00pm

Other seasonal activities may also be available, please contact us for more.

**Email:** [info@activeblaby.org.uk](mailto:info@activeblaby.org.uk)

**Phone:** 0116 272 7703



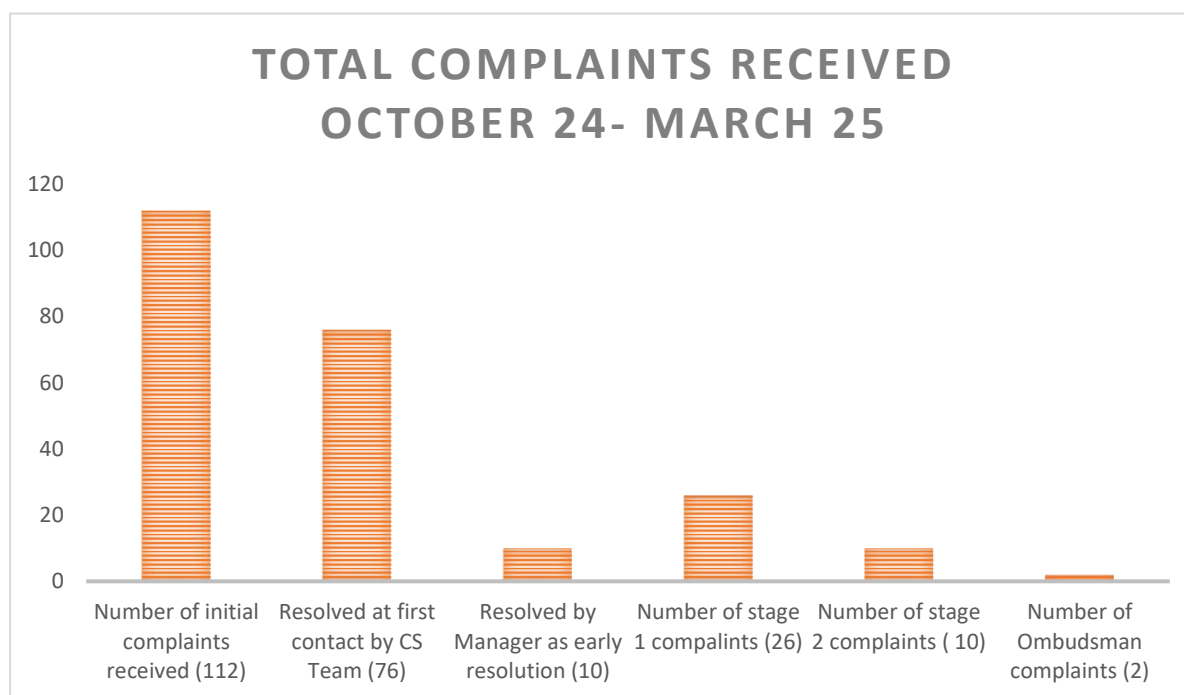
# **Bi-Annual Complaints Report October 2024 – March 2025**

## Introduction

The report summarises our complaints performance during the third and fourth quarter of 2024/2025 covering the period from 1<sup>st</sup> October 2024 to 31<sup>st</sup> March 2025.

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

## The Overall Picture



- The number of initial complaints received between 1<sup>st</sup> October 2024 to 31<sup>st</sup> March 2025 was 112 which was a decrease of 5 on the previous 6-month period
- 76 complaints were resolved at first point of contact by the Customer Service team
- 10 complaints were resolved by managers as Early Resolution
- 26 complaints went through the formal complaints process and were investigated as Stage 1 complaints which is 17 less than the previous 6-month period
- 8 complaints were escalated to Stage 2 which is an decrease of 2 on the previous 6-month period
- 2 complaints were received by the Ombudsman.

## Monthly Breakdown for all complaints

Month	Number Received	Resolved By Customer Services (Early Resolution)	Resolved By Manager (Early Resolution)	Percentage (Early Resolution)	Stage 1 Received
Oct 24	22	14	0	64%	8
Nov 24	10	7	0	70%	3
Dec 24	18	18	0	100%	0
Jan 25	26	16	5	81%	5
Feb 25	18	11	3	78%	4
Mar 25	18	10	2	67%	6
Total	112	76	10	77%(Average)	26

The chart above shows the breakdown of how each complaint was handled. Overall, 77% of the complaints received were dealt with either by Customer Services or by early resolution without the need for an investigation and formal response. This is a much more effective, efficient and customer focused method of resolving customer complaints.

The chart below shows the stage 1 complaint comparison from Apr 24 – Sept 24 last year and the current reporting period Oct 24- Mar 25 this year.

### Last Year Apr 24 – Sept 24

### This Year Oct 24 – Mar 25

Month	Stage 1 complaints received	Month	Stage 1 complaints received
<b>Apr 24</b>	9	<b>Oct 24</b>	8
<b>May 24</b>	9	<b>Nov 24</b>	3
<b>Jun 24</b>	3	<b>Dec 24</b>	0
<b>Jul 24</b>	10	<b>Jan 25</b>	5
<b>Aug 24</b>	6	<b>Feb 25</b>	4
<b>Sept 24</b>	6	<b>Mar 25</b>	6
<b>Total</b>	43	<b>Total</b>	26

Over the past six months, Stage 1 complaints have seen a significant decrease. This improvement is largely attributed to a more proactive approach to early resolution. Responsibility for the administration of complaints has now moved to the Customer Service Team, who are better equipped to address and resolve issues effectively at first contact. Additionally, complaints related to fortnightly bin collections have subsided, further contributing to the overall reduction. This is a positive development and reflects the ongoing efforts of staff across the Council to improve service delivery and reduce complaint volumes.



The below chart shows the stage 2 complaint comparison with the previous reporting period Q1 and Q2 (Mar 24-Oct 24) and the current reporting period Q3 and Q4 (Oct 24 to Mar 25).

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

**Current reporting 6 months  
Oct 24-Mar 25**

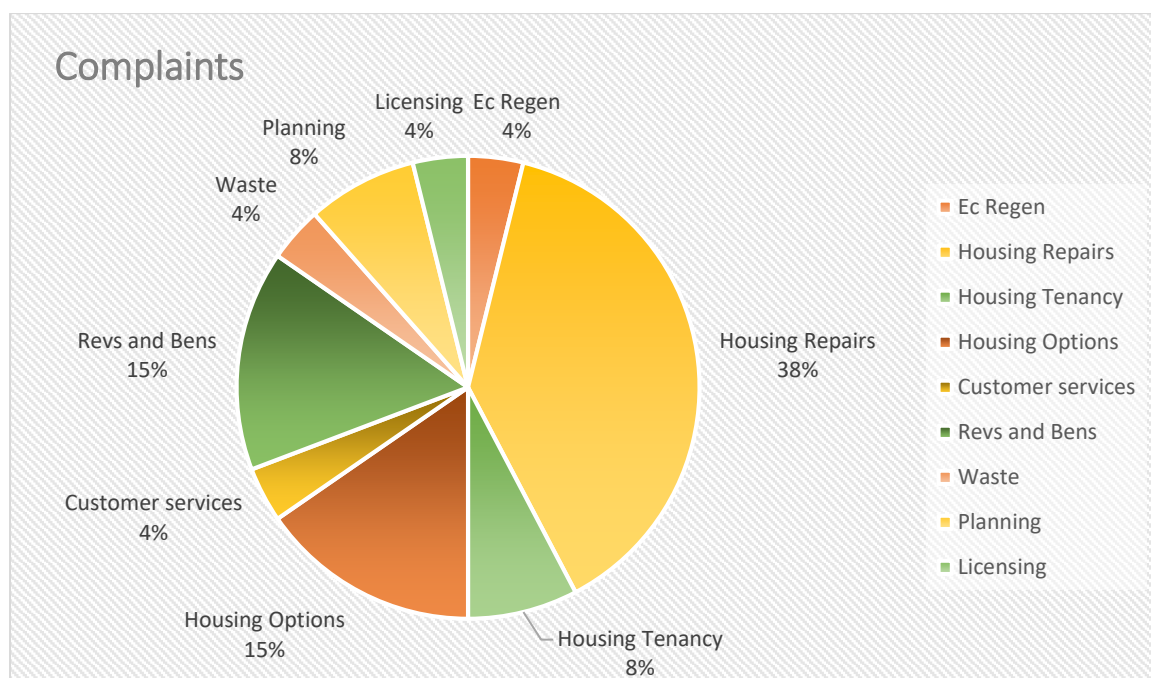
Month	Stage 2 complaints received	Month	Stage 2 complaints received
<b>Apr 24</b>	0	<b>Oct 24</b>	4
<b>May 24</b>	1	<b>Nov 24</b>	1
<b>Jun 24</b>	2	<b>Dec 24</b>	1
<b>Jul 24</b>	2	<b>Jan 25</b>	0
<b>Aug 24</b>	4	<b>Feb 25</b>	0
<b>Sept 24</b>	1	<b>Mar 25</b>	2
<b>Total</b>	10	<b>Total</b>	8

The comparison chart above shows a decrease of two stage 2 complaints over the 6 month period, again a very positive step.

The number of Ombudsman complaints has reduced since the last reporting period, with a reduction of 5 in the last reporting period to 2 in this.

### Departmental Breakdown

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



## Law and Democracy

### Waste

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Waste	Collection Issues	Bin not emptied	1x Not Upheld

### Waste Manager – Commentary

Waste collection impacts all residents in the borough. With waste being collected from over 24,000 properties, there will occasionally be instances where bins are genuinely missed. Additionally, there are times when residents present overflowing bins, which we are unable to collect.

### Licensing

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Licensing	Competency test	Complaint as turned away from competency test when late	1x not upheld

### Senior Strategic Development Manager – Commentary

The driver was correctly turned away as he was late. He showed me his parking ticket which confirmed he parked up after the allotted registration time. He also had an email telling him to be there 15 minutes before the start which he wasn't. There was no other supporting information provided.

## Built Environment

### Housing Options

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Housing Options	Temporary accommodation	Failure to meet customers was placed in temporary	1x Upheld £150 Compensation
		Allegation of breach in allocation policy	1x partially Upheld £ 25 Compensation
	Staff attitude	Complaint about the attitude of a staff member	1x Not Upheld
		Complaint about attitude of staff member and request to bid for larger property.	1x Not upheld

### Tenancy

Stage 1 Complaints – Total 2

Area	Category	Overview	Upheld
Housing Tenancy	Communal area clear up	Complaint about policy of removing items in communal area	1x Not upheld
	Neighbours' complaint	Complaint that neighbours actions caused leak into property	1x Not Upheld

## Repairs

Stage 1 Complaints – Total 10Area	Category	Overview	Upheld
Housing Repairs	Contractor issues	Unhappy with conduct from engineer	1x Not Upheld
		Customer unhappy with response timescales	1x Not Upheld
		Unhappy with contractor appointment process	1x Not Upheld
		Unhappy with contractor workmanship	1x Not Upheld
		Unhappy with level of service provided	1x Not upheld
		Unhappy with gas being turned off following alleged arson issue	1x Not upheld
		Delay in contractor led too freezer defrosting	1x Partially Upheld £150 Compensation
	Lack of heating/Hot water	Repairs team did not instruct contractor in timely fashion	1x Upheld £150 Compensation
	Timescales	Complaint regarding roof replacement timescales	1x Not Upheld
	Request for compensation	Request for compensation following damage to carpets	1x Further investigation needed so moved to stage 2

## Stage 2 Complaints- All Housing – Total 3

Area	Category	Overview	Upheld
Housing Options	Temporary Accommodation x2	Complaint about temporary accommodation and treatment received	1x Not Upheld
		Complaint about lack of communication from staff during Temp accommodation stay- Not Happy With L1 Response	1x Not Upheld
Housing Repairs	Request for compensation	Request for compensation following damage to carpets	1x Partially upheld £150 Compensation awarded due to failing to respond to complaint in line with complaint process.

### Housing - Commentary

An in-depth summary of all Housing complaints is now reported on a yearly basis.

## Planning

### Stage 1 Complaints – Total 2

Area	Category	Overview	Upheld
Development control	Planning application	Complaint over determination date delay	1x Not Upheld
		Complaint over length of time taken for TPO application	1x Upheld

## Stage 2 Complaints-Total 2 for Planning & Building Control

Development control	Planning application	Complaint over determination date delay- Not happy with stage 1 response	1x Not Upheld
	Lack of neighbour letter	Complaint about non receipt of neighbour letter following planning application- Not happy with L1 response	1x Not Upheld
Building Control	Complaint about Building Control a BDC	Not Happy with L1 response from BDC	1x Not Upheld

### Planning Policy and Development Manager - Commentary

24/095 was relating to a TPO application that had gone out of time. The time taken was a combination of an internal procedural miscommunication relating to validation of the application, and extensive negotiations with the applicant re. the works proposed. The application was dealt with as a priority and issued, and the internal procedural miscommunication resolved.

24/099 and 99A was a proposal that related to an appeal decision which we were awaiting from the Planning Inspectorate. The applicant agreed to await the related appeal decision, however then changed their position and issued a complaint to the Council. The Officers were in contact with the applicant throughout the life of the application and therefore the applicant was fully aware of the position relating to the awaiting of the related appeal decision. Furthermore, the applicant was the applicant of the awaited appeal decision, therefore further reiterating that they knew the position.

25/011A was a neighbour complaining that no notifications had been sent out re. their neighbours planning proposal. It was explained to them that neighbour letters had stopped being posted out mid last year, and that 2 site notices had been placed adjacent to the proposal for a period of at least 3 weeks (photographic evidence was supplied), and that the planning application was live on the Council's website throughout its determination period. It was also explained that it was the neighbours responsibility to speak with them about their planning proposal and that any boundary or party wall disputes were a civil matter rather than a planning matter.

## Economic Regeneration

Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Economic Regeneration	UKSPF Spending	Customer unhappy with the design of the Bell street benches	1x Not Upheld

### Economic Regeneration Commentary

A complaint was received about the new benches on Bell Street not having arms and backs and that this could make it more difficult for elderly people to use them.

The complaint wasn't upheld and the complainant was informed that the intention had always been to refurbish the benches that had been removed and to return them to Wigston Town Centre and that we would ensure that some of these benches are placed back on Bell Street

## Customer Service and Transformation

### Revenues and Benefits

Stage 1 Complaints – Total 4

Area	Category	Overview	Upheld
Revenues	Discounts	Complaint against charges for empty property	1x Not Upheld
	Delay in updating details	Complaint contact details were not updated in a timely fashion	1x Partially Upheld
Business Rates	Exemptions	Complaint about how business rates exemptions are applied	1x Not Upheld
	Assessments	Complaint about handling of business rates assessments	1x Not Upheld

## Stage 2 Complaints – Total 2

Area	Category	Overview	Upheld
Business Rates	Service delays- lack of communication	Unhappy with L1 response	1x Partially Upheld
	Rateable value dispute	Unhappy with L1 response	1x Not upheld

### Revenues and Benefits Manager - Commentary

The Revenues and Benefits Team deal with a large volume of customer contacts and enquiries. The Senior Officers try to resolve complaints as quickly as possible to ensure we are delivering the best service to our customers.

I have reviewed all the complaints received within the last 6 months and I am satisfied that we have resolved any concerns or training issues identified from the outcome of upheld complaints.

## Customer Services

### Stage 1 Complaints – Total 1

Area	Category	Overview	Upheld
Customer Services	Staff complaint	Customer complaint that staff allegedly hung-up phone on customer	1x Not Upheld

### Customer Services Manager - Commentary

Customer believed that an officer had hung up the call on purpose, further investigation showed system issues were at fault. We have spoken to our telephony provider and they have assured us that the issue is now resolved. Apologies and an explanation has been given to the customer about this.

## Ombudsman Complaints

There has been 2 new complaints raised with the Ombudsman which is a reduction from 5 in the previous reporting period.



Month	Area	Overview	Outcome	Lesson learned
Oct 2024	Housing	Handling of customer in temporary accommodation	Request for £150 compensation to be paid	Processes and procedures for securing temp accommodation to be fully reviewed,
Jan 2025	Housing	Suitability of flooring in Council property	LGO requested information Jan 25	Awaiting Outcome

### Complaints Monitoring

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

Complaint Average Response Times		
Month	Stage 1 Complaints (Target 10 days)	Stage 2 Complaints (Target 20 days)
Oct 24	9	18
Nov 24	8	20
Dec 24	No stage 1 complaints received	20
Jan 25	8	No stage 2 complaints received
Feb 25	9	No stage 2 complaints received
Mar 25	6	7.5

The response times are in target across the board. This is very positive and is in part due to the efficient management of complaints.

# Appendix 11



## OWBC Event Calendar – June – Early September 2025

Events			
Date	Overview	Type	Details
23 <sup>rd</sup> June 2025	Armed Forces Day	Flag Raising	Flag raising for Armed Forces Day
15 <sup>th</sup> August 2025	VJ Day	Flag Raising	Flag raising for 80 <sup>th</sup> Anniversary of VJ Day
Saturday 30 <sup>th</sup> August 2025	Food festival	Event	Food festival in Oadby town centre (the Parade)

Observance *all will acknowledged on the council's social media channels		
Date	Overview	Details
11 <sup>th</sup> July 2025	Srebrenica	30 <sup>th</sup> Anniversary of Srebrenica
15 <sup>th</sup> August 2025	VJ Day	80 <sup>th</sup> Anniversary of VJ Day
27 <sup>th</sup> August 2025	Samvatsari	Jain holiday



<b>Service Delivery Committee</b>	<b>Tuesday, 10 June 2025</b>	<b>Matter for Information</b>
-----------------------------------	------------------------------	-------------------------------

**Report Title:** **Housing Annual Complaints Performance and Service Improvement Overview Report**

**Report Author(s):** **Chris Eyre (Housing Manager)**

<b>Purpose of Report:</b>	For the Service Delivery Committee to consider, respond and note the Housing Annual Complaints Performance and Service Improvement Report (appendix 1)
<b>Report Summary:</b>	The Housing Annual Complaints Performance and Service Improvement Report provides performance data for complaints handling and outlines actions that will be taken to ensure continuous improvement of the way the Council manages housing complaints and use tenants feedback to improve housing services.
<b>Recommendation(s):</b>	That the content of the Housing Annual Complaints Performance and Service Improvement Report (appendix 1)
<b>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</b>	Adrian Thorpe (Head of 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)
<b>Vision and Values:</b>	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:	Reputation Damage (CR4) Regulatory Governance (CR6)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
<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>	1 - Housing Annual Complaints Performance and Service Improvement Report

## **1. Report Overview**

- 1.1 The Housing ombudsman Complaints Handling Code became a statutory requirement from 1<sup>st</sup> April 2024 and sets out the expectation placed on social landlords of how they will deal with and manage complaints within their service areas.
- 1.2 The Complaints Handling Code requires social landlords to produce an annual complaints performance and service improvement report which must be reported into its governing body as well as published to residents, along with a response from the governing body, and submitted to the Housing Ombudsman.
- 1.3 The Housing Annual Complaints Performance and Service Improvement Report must include:
  - A qualitative and quantitative analysis of the landlords complaint handling performance
  - A summary of the types of complaints the landlord has refused to accept
  - Any findings of non-compliance within the Housing Ombudsman's Code
  - Improvements made as a result of learning from complaints
  - Actions following any reports and publications from the Ombudsman in relation to the work of the landlord.
- 1.4 Oadby and Wigston Borough Council, in its role as a social housing landlord has produced The Housing Annual Complaints Performance and Service Improvement Report (appendix 1). This report provides an overview on performance of the Housing complaints function during 2024-25.
- 1.5 A summary of Stage 1 and Stage 2 complaints can be found in the report. This provides a breakdown of acknowledgment and response times, the outcome of each complaint and any compensation paid.
- 1.6 The Housing Ombudsman has set out guidance related to compensation. The team use this guidance to ensure consistency in approach.
- 1.7 The report also includes information relating to any Housing Ombudsman determinations, the Service Improvement Plan and related actions.
- 1.8 Members are asked to review and note the Housing Annual Complaints Performance and Service Improvement report (appendix 1).



# **Annual Housing Complaints Performance and Service Improvement Report**

**2025**

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## 1. Introduction

- 1.1 We are committed to ensuring a positive complaints culture exists throughout Oadby and Wigston Borough Council, in which we listen to our customers and learn from their experiences. Learning from complaints and making service improvements as a result of them is one of the most important parts of the complaints handling process.
- 1.2 It is encouraging to see the progress Oadby & Wigston Borough Council has made over the past year to ensure we comply with the Housing Ombudsman's Complaint Handling Code but we know there is still work to be done and we will continue to ensure that we learn from complaints and take positive action to improve the way in which complaints are dealt with and how they are used to improve services and create a positive experience for our residents.
- 1.3 All complaints are acknowledged within 5 working days of receipt of the complaint. The response time for stage 1 complaints is 10 working days and for stage 2 complaints is 20 working days.

## 2. Purpose of the Report

- 2.1 The purpose of this report is to provide our complaints performance for 2024-25. The report outlines the actions we will take to ensure we improve the way in which we manage complaints and how we use the feedback to improve our services.
- 2.2 The report also refers to our self-assessment against the Housing Ombudsman's Complaint Handling Code, which landlords are required to complete on an annual basis, and the actions we will take to ensure compliance.

## 3. Complaint Handling Performance

- 3.1 The following tables provides a breakdown of complaint handling performance.

Overview of Complaints received during 2024-25	
Number of stage 1 complaints received	23
Percentage of stage 1 complaints responded to within 10 working days	91% (21 out of 23)
Number of stage 2 complaints received	5
Percentage of stage 2 complaints responded to within 20 working days	100% (5 out of 5)



## 4. Summary of Complaints

- 4.1 The following table identifies the common themes identified from complaints received during 2024-25.

Overview of reasons for complaints made during 2024-25			
Housing Team	Reason for complaint	Number	Percentage
Housing Options	Suitability of accommodation	1	8%
	Out of hours repairs service	1	
Repairs & Maintenance	Failure of service by contractor	3	48%
	Contractor issues	2	
	Contractor staff attitude	1	
	Repairs service	4	
	Discrimination of council tenants	1	
	Out of hours repairs service	1	
Tenancy & Estates	ASB issues	2	36%
	Neighbour issues	2	
	Staff attitude	1	
	Policy	2	
	Cleanliness of communal areas	1	
	Property issues	1	
Total number of complaints not accepted due to classified as service request		1	4%
Total number of complaints withdrawn		1	4%

- 4.2 A summary of Stage 1 complaints are detailed in **Appendix 1**.

- 4.3 A summary of Stage 2 complaints are detailed in **Appendix 2**.

## 5. Housing Ombudsman

### Determinations

- 5.1 The Housing Ombudsman Service provides a free, independent, and impartial service to investigate complaints and resolve disputes involving tenants and leaseholders of social landlords. If tenants remain dissatisfied with the response to their stage 2 complaint, they can approach the Housing Ombudsman Service.
- 5.2 A determination is where the Ombudsman has investigated a customer's complaint, reviewed what we did, has found if we got something wrong and tells us what we need to do to put it right.
- 5.3 Oadby & Wigston Borough Council received four determinations in 2024-25. A summary of the four determinations can be found in **Appendix 3**.

### Individual Landlord Performance Reports

- 5.4 The Housing Ombudsman is committed to openness and transparency. An important part of this is using data to provide residents with more information and insight and learning for landlords to improve their services.
- 5.5 The Housing Ombudsman 2023-24 individual landlord performance reports have been published for landlords with **5 or more findings** determined between 1 April 2023 and March 2024. Further details can be found at:

<https://www.housing-ombudsman.org.uk/landlords/>

- 5.6 No individual landlord performance report for Oadby & Wigston Borough Council was published for 2023-24.

## 6. Service Improvements and Learning

- 6.1 Learning from complaints and making improvements as a result of them is one of the most important and valuable parts of the complaints process. Sometimes themes occur from across several complaints, and we will use those themes to make changes and improvements.
- 6.2 The table below provides an overview of the actions Oadby & Wigston Borough Council will take to address the common themes identified.

Theme	Action
Apology	Ensure all complaint responses provide a clear apology
Record Keeping	Ensure we maintain accurate records on our systems

Communication	Ensure we maintain regular communication, and that this is clear and proportionate to the issue raised
Policies & Procedures	Ensure we regularly review our policies and procedures
Training	Ensure our staff undertake regular and/or refresher training

## 7. Self-Assessment

- 7.1 As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman has instructed landlords to conduct a self-assessment against the code annually. The self-assessment is an opportunity for Oadby & Wigston Borough Council to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. Oadby & Wigston Borough Council must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.
- 7.2 In summary, the self-assessment is split into 9 sections and there are a number of points that Oadby & Wigston Borough Council must comply with. There are several points where Oadby & Wigston Borough Council needs to make some improvements to ensure full compliance. Our self-assessment has been published on our website:

[https://www.oadby-wigston.gov.uk/pages/housing\\_policies\\_procedures\\_and\\_useful\\_documents](https://www.oadby-wigston.gov.uk/pages/housing_policies_procedures_and_useful_documents)

## 8. Service Improvement Plan (SIP)

- 8.1 Oadby & Wigston Borough Council has developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the self-assessment.
- 8.2 The SIP will be maintained and overseen by the Housing Manager although all services within the Housing Service will be involved in the delivery and success of the SIP.
- 8.3 The Housing Ombudsman requires landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.
- 8.4 **Appendix 4** shows the SIP which shows 6 points where Oadby & Wigston Borough Council needs to make improvements to be fully compliant along with the actions to address those points.

## **Appendix 5 – Council Senior Leadership Team Approval**

- 1.1 The Council's Senior Leadership Team approve the Annual Complaints Performance and Service Improvement Report.
- 1.2 The Council's Senior Leadership Team are committed to supporting the delivery of the necessary service improvements as set out in the Service Improvement Plan.
- 1.3 That the Annual Complaints and Performance and Service Improvement Report is presented to the Council's Service Delivery Committee.