Oadby & Wigston
BOROUGH COUNCIL

Law & Democracy
Democratic Services

TO COUNCILLOR:

R H Adams (Vice-Chair)	M H Charlesworth	P Joshi
N Alam	J K Chohan	J Kaufman
S S Athwal	F S Ghattoraya	K J Loydall
L A Bentley	C S Gore	C J R Martin
G A Boulter (Chair)	S Z Haq	

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, 25 November 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

Council Offices
Oadby
17 November 2025

Yours faithfully

Anne E Court
Chief Executive

Meeting ID: 2940

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/22923-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.

2. Appointment of Substitutes

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

3. Declarations of Interest

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

4. Minutes of the Previous Meeting **4 - 6**

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 **7 - 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. Alternate Weekly Waste Collection Review **9 - 13**

Report of the Head of Neighbourhood Services

8. Housing Management Performance and Compliance Report Q2 (2025/26) **14 - 31**

Report of the Housing Manager

9. Corporate Performance Update (Q2 2025/26) **32 - 143**

Report of the Head of Policy, Performance & Transformation

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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, 2 SEPTEMBER 2025 COMMENCING AT 7.00 PM

PRESENT

Meeting ID: 2909

G A Boulter	Chair
R H Adams	Vice-Chair

COUNCILLORS

N Alam
S S Athwal
L A Bentley
F S Ghattoraya
C S Gore
S Z Haq
J Kaufman
K J Loydall

OFFICERS IN ATTENDANCE

S J Ball	Legal & Democratic Services Manager / Monitoring Officer (Solicitor)
C Eyre	Housing Manager
T Hatton	Head of Policy, Performance & Transformation
T Maccabe	Anti-Social Behaviour Officer
T Neal	Strategic Director / Deputy Monitoring Officer
K Robson	Democratic & Electoral Services Officer
A Thorpe	Head of Built Environment

OTHERS IN ATTENDANCE

F Gardiner	Blaby District Council
T Gaskin	Blaby District Council
C Harbour	Blaby District Council
J Howarth	Blaby District Council
J Naylor	Everyone Active
S Senghor	Blaby District Council
N Swan	Helping Hands

41. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillors H E Darling, G G Hunt and C J R Martin.

42. APPOINTMENT OF SUBSTITUTES

None.

43. DECLARATIONS OF INTEREST

None.

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44. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 10 June 2025 be taken as read, confirmed and approved.

45. 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 10 June 2025 be noted.

46. PETITIONS AND DEPUTATIONS

None.

47. CORPORATE PERFORMANCE UPDATE (Q1 2025/26)

The Committee gave consideration to the report and appendices (as set out in pages 9 - 67 of the agenda reports pack), which provided an update on progress during Quarter 1 of the 2025/26 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.

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.

48. LIGHTBULB PERFORMANCE (PRESENTATION)

The Committee gave consideration to a presentation about Lightbulb Performance delivered by Caroline Harbour and Shanice Senghor from Blaby District Council.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

49. COMMUNITY HEALTH & WELLBEING PLAN (PRESENTATION)

The Committee gave consideration to a presentation about the Community Health & Wellbeing Plan delivered by Tracy Gaskin and Faye Gardiner from Blaby District Council.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

50. BUILDING CONTROL PERFORMANCE (PRESENTATION)

The Committee gave consideration to a presentation about Building Control Performance delivered by Julian Howarth from Blaby District Council.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

51. HELPING HANDS (PRESENTATION)

The Committee gave consideration to a presentation about Helping Hands delivered by Nigel Swan from Helping Hands.

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

52. EVERYONE ACTIVE (PRESENTATION)

The Committee gave consideration to a presentation about Everyone Active delivered by James Naylor from Sports & Leisure Management Limited (SLM).

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the presentation be noted.

THE MEETING CLOSED AT 9.25 pm

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Agenda Item 5

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 02 September 2025

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	**7.- Corporate Performance Update (Q1 2025/26)** Query over whether compliant Electrical Installation Certificate held for Boulter Crescent communal blocks.	Chris Eyre to provide an update at next committee ***Due by Nov-25***	**ChEy**	Complete
		We have received confirmation that we hold valid electrical installation certificates for all Boulter Crescent blocks.		
2.	**7.- Corporate Performance Update (Q1 2025/26)** Members queried the words "a few" when describing the amount of food inspections carried over due to staff absence.	Teresa Neal will obtain the exact figure and advise members. ***Due by Nov-25***	**TeNe**	Complete
		Information emailed to all members of this committee on 17/9/2025.		
3.	**7.- Corporate Performance Update (Q1 2025/26)** Request from members to be able to compare our Tenant Satisfaction Survey scores with other local Councils.	Chris Eyre to circulate other Council Tenant Satisfaction Survey scores to all members of this Committee ***Due by Nov-25***	**ChEy**	Complete
		Information emailed to all members of this committee on 5/9/2025.		
4.	**7.- Corporate Performance Update (Q1 2025/26)** Members requested a breakdown of the 214 ongoing private sector housing cases, into empty homes, disrepair, energy standards & HMOs.	Trish Hatton to obtain this breakdown and an update on progress by next Committee. ***Due by Nov-25***	**TrHa**	Complete
		Information emailed to all members of this committee on 15/9/2025.		

Council Body
Date

Chair's
Initials ________

<table>
<tr><td rowspan="2">5.</td><td rowspan="2">7.- Corporate Performance Update (Q1 2025/26)

Concerns raised about Taxi drivers obtaining licences from other Councils and using them to work in our borough. Query raised as to whether we hold any powers to check these vehicles are compliant</td><td>Trish Hatton to ask Licensing to respond to these questions before the next Service Delivery Committee.

Due by Nov-25</td><td>TrHa</td><td>Complete</td></tr>
<tr><td colspan="3">Information emailed to all members of this committee on 17/9/2025.</td></tr>
<tr><td rowspan="2">6.</td><td rowspan="2">7.- Corporate Performance Update (Q1 2025/26)

Query raised re reduction in waste volumes with request for details of the amount of bins being emptied compared to this time last year.</td><td>Teresa Neal reminded members that a Fortnightly Waste Collection Review report is due at the next Service Delivery Committee.

Due by Nov-25</td><td>TeNe</td><td>Complete</td></tr>
<tr><td colspan="3">Fortnightly Waste Collection Review Report to be presented at next Service Delivery Committee.</td></tr>
<tr><td rowspan="2">7.</td><td rowspan="2">7.- Corporate Performance Update (Q1 2025/26)

Request made for Helping Hands to provide information to members on their opening hours, venues and contact details.</td><td>Kirstie Robson to liaise with Helping Hands to provide information on opening hours, venues and contact details to members.

Due by Nov-25</td><td>KiRo</td><td>Complete</td></tr>
<tr><td colspan="3">Information emailed to all members of this committee on 17/9/2025.</td></tr>
</table>

* | 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, 25 November 2025	Matter for Information

Report Title: **Alternate Weekly Waste Collection Review**

Report Author(s): **Ben Wilson (Head of Neighbourhood Services)**

Purpose of Report:	To provide an update on the outcomes of moving to an alternate weekly waste collection model, one year after implementation.
Report Summary:	The Council moved to an alternate weekly collection model in September 2024 and this report evaluates the effectiveness of the change in consideration to environmental, financial, behavioural, and operational benefits.
Recommendation(s):	**That the content of the report be noted.**
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk Ben Wilson (Head of Neighbourhood Services) (0116) 257 2711 ben.wilson@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Environment (SO4)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications directly arising from this report.
Financial:	The implications are as set out at section 3 of this report.
Corporate Risk Management:	Decreasing Financial Resources / Increasing Financial Pressures (CR1) Key Supplier / Partnership Failure (CR2) Reputation Damage (CR4) Regulatory Governance (CR6) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report.
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.

Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Introduction

1.1 During the Councils financial sustainability work undertaken in 2023, a decision was made to introduce refuse and recycling alternate weekly collections (AWC) for households within the Borough. A project team was initiated, and a timeline was defined. The overall transition was planned for Autumn 2024.

1.2 Moving to this new AWC model was a proven strategy that has been undertaken by the majority of other local authorities looking to seek sustainable and cost-effective waste collection and management solutions.

1.3 This report outlines the key benefits of the transition to an AWC model for household refuse and recycling waste within the Borough.

1.4 The new AWC scheme commenced in September 2024.

1.5 While AWC faced initial resistance from some residents, especially around concerns of hygiene and capacity, these were mitigated through:

1.6 Effective communication and engagement campaigns – Full communication strategy for the transition was created and used throughout, ensuring all stakeholders were aware of key messages, including contact centre.

1.7 Provision of adequate bin capacity – At the point of moving from bags to wheeled bins (2018/19), households as standard were provided with 240 litre recycling bins, and 140 litre refuse bins. Households had the option to reduce their recycling bin to 140 litres if this was more suitable to their household and property type.

On moving to AWC, residents were able swap their bins for the larger size at cost price (£38).

1.8 Support for larger households or those with medical waste needs – Where a household could demonstrate they had a medical need for a larger bin, this was provided free of charge.

There were 80 households who made enquiries into a free bin, with 36 households providing suitable evidence and the Council swapping their smaller bin for a larger bin free of charge.

1.9 Promotion of recycling – all communication channels and customer contact was used as a method to promote alternative waste management techniques, notably around better utilisation of recycling bins.

1.10 Continued cardboard side waste – The approved waste policy continued to allow cardboard side waste to still be presented and collected by the authority (when majority of other Councils have ceased this service).

2. Environmental Benefits

2.1 Increased recycling rates - AWC encourages residents to recycle more as it limits the frequency of residual waste collection, and data shows that Oadby and Wigston has increased its recycling rate by 1.1% since the transition to AWC.

Latest data shows the Council now re-uses, recycles or composts 40.6% of the waste it collects, up from 39.5% in the previous year.

2.2 Reduction in landfill and incineration - By diverting more waste into recycling streams, AWC has reduced the volume of waste sent to landfill or incineration, helping to meet national and local waste reduction targets.

2.3 Lower carbon emissions - Fewer collection rounds for residual waste mean reduced fuel consumption and vehicle emissions, contributing to local climate action plans. The Council was able to reduce its fleet size by 2 vehicles with going to AWC.

3. Financial Benefits

3.1 Operational cost savings - AWC has reduced the number of weekly collections, leading to lower fuel, maintenance, and running costs. These savings helped contribute towards the Councils overall long-term financial sustainability plan.

Reducing the operational costs by moving to AWC seen a saving of over £50,000.

3.2 Staff cost savings - There was a mixture of vacant posts being deleted from the establishment, and 3 employees taking voluntary redundancy.

The waste collection crews went from 27 posts to 23 posts. This saw a saving of over £110,000 in 2024/25.

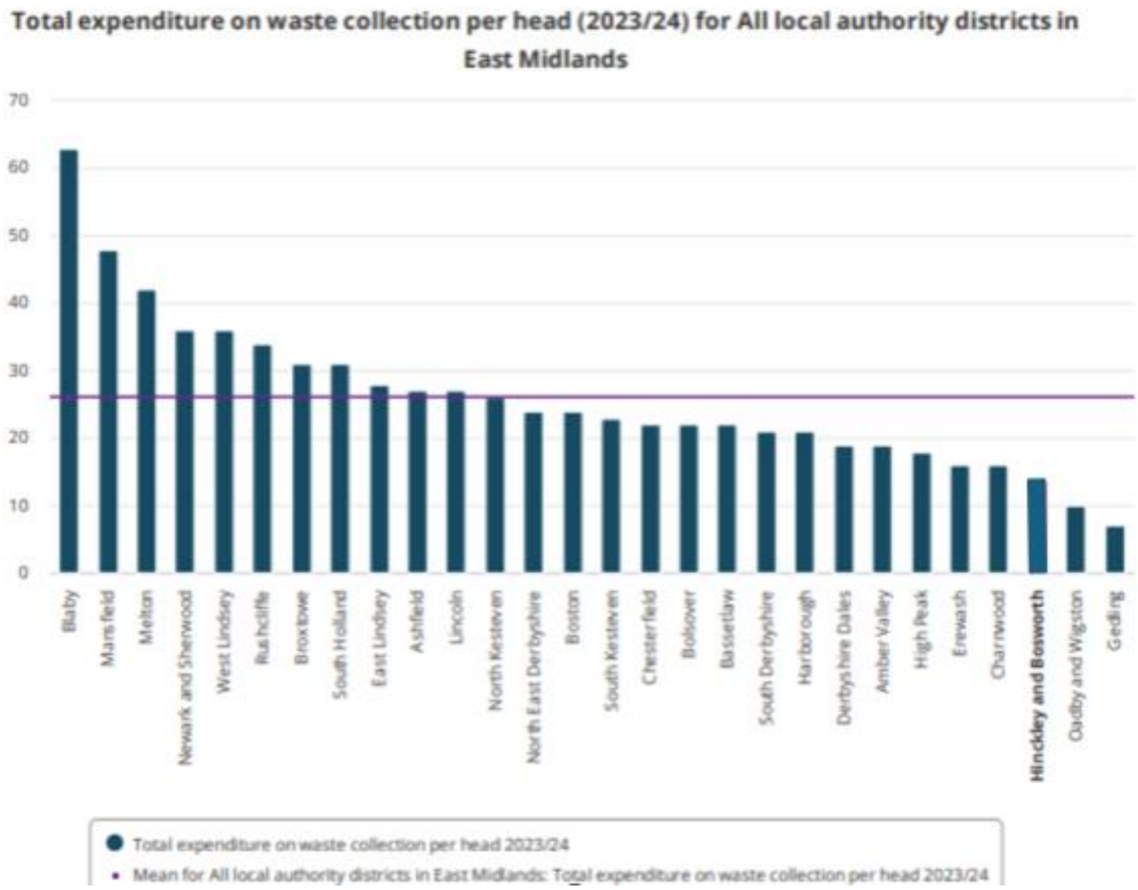
3.3 Chargeable bin swaps - The Council generated £88,616 in income to cover the costs of replacing waste bins, whereby a household required a larger wheeled bin. This did not generate income that can be classed as a revenue saving, but this income offset the costs of purchasing and delivering the bins to the households.

This totalled 2,360 bin swaps, meaning nearly 10% of households were requiring a larger bin at the point of transitioning to AWC.

3.4 Chargeable bulky collections - Moving to this operating model has seen an increase in bulky waste collections that has generated an income of nearly £10,000 more than previous years.

3.5 Overall saving - Moving to AWC saw an overall revenue saving of £200,000 for the first year which equals £2 million over 10 years.

3.6 New operating model cost – Benchmarked Data provided by DEFRA and WRAP, confirm that Oadby and Wigston Borough Council have the second most cost-effective service model across the whole of the East Midlands.



4. Behavioural and Social Benefits

4.1 Promotes waste awareness - It is widely understood that AWC encourages residents to think more carefully about their waste habits, fostering a culture of waste minimisation and responsible disposal. We have found residents have utilised their recycling bin capacity more.

4.2 Supports waste hierarchy goals - The system aligns with the waste hierarchy by prioritising waste prevention, reuse, and recycling over disposal. Something we will continue to promote.

5. Operational & Logistical Advantages

5.1 Optimised collection routes - Moving to AWC allowed for the optimisation of routes and amendment to the collection days of waste therefore the service is now operating in a streamlined, improved, and efficient model. This has further benefits of reducing wear and tear on vehicles and reducing costs.

5.2 Flexibility for future innovations - While working through the implementation of AWC we were aware that nationally food waste collections would be introduced in 2025/26 . Having this knowledge has allowed us to consider and plan for the long-term changes in the collections of all waste. Thus allowing us to integrate food waste collections, digital tracking and other innovations into our waste management plans.

6. Conclusion

6.1 Alternate weekly collections offer a balanced approach to improving environmental outcomes, reducing costs, and encouraging sustainable behaviour. With the appropriate planning, community engagement, & supporting residents during the transition and since, AWC can be considered to have been implemented successfully, with a considerable yearly saving working towards the long-term sustainability of the Council.

6.2 The financial savings achieved in total for the period from implementation of AWC till September this year has been £200,000.

6.3 Households are now settled into the AWC scheme, with waste management habits and behaviours of residents focussing on utilising recycling alternatives than using their residual waste bins. This has seen an increase in recycling rates, reduced customer contact, and a service model that is sustainable for the Authority.

6.4 Moving into 2025/26, the Council will be rolling out food waste collections to further increase recycling rates, whilst looking to further embed and improve a culture of recycling across the borough through further awareness, campaigns and appropriate channels which will see further environmental and financial benefits.

	Service Delivery Committee	**Tuesday, 25 November 2025**	**Matter for Information**

Report Title: **Housing Management Performance and Compliance Report Q2 (2025/26)**

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

Purpose of Report:	To inform Members on the current position in respect Housing compliance and performance.
Report Summary:	In line with the requirements of the Safety and Quality and Transparency, Influence and Accountability Standards the Council must provide reporting and assurance and be clear on what actions the team are taking to address performance where it is not meeting targets. Performance information will be discussed with the Tenant and Leaseholder Group and published so residents can hold the Council to account in the delivery of services connected to its functions as a landlord.
Recommendation(s):	**That the content of the report and appendices be noted.**
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk Adrian Thorpe (Head of The Built Environment) (0116) 257 2645 adrian.thorpe@oadby-wigston.gov.uk Chris Eyre (Housing Manager) (0116) 257 2726 chris.eyre@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2)
Vision and Values:	Customer & Community Focused (V1) Proud of Everything We Do (V2) Resourceful & Resilient (V4)
Report Implications:-	
Legal:	There are no implications directly arising from this report.
Financial:	There are no implications directly arising from this report.
Corporate Risk Management:	Reputation Damage (CR4)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable.
Human Rights:	There are no implications arising from this report.

Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	**1.** Compliance Performance Q2 (2025/26) **2.** Responsive Repairs Performance Q2 (2025/26) **3.** Repair Contract Management Performance Q2 (2025/26) **4.** Income Management Performance Q2 (2025/26) **5.** Member Responsible for Complaints (MRC) Report Q2 (2025/26)

1. Introduction

1.2 The 2025-26 Q2 update provides a comprehensive overview of the housing service's performance across key operational areas for the reporting period. It is intended to offer transparency, accountability, and insight into how the service is delivering against its objectives and regulatory obligations.

1.3 All housing service key performance indicators are annual targets. However, where appropriate we set quarterly goals that contribute to the annual target. Typically, these quarterly goals will be 25%, 50%, and 75% for Q1, 2 and 3 respectively.

1.4 The purpose of this update is to highlight achievements, identify areas for improvement, and support informed decision-making to enhance service quality and tenant satisfaction.

2. Detail

2.1 During this quarter, the Council sold three properties through the Right to Buy scheme and acquired two new properties, resulting in a net total of 1,169 properties in the housing stock.

2.2 Key achievements at Q2 include the completion of a Regulator of Social Housing self-assessment where the Housing Team has evaluated its performance against the Regulator of Social Housing's (RSH) consumer standards. This involves a staff review of standards, evidence of compliance, and the collection of data through processes like the annual Tenant Satisfaction Measures (TSMs) and Statistical Data Returns. The self-assessment is a crucial step for the Council to ensure it is meeting regulatory requirements and to prepare for a RSH inspection.

2.3 A key area of work at Q2 having identified what service improvements are needed to achieve compliance with the regulator's standards, has been to develop an action plan to address any gaps identified through the self assessment. The plan includes specific actions to improve areas like stock quality, tenant satisfaction, and complaint handling, with clear timelines and oversight from senior management and Members through the Regulator of Social Housing Task & Finish Group. This process is part of ensuring compliance with the RSH's consumer standards and will be an ongoing activity.

2.4 Housing compliance is the process of ensuring that the Council's housing stock meets all legal and safety regulations, which includes everything from gas and electrical safety to fire safety and building maintenance. It is a critical responsibility for housing providers to protect tenants, avoid legal penalties, and maintain the quality of their housing stock. A summary of compliance performance is detailed at **Appendix 1**.

2.5 Housing repair targets are specific timeframes for completing repairs to the Council's properties, aiming to ensure the home remains safe, secure, and in good condition. These targets categorise repairs by emergency, urgent and routine: 4 hours, 5 working days and 25 working days respectively. A summary of compliance repairs performance is detailed at **Appendix 2.**

2.6 Repair contract management performance is the measure of how well the Council's repair contractor is performing against its objectives, using indicators connected to quality, time, and compliance and tenant satisfaction. This is to ensure the work is done effectively, efficiently, and to a good standard. A summary of repair contract performance is detailed at **Appendix 3.**

2.7 Income management performance monitors how the collection of rent, arrears management and recovery of rent arrears is performing during the year. This performance monitoring is critical to understand financial risks and health in terms of the income collected and areas in which improvement s can be made to limit the amount of rent arrears and what support can be offered to tenants with paying their rent. A summary of income management performance is detailed at **Appendix 4.**

2.8 Housing complaints is subject to statutory reporting and scrutiny through the housing ombudsman. A summary of Q2 complaint performance is detailed at **Appendix 5.**

2.9 It is intended that the report will evolve over time and additional KPI and performance measures will be added to future reports, providing a comprehensive account of performance measures associated with housing management.

Appendix 1 – Compliance Performance Q2 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
OCOM 12 (s)	Ensure all Council properties with a gas supply are compliant in terms of annual gas safety check	100%	Annual	**100%** (1056 out of 1056 properties)	n/a
OCOM 13 (s)	Ensure all HRA Council buildings are compliant with the requirement to have a Fire Risk Assessment (FRA) in place	100%	Annual	**97.73%** (86 out of 88 blocks)	William Peardon Court and Marriott House are scheduled for inspection on 03/11/2025
OCOM 14 (s)	Ensure all Council blocks that require asbestos safety checks have an asbestos management survey or re-inspection carried out	100%	Annual	**100%** (88 out of 88 blocks)	n/a
OCOM 15 (s)	Ensure all Council properties that require water safety checks have a legionella risk assessment carried out	100%	Annual	**100%** (7 out of 7)	n/a
OCOM 16 (s)	Ensure all Council buildings with a communal passenger lift have a lift safety check carried out	100%	Annual	**100%** (3 schemes)	n/a
OCOM 17 (s)	Ensure all Council properties are compliant with electrical safety in terms of a valid electrical certificate	100%	Annual	**82.12%** (960 out of 1169 properties)	Of the remaining 209 properties - 94 appointments booked, 33 with contractor to be booked, 39 completed awaiting certification, 23 passed back due to tenant denying access, 20 unsatisfactory certification, remedial works booked.These are in a legal remedy process
OCOM 18 (s)	Ensure all Council buildings are compliant with electrical safety in terms of a valid electrical certificate	100%	Annual	**98.86%** (87 out of 88 blocks)	Remedial works are currently underway at Chartwell House to ensure full compliance
OCOM 19 (s)	Ensure all Council properties have working smoke detection installed	100%	Annual	**90.33%**	Following a recent audit, it was found that 113 properties had

				(1156 out of 1169 properties)	detectors that are working but the expiry date has lapsed. The contractor has been given an order to renew these smoke detectors
OCOM 20 (s)	Ensure all Council properties with gas installations have working carbon monoxide detectors	100%	Annual	**93.28%** (985 out of 1056 properties)	Following a recent audit, it was found that 71 properties required a further visit to ascertain whether a carbon monoxide detector was still in place.

Appendix 2 – Responsive Repairs Performance Q2 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Ensure we minimise rent loss through void properties	Average re-let time 35 calendar days	Annual	**39.43 days** (37 voids / 1,459 days)	Accumulative figures, Q1+Q2 lets and void days combined
Housing Management	Ensure we complete emergency repairs within the target timescale	4 hours	Annual	**79.74%** (185 from 232 Emergency request)	Actual performance has been distorted because the contractor was not reporting accurately. The KPI requires the contractor to attend and emergency and make safe. The contractor has been keeping the job open for follow up work and reporting on the KPI when jobs have been completed. The Housing Team are working with the contractor to improve on this KPI as part of the contract management process. (Significant improvements have been seen in August and September where monthly reporting was seen 91% and 94% respectively. This KPI doe not include attending emergency request for service for heating and hot water failures. It is intended that this will be added to the update from April 2026.
OCOM 10 (s)	Ensure we monitor the number of homes that do not meet the Decent Homes Standard guidance published by the government	100% of homes will be decent	Annual	**86.75%** (1,014 from 1,169)	The procurement of a major works contractor is currently underway. This has delayed works associated with decent homes work. It is likely

					that a contractor will be procured by January 2026.
OCOM 11 (s)	Ensure we complete routine and urgent repairs within the target timescale	90%	Annual	**84.89%** (663 from 781 request for service)	In the early part of the contract we experienced problems and issues of KPI expectations and data submission from the contractor. The quality of data has improved and performance is improving in this key area. We expect to see further improvement in Q3. All data is accumulative meaning that this is the total data for the year so far (Q1+Q2 combined) This data does not include heating, boiler or hot water breakdowns. This will be reported on from April 2026

Appendix 3 - Repair Contract Management Performance Q2 (2025-26)

Contractor KPI Ref	Measure	Target	Frequency	Performance	Notes
KPI 1	Customer satisfaction - overall	88%	Annual	95.41% (104 of 109 surveys reported 5 stars) September only	
KPI 2	Defects – from Client post inspections	92%	Annual		No defects have been identified at the end of September 2025
KPI 3	Time – Responsive maintenance, routine maintenance, disrepair works, disability adaptation works and optional tasks completed in time	Year 1 P1 – 100% P2 - 90% P3 – 85%	Annual	P1 = 79.74% (185 from 232) P2 = 78.23% (302 from 386) P3 = 91.39% (361 from 395)	Weak initial data collection methods lead to poor contractor performance reporting. To address this, the team have agreed clear and consistent data collection processes and standardised how data is gathered and reported and tracked.
KPI 4	First time fix (responsive repairs)	76%	Annual	100% (September only)	The contractor reported 220 jobs as being measured as a first time fix for September 2025. The team is currently reviewing the definition and the process by which first time fix can be reported and monitored going forward.
KPI 5	Recalls to completed repairs	Less than 5%	Annual	0.45% (September only)	1 recall from 221 jobs completed in September

KPI 6	Time – responsive repairs appointments kept	95%	Annual	100% (September only)	221 Jobs attended with 0 missed appointments
KPI 7	Completions notified, data provided and works invoice on time	98%	Annual		Completions notified being monitored through KPI 3
KPI 8	Complaints	95% stage 1 98% stage 2	Annual	0	The contractor has not had any formal complaints raised in Q2
KPI 9	Safety – provider's accident rate	600 per 100,000	Annual	0	The contractor has not reported any accidents for Q2
KPI 10	Default notices issued	Zero	Annual	0	No default notices issued

Appendix 4 – Income Management Performance Q2 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Proportion of rent collected (the rent collected as a percentage of the rent due)	97.5%	Annual	**91%**	On target to achieve year end target of 97.%5
Housing Management	% of former tenants with arrears being actively managed	90%	Annual	**7.32%**	
Housing Management	% of tenants with over 7 weeks rent arrears to be no more than 10% of tenant profile	10%	Annual	**11.28%**	On target to achieve year end target of 97.%5
OCOM 1	% of current tenants in arrears of £1000+ being actively managed	100%	Annual	**100%** (80 tenants)	

Appendix 5

Member Responsible for Complaints (MRC) Report

Quarter 2

2025-26

Oadby & Wigston | Our borough - the place to be

Contents

1. Introduction

1.1 This report summarises the housing service complaints performance during quarter 2 in 2025-26.

1.2 The purpose of this report is to provide the Member for Complaints (MRC) with a comprehensive review of the Housing Service's complaints for the quarter. This includes an analysis of statistical data to identify complaint themes, trends, and updates on any Housing Ombudsman's investigations undertaken during this quarter. This is in line with the Housing Ombudsman Complaint Handling Code's requirements to report performance to the Council.

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 the response time is 20 working days.

2. Overview of Complaints

2.1 The following table identifies the common themes identified from complaints received during this quarter.

Housing Team	Reason for complaint	Number	Percentage
Repairs & Estates	Contractor issues	5	**64%**
	Repair service	2	
Tenancy & Estates	ASB issues	3	**36%**
	Staff	1	

2.2 A summary of Stage 1 complaints are detailed in Appendix 1.

2.3 A summary of Stage 2 complaints are detailed in Appendix 2.

3. Housing Ombudsman

3.1 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.

3.2 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.

3.2 A summary of determinations Oadby & Wigston Borough Council received in this quarter are detailed in Appendix 3.

4. Service Improvements, Learning and Examples of Good Practice Identified

4.1 Learning from complaints and making improvements because 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.

4.2 The table below provides an overview of the actions Oadby & Wigston Borough Council will take to address the common themes identified.

Theme	Action
Communication	To ensure that regular communication with our tenants is maintained, is clear and proportionate to the issues raised
Contractor Performance	To ensure that any performance concerns are appropriately addressed, contactors should be managed through the contract management framework to ensure accountability and compliance.
Processes and Procedures	To ensure processes and procedures are robust and efficient

Appendix 1 – Stage 1 Complaints

Date received	Complaint	Date Acknowledged	Days	Date Responded	Days	Summary of Complaint	Team	Finding	Outcome	Compensation
04/08/2025	COM-25-055	04/08/2025	0	18/08/2025	10	Unhappy with how ASB issues are being dealt with	Tenancy & Estates	Upheld	To keep in contact with tenant in line with action plan and provide updates on a fortnightly basis	n/a
07/08/2025	COM-25-056	07/08/2025	0	21/08/2025	10	Complaint about ASB handling	Tenancy & Estates	Partially Upheld	Escalated to Stage 2	n/a
08/08/2025	COM-25-057	13/08/2025	3	22/08/2025	10	Request for garden gate to be fitted	Repairs & Maintenance	Not upheld	n/a	n/a
27/08/2025	COM-25-061	27/08/2025	0	10/09/2025	10	Sureserve engineer attended property without a booked appointment, made inappropriate comments, and lingered by his van which left tenant feeling unsafe	Repairs & Maintenance (Sureserve)	Partially Upheld	Ensure the operative does not attend future appointments, Sureserve to review their processes for logging appointments, Code of Conduct and Professional Standards to be re-enforced with all Sureserve operatives	n/a
02/09/2025	COM-25-063	03/09/2025	0	17/09/2025	10	The process of booking an appointment with Sureserve	Repairs & Maintenance (Sureserve)	Upheld	Sureserve noted preferred day for appointments, and apologised for any inconvenience	n/a
11/09/2025	COM-25-066	18/09/2025	5	25/09/2025	10	Loss of heating and hot water, multiple repair visits, ongoing	Repairs & Maintenance (Sureserve)	Upheld	Sureserve will review their processes for allocating appropriate	n/a

						leaks into boiler causing the electrics to trip			timescales for jobs, ensuring effective prioritisation	
30/09/2025	COM-25-069	01/10/2025	1	14/10/2025	10	Contractor staff attitude	Repairs & Maintenance (Sureserve)	Partially Upheld	OBWC to issue the contractor with a Code of Conduct	£50

Appendix 2 – Stage 2 Complaints

Date received	Complaint	Date Acknowledged	Days	Date Responded	Days	Summary of Complaint	Team	Finding	Outcome	Compensation
07/07/2025	COM-25-039	08/07/2025	1	18/07/2025	9	Upset about the interaction & perceived lack of communication with Housing Manager	Tenancy & Estates	Not upheld	n/a	n/a
22/08/2025	COM-25-057(A)	22/08/2025	0	17/09/2025	18	Request for garden gate to be fitted	Repairs & Maintenance	Not upheld	n/a	n/a
22/08/2025	COM-25-056(A)	22/08/2025	0	22/09/2025	20	Complaint about ASB handling	Tenancy & Estates	Upheld	Tenancy & Estates Team to contact tenant to discuss ASB report, provide written confirmation on how they intend to proceed with reports of ASB, and provide a written apology for the failings identified	£450
17/09/2025	COM-25-063(A)	25/09/2025	5	16/10/2025	15	The process of booking an appointment with Sureserve	Repairs & Maintenance (Sureserve)	Partially Upheld	Carry out a review of the contractor’s performance, request for the complaint response to be escalated to Sureserve’s Director level, Sureserve to write to tenant to apologise	£150

Appendix 3 – Housing Ombudsman Determinations

Date received	Complaint	Summary of Complaint	Team	Determination	Compensation
12/08/2025	COM-24-046(A)	Shortly after moving into the property, the tenant terminated the tenancy due to the Council misleading the tenant regarding the suitability and stability of the floor tiles in the property	Repairs & Maintenance	Within 4 weeks: 1. Apologies to the resident for the unnecessary distress and inconvenience caused by the service failures identified 2. Pay the resident the sum of £550 in compensation 3. Contact the resident to discuss position on housing register 4. Consider staff training to ensure it provides information about the condition during its sign-up process	£550

	Service Delivery Committee	**Tuesday, 25 November 2025**	**Matter for Information**

Report Title: **Corporate Performance Update (Q2 2025/26)**

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

Purpose of Report:	To provide an update on progress during Quarter 2 of the 2025/26 Financial Year towards achieving the priorities of the Oadby and Wigston Borough Council's Strategic Objectives as agreed in the Corporate Strategy 2024 - 2027. The report updates Members on the Council's key performance indicators with appendices for information on service updates, and future events.
Report Summary:	This report contains information on the Council's performance in relation to Continuous Improvement KPIs, Statutory KPIs and Corporate Strategy KPI's. There are 16 Continuous Improvement KPI's for 2025-2026. 13 are to be reported for Quarter 2. There are 38 statutory KPI's for 2025-2026. 31 are to be reported for Quarter 2. There are now 22 remaining Corporate Strategy KPI's for 2025-2026. 6 are to be reported for Quarter 2. Each target has been graded using the Red/Amber/Green status ranking system.
Recommendation(s):	**That the performance of the Council against its Corporate Objectives in delivering services be noted.**
Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):	Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk
Strategic Objectives:	Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3) Resourceful & Resilient (V4)

Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	Reputation Damage (CR4) Organisational / Transformational Change (CR8)
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.
Chief Finance Officer:	The report is satisfactory.
Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Strategy (2024 -2027)
Appendices:	Appendix 1 - Operational Update Q2 2025/26) Appendix 2 - B&B Elimination Plan Appendix 3 - SLM Full report Appendix 4 - Helping Hands Full Report Appendix 5 - Helping Hands Client Data Appendix 6 - Helping Hands - Work Completed Data Appendix 7 - Helping Hands Financial Outcomes Appendix 8 - Lightbulb Performance Dashboard Appendix 9 - Lightbulb Home Gadgets Figures Appendix 10 - Lightbulb HSG figures Appendix 11 - Lightbulb HDG figures Appendix 12 - 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 KPI's
- Statutory KPI's (that have to be delivered as part of legislative or legal duty)
- Corporate Strategy KPI's

1.2 The Council has produced 16 new Continuous Improvement Key Performance Measures for 2025/26, 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 Key Performance Measures for 2025/2026, 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 produced 42 Corporate Strategy Key Performance Measures for the strategy period 2024/2027, and these measures relate to the strategic objectives in the Council's vision. Targets have been set over a three-year period and 22 targets remain. Not all targets are reportable each quarter. All targets however will be reported on over the three-year period.

1.5 All measures are "outcome" based measures, meaning that they identify key deliverables for the authority that actively work towards meeting the strategic objectives, and will allow for greater accountability and transparency. This will mean that the public, Members and Officers can clearly see how the Council is performing against its objectives, and if it isn't, then why it isn't.

2.0 Corporate Performance

2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's strategic objectives as set out in the Councils vision and Corporate Strategy (2024-2027).

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 16 indicators, 13 were due for reporting as at the end of Quarter 2 (2025-2026). Of the 13:

13 were Green status

0 were Amber status

0 was Red status

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

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

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

Quarter Two 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	13	100%	0	0%	0	0%
Department						
Built Environment	2	100%	0	0%	0	0%
Finance, Law & Democracy	3	100%	0	0%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	6	100%	0	0%	0	0%

2.5 **Statutory Key Performance Indicators**

Out of the 38 indicators, 31 were due for reporting as at the end of Quarter 2 2025-2026. Of the **31**:

28 were Green status
3 were Amber status
0 were Red status

This equates to 90% Green, 10% Amber and 0% Red status.

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

Performance Chart - Statutory KPI's - By Service Area

Quarter Two 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	28	90%	3	10%	0	0%
Department						
Built Environment	18	100%	0	0%	0	0%
Finance, Law & Democracy	3	50%	3	50%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	5	100%	0	0%	0	0%

2.6 **Corporate Strategy Key Performance Indicators**

Out of the 22 remaining indicators, 6 were due for reporting as at the end of Quarter 2 2025-2026. Of the 6:

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

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

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

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

Quarter Two 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	6	100%	0	0%	0	0%
Department						
Built Environment	2	100%	0	0%	0	0%
Finance, Law & Democracy	1	100%	0	0%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	1	100%	0	0%	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 2 2025-2026.

Statutory Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

Corporate Strategy Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

4.0 Finance, Law & Democracy Update

4.1 Exception Report – Finance, Law & Democracy Update

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, Law & Democracy section.

Continuous Improvement Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 2 Commentary	Forecast

OCOM 21 (s)	Deliver Food Service Plan	Complete all high-risk inspections by quarter	All high-risk premises completed in Q2. Plan now in place to ensure all those scheduled for inspection by Q3 will be completed on time. 74 inspections were carried out in Q2 and there are 21 outstanding inspections, none of which are high risk, they are a mixture of Category C and D premises (for example retailers selling packed foods and who are generally satisfactory) which will be carried over to Q3. Food Officers working additional hours to catch up with the outstanding inspections.	Amber
OE1 (s)	NNDR Collection rate	98.5%	Below Target - End of September Collection Rate = 55.69% (target 55.92%)	Amber
OC1 (s)	Council Tax Collection rate	97.5%	Below Target - End of September Collection Rate = 55.08% (target 57.31%)	Amber

Corporate Strategy Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

5.0 Neighbourhood Services Update

5.1 Exception Reporting – Neighbourhood Services

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

Continuous Improvement Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

Statutory Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

Corporate Strategy Key Performance Indicators
There is no exception reporting for Quarter 2 2025-2026.

6.0 Policy, Performance & Transformation Update

6.1 Exception Reporting of Policy, Performance & Transformation

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

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 2 2025-2026.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 2 2025-2026.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 2 2025-2026.

Appendix 1

A Service Delivery Committee

Operational Updates – Quarter Two (2025/2026)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 2, 59 out of 61 Planning Applications were decided in time or within an agreed extension of time. Of the 3 appeals decided by the Planning Inspectorate, 2 were dismissed (i.e. won by the Council) with 1 being allowed (i.e. the Council lost). 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.

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 389 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.

Economic Development

The Economic Development Team now have 3 part-time officers in post; Helen Harris and Heather Bell who are job-sharing the Economic Development Manager post and Aruna Bhagwan who is working part time as a Business Adviser. Helen previously worked in the Economic Growth Team at Leicestershire County Council and Heather as ED Officer at NWLDC and Aruna as a business adviser at East Midlands Chamber. These posts are all being funded utilising “Funded by UK Government” in 25/26.

The team have been working on;

- Job Fair was held on September 17th at Parklands Leisure Centre where 300 people attended and 24 organisations offered support for people out of work, together with businesses advertising jobs including OWBC.

- A Business Network Event was held on Tuesday 7th October where 19 businesses attended and speakers from the Leicester and Leicestershire Business and Skills Partnership gave an update on the Growth Hub and Apprenticeships, Federation of Small Businesses, Cyber Security Unit, British Business Bank and DMU University.

- We have contracted with Leicester University to offer a training package for businesses utilising “Funded by UK Government” called the **Oadby and Wigston**

Growth and Innovation Programme. This is a fully-funded initiative, delivered by the University of Leicester School of Business, offering a series of practical and inspiring masterclasses tailored to support business development and drive innovation. SMEs, sole traders, microbusiness and start-up business are all eligible.

- Forthcoming plans include a further Job Fair and Business Network Meeting in the new year. The Business Database is being updated and will shortly be uploaded onto the Council's website.

- We are working closely with agents to try and assess the vacant stock to promote these units to potential businesses wishing to locate in the Borough. We have met with Wilson Bowden ref the Direction for Growth Site and we are meeting with the promoters of Genesis Park later this month.

Housing

<u>Homelessness</u>

There are 233 households who are currently owed a form of duty through the homelessness service. This is an increase of 13 households since Q1.

- **29 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.

- **58 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.

- **146 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 is owed the main housing duty. A main housing duty is owed if the applicant remains homeless, are in priority need, and have not made themselves intentionally homeless.

Interim and Temporary Accommodation

Within the 233 homeless households, the Council is currently accommodating 108 of these households are in either Interim (sometimes referred to as Emergency Accommodation) or Temporary Accommodation. These households are accommodated as follows;

- 59 Households in bed and breakfast/hotel rooms (Increase 3 from Q1)
- 35 Households in Council housing stock accommodation (Increase 9 from Q1)
- 5 Households in Council hostel accommodation
- 5 Households in leased accommodation
- 4 Households in self-contained nightly accommodation (Increase 2 from Q1)

Using B&B accommodation for homeless households has significant negative impacts, particularly for children. The use of B&B also has an impact on the council's financial resources. Table 1 provides a demographic summary of the 59 households who have been placed in B&B accommodation.

Single	47
Family with dependent children	8
Family with Non-dependent children	2
Couple	2

Table 1

Using B&B accommodation for homeless families with dependent children is only permissible as a last resort, for a maximum of six weeks.

We are committed to providing self-contained accommodation whenever possible, as B&Bs are often unsuitable due to shared facilities like kitchens and bathrooms, which can negatively affect children's health and development. This practice is particularly detrimental, with many families being kept in B&Bs for far longer than the six-week limit, often because of insufficient alternative housing options.

B&B Elimination Plan

Currently 8 households with dependent children are in B&B accommodation with 5 households having been in B&B for longer than 42 days. The average length of stay in B&B is 42 days (down by 20 days from Q1).

As a result, the Housing Options Team have a B&B Elimination Plan (see Appendix 2). The plan 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 accommodation, often involving a combination of increased access to social housing, private rentals, and other support services.

Since the introduction of the Elimination Plan the Council has increased the number of Council owned properties used as temporary accommodation by 200% from 12 to 36 properties.

All council properties (General Needs and Sheletered Housing) that become vacant are subject to an assessment as to whether they will be advertised as available to let to people on the housing register or re-designated as temporary accommodation. This assessment is carried out by the Lettings Officer, Housing Manager and the Housing Options Manager.

If a Sheltered Housing property is redesignated as a unit of temporary accommodation, sensitivity and a risk assessment will be carried out when considering who will be temporarily accommodated.

In addition to what properties in the Council’s housing stock can be used as temporary accommodation, the B&B Elimination Plan, highlights a number of actions the team is taking to reduce the need to use B&B accommodation for families, actions focus on:

- Converting back to a domestic property the Boulter Crescent Community facility (at the time of writing completion expected w/c 1/11/25)
- Purchasing property financed through Right to Buy Receipts, Government funding
- Seeking to buy 'off plan' new housing developments
- Lease property by encouraging and procuring private sector landlords
- Using Local Authority Housing Funds to purchase temporary accommodation property
- Agreed a service level agreement with private hotel accommodation providers
- Fostering stronger links and relationships with Housing Associations.

FINANCE, LAW AND DEMOCRACY UPDATE

<u>Regulatory Services</u>

Environmental Health

<u>Food Business performance data.</u>

Table 1 **Profile of food businesses**	**Number of food businesses**
Total food businesses	418
Unrated/new businesses	40 (included in the total above)
Category A premises (those requiring an inspection every 6 months)	0
Category B premises (those requiring an inspection every 12 months)	13
Category C premises (those requiring an inspection every 18 months)	46
Category D premises (those requiring an inspection every 24 months)	127
Category E premises (those requiring an inspection every 36 months)	192

Table 2 **Compliance levels of food businesses ***	**Number of food businesses**	Direction of travel (compared with April 2025)
Non-compliant with urgent improvement required (graded 0 on the FHRS)	0	
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	1	

Non-compliant where some improvement is necessary (graded 2 on the FHRS)	1	↑
Satisfactory (graded 3 on the FHRS)	17	↓
Good (graded 4 on the FHRS)	36	→
Very good (graded 5 on the FHRS)	323	↑
Total number of businesses falling under the Food Hygiene Rating Scheme (FHRS)	378	→
New businesses awaiting an inspection	40 (32 of these are low risk businesses)	
Inspections carried out in Q2	74	
Number of outstanding inspections	21	

(* Note for inclusion in the rating scheme a food business has to sell direct to the consumer, for example Pladis would not be included)

During Q2 the team were involved in investigating a botulism outbreak resulting from the use of an unlicensed counterfeit product injected as part of facial Botox treatment at a local beauty salon. There were six people who used the salon, and all were admitted to intensive care at the Leicester Royal Infirmary. Two are still recovering some three months later. As soon as we became aware Prohibition Notices were served on the premises to prevent any further spread and the product seized by our Officers. There are links across the country with further cases reported in Peterborough, Cambridge, Bolton and Leicester City. Given the serious nature of the outbreak, it is being investigated not only by this Council but also the Medicines and Health Care products Regulatory Agency (MHRA) who regulate the use of such products. In light of the outbreak officers are pushing for greater regulation for this type of industry.

<u>Service Requests</u>

Table 3 **Type of service request**	**Number received and investigated**
Food complaints	18
Outbreak notifications	1
Infectious Disease Notification	8
Health and safety complaints	7
Accident notification via RIDDOR	5
Abandoned vehicles	38
Fly tips, litter/side waste reports	27
Planning consultation responses	22
Housing disrepair requests	63
Noise cases	54

Pollution incidents e.g. bonfires, odours, smoke etc.	3
Overgrown land	30
Welfare burials	1
Pest related complaints	28
Unauthorised travellers	1
Flooding/watercourse issues	3
Dog reports – fouling, strays etc.	10
Total number received	**319**

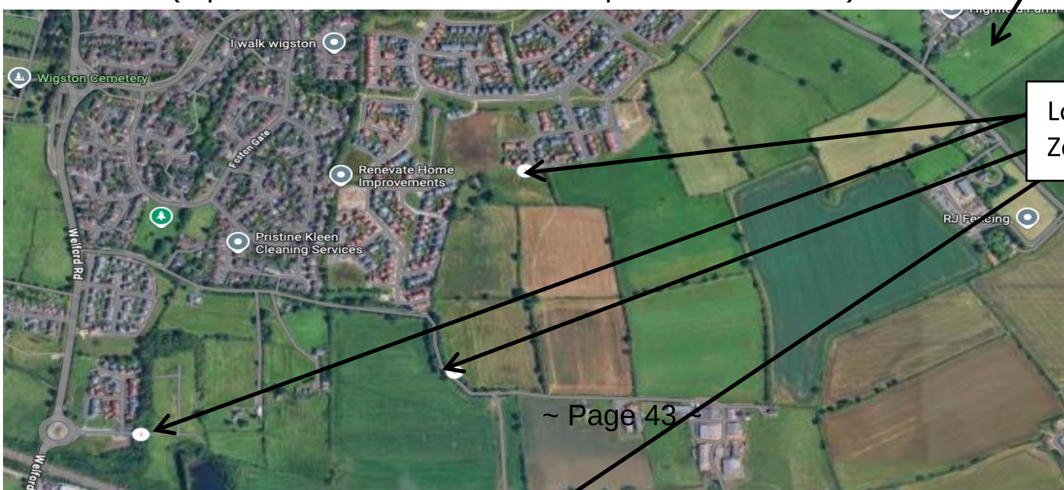
Air quality

Zephyr lite units were installed at both Launde and Parklands Primary School over the summer. The purpose is to raise awareness of air quality and to help influence pupil behaviour particularly around school travel. A presentation and assembly will follow with the Mayor present to officially launch and support the project. Data is being collected, and this will be reported back to the schools.

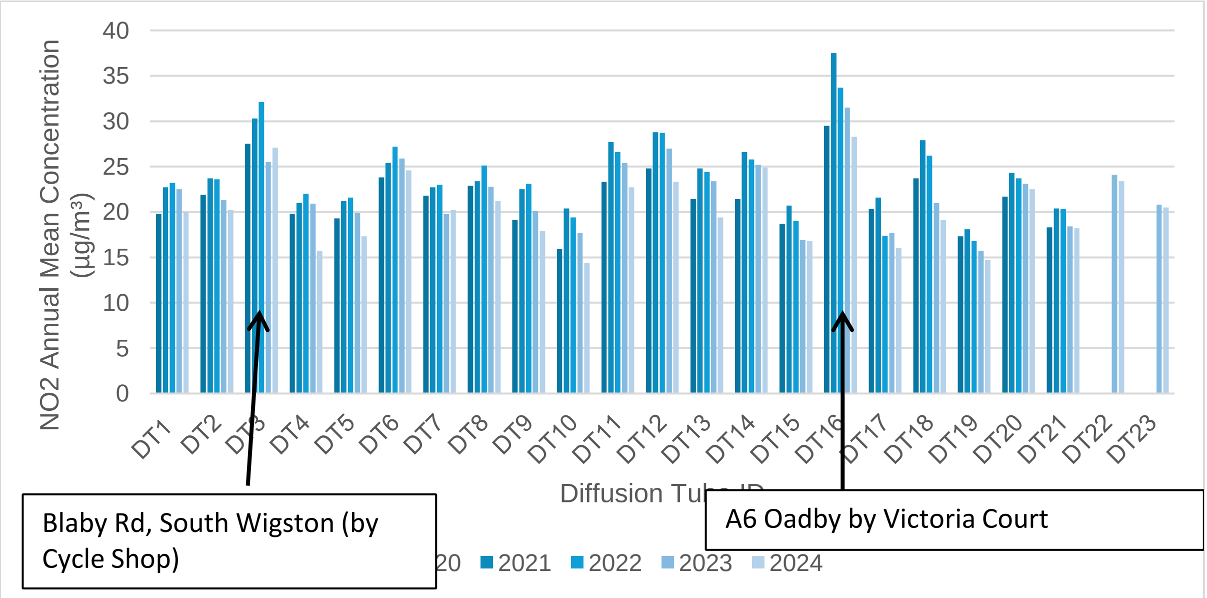
Construction air quality monitoring project/study – Four Zephyrs have been installed around a large housing development to the East of Welford Road in Wigston. They will measure air quality, and the first report will be available in Q3. This is a developer funded project.

Chart 1 Nitrogen Dioxide levels in the Oadby and Wigston Borough area 2020 - 2024 (reported in the Annual Status Report 2025 to Defra)

Objective level is 40



Location of Zephyr units



Local press coverage - large fly tip on Magna Road, South Wigston

This was reported by Leicestershire Live and the BBC. Work was completed to remove a 25-tonne fly tip working with Enva and Leicestershire County Council. Investigations are ongoing with evidence taken from the area.

The articles can be found by following the links below.

[25-tonne Leicestershire fly-tip costs council £10,000 to clean up - Leicestershire Live]

[CCTV installed after tonnes of fly-tipping in Wigston is cleared - BBC News]


Private Sector Housing

Table 4 New Selective Licensing Scheme	
Applications received	143
Money received	£50,070

Our first selective licensing scheme closed on the 5 May 2025 and a summary report of the outcomes and learnings was taken to the Licensing and Regulatory Committee in Q2. It will be further considered by Full Council in Q3.

Energy Grants Projects

Key achievements.

1. Nearly 1 million pounds of grant funding secured for private dwellings within the Borough

2. Oadby and Wigston is in the top ten local authorities in England and Wales ranked by Energy Efficiency Score for social housing.

3. Secured over £500,000 of grant funding to deliver energy efficiency improvements to Council owned sheltered Bungalows.

Licensing

Following a successful recruitment process, the Licensing Team Leader started in October.

The Licensing and Regulatory Committee in Q2 considered the draft Statement of Gambling Policy 2025-2028. This will now be referred to Full Council in Q3 for decision.

Table 5 Q2 licenses processed	
New and renewal vehicles	118
New and renewal drivers	42
New and renewal operators	3
Street collections	2
Small society lottery	1
House to house	4
Other licences	6
Licensing Act	21
Total	**197**

Table 6 Q2 competency tests for licenced drivers	
Passes	10
Fails	49
Percentage pass rate	**16.9%**

Table 7 **Enforcement activity**	
Driver investigations	5
Number of drivers receiving penalty points	1
Driver revocations	1
Other enforcement cases Personal licence holder review Event complaint Noise complaint on licensed premises	 1 1 1

Community Lottery

The Q2 regulatory return has been made to the Gambling Commission with no issues recorded.

There are 28 good causes currently signed up and 383 tickets sold approximately each week from 184 players which is generating £17,792 in annual revenue.

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	Q2 Actual
Target 28 days	10.99 days
Speed of processing Change in Circumstances	**Q2 Actual**
Target 10 days	2.16 days

Incoming Post

Since 1st September 2025, a new system has been introduced to log incoming work and provide statistical information.

Quarter 2	July	August	September
Total Number of Work Items Received	N/A	N/A	391

Quarter 2	July	August	September
Average Duration (in days) of Time Taken to Process the Above Work Received	N/A	N/A	4.12

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

Quarter 2	July	August	September
Number of Successful Awards	33	41	45
Expenditure	£7,035.05	£6,116.64	£4,330.19
Remaining Government Contribution	£39,517.30	£33,400.66	£29,070.47

Business Rates

The Business Rates Billing Team are 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.

Incoming Post

In April 2025, a new system was introduced to log incoming work and provide statistical information.

Quarter 2	July	August	September
Total Number of Work Items Received	83	91	112
Quarter 2	**July**	**August**	**September**
Average Duration (in days) of Time Taken to Process the Above Work Received	4.65	5.78	3.13

Council Tax

The Council Tax Billing Team are responsible for the administration and collection of £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.

Incoming Post

Quarter 2	July	August	September
Total Number of Work Items Received	1,459	1,266	1,030
Quarter 2	**July**	**August**	**September**
Average Duration (in days) of Time Taken to Process the Above Work Received	4.58	3.30	4.64

Property Statistics

Q2	July	August	September
No of Council Tax properties	24,562	24,594	24,634
No of Council Tax Direct Debits	18,904	18,919	18,953
No of Single Person Discounts	7,642	7,633	7,628
No of Businesses	1,426	1,435	1,438

Recovery

The Recovery Team is responsible for collecting unpaid Council Tax, Business Rates, and Housing Benefit Overpayments. The team issues reminders, final notices, summonses, and liability orders to customers with outstanding Council Tax and Business Rates.

The team is currently undertaking refresher training, and new procedures and processes are being introduced to streamline operations and improve collection performance. Implementing these improvements will enhance efficiency, reduce errors, and ensure more consistent and effective follow-up with customers, ultimately increasing overall collection rates.

In addition, all recovery documentation is being redesigned and tested for off-site printing to achieve savings in postage and administrative costs.

Council Tax collection rates have continued to decline, and since the introduction of Universal Credit (UC), recovering unpaid Council Tax from individuals in receipt of this income has become increasingly challenging due to restrictions set by the Department for Work and Pensions (DWP). As a result, Council Tax is no longer considered a priority debt for repayment under UC.

However, Central Government has been trialling the use of data provided by HMRC with a small number of Local Authorities to identify employment information for non-payers. At present, unless a customer informs the Recovery Team of their place of work, it is not possible to apply an attachment to their earnings. Should this data-sharing initiative be implemented nationally, it would provide access to employment information that has not previously been available, enabling the team to recover debts directly from employed income and significantly improve collection outcomes.

Revenues 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.

Q2 Percentage of Debit Collected	July	August	September
(Cumulative)	%	%	%
Council Tax			
Target Rate 25/26	38.71	47.95	57.31
Actual Collection Rate 25/26	**37.21**	**46.29**	**55.08**
Last year's Actual Collection Rate 24/25	37.47	46.45	55.22
National Non-Domestic Rates (NNDR)			
Target Rate 25/26	38.05	46.83	55.92
Actual Collection Rate 25/26	**39.89**	**47.50**	**55.69**
Last Year's Actual Collection Rate 24/25	39.74	48.17	56.52

We are in a similar position to this time last year.

In addition to NNDR collection, recently new large hereditaments have been brought into rating increasing the amount of debt to be collected.

Housing Benefit Overpayments

Q2	July	August	September
Overpayments Brought Forward	£450,698.58	£398,867.36	£392,118.77
Number of Invoices Raised	42	43	49
Amount of Overpayment Created	£13,398.83	£10,246.65	£45,112.86
Actual Amount Recovered	**£65,176.24**	**£15,952.61**	**£23,946.12**
Actual Amount Outstanding	£398,443.44	£391,964.62	£413,235.11

Finance Inclusion Officer

The Council's 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, Housing and Customer Services.

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

The FIO also now completes visits to help determine if a customer is entitled to a Council Tax Disabled Band Reduction.

In addition to Council Tax Disabled Band reductions, we are now able to report on the FIO's other types of visits and report on those outcomes.

Outcomes differ depending on the reason for the referral to the FIO. Outcomes range from helping customers complete forms to helping with white goods being provided, monies awarded through successful claims for Council Tax Support, DHP, CTDS, and/or Council Tax discounts.

FIO referrals Q2	July	August	September
Number of referrals completed	52	78	93
Total monetary values of successful awards	£12,158.63	£25,451.72	£12,222.34
Food Vouchers Issued	2	9	13
Total of Food Vouchers	£40.00	£215.00	£275.00

NEIGHBOURHOOD SERVICES UPDATE

Corporate Assets

Over the last quarter, the focus for Corporate Assets has remained on increasing income from our sports and community centres. Following extensive work with the bowlers and the Friends of Peace Memorial Park, the Sheila Mitchell Pavilion will be available for hire from Quarter 3.

This marks a positive step forward in income generation and allows for parties, regular bookings, and ad hoc use by the community. Additionally, we are close to finalising a long-term lease for the Blaby Road Pavilion. This will not only ease the financial burden on the Council but also increase the availability of community facilities in South Wigston.

A new cricket square has been completed at Uplands Park. Once this has settled, it will offer a much-improved playing area for the cricket clubs that use the site. In addition, work has begun on installing new tennis courts in the corner of the park. Once finished, these will improve access to sporting facilities for residents.

The team have worked with the local football clubs to resecure football pitch usage across all parks that have pitches. This is in line with the new football season commencing in September.

A new parks and open spaces strategy was compiled in readiness for committee and potential consultation.

The team continues to work hard responding to customer enquiries and service requests. As a result of their efforts, there have been no Stage 1 complaints again this quarter.

Allotment Update

The Council manages four allotment sites across the borough. There's been ongoing work to reduce vacancy rates by re-letting empty plots and clearing overgrown plots. As expected, Quarter 2 saw a rise in plot terminations following the annual invoicing period. However, these plots were quickly re-let, keeping vacancy levels broadly in line with the previous quarter.

The total number of plots fluctuates regularly, as some are split into smaller sections while others are combined to create larger plots. This means direct quarter-on-quarter comparisons isn't possible.

We currently have several residents on the waiting list who are actively viewing available plots. As these are taken up, we anticipate a significant drop in vacancy rates over the coming weeks.

Allotment Site	Updates	Number of plots	Total new tenancies Q2	Total Terminations Q2	Number of current vacancies Q2
Wigston Road	Works continues clearing overgrown vacant plots. Maintenance on hedges booked in for Jan 26	144	4	19 (when invoiced)	52
Brabazon	Fully let- Winter Maintenance on hedges booked in for Jan 26	14	0	0	0
Manchester Gardens	No current maintenance issues	15	0	0	0
Aylestone Lane	Works continues clearing overgrown plots, Maintenance on hedges booked in for Jan 26.	182	29	24	19

Waste:

All expected collections were undertaken throughout Q2, this was particularly challenging due to the July and August heatwaves, alongside the closure of the Oadby Recycling and Household Waste Site, as well as the Whetstone tipping site being closed for Local Authority vehicles disposal (it is still open to the public). The Council has had to tip waste to alternate sites further away from the Borough.

Food waste rollout is still in the implementation phase, with vehicles, caddies, containers and initial bags being ordered readying for the delivery to the Councils Depots prior to the rollout in April 2026. Stakeholder engagement is due to commence in Q3.

<u>Assists collections:</u>

Assisted Collections Data	Numbers
Number of new assisted collection in Q2	35
Total number of households receiving assisted collections	402

Bulky Collections:

Q2	Jul	Aug	Sep	Total
Bulk Collections	152	171	168	491
Income	£2,596	£3,458	£3,124	£9,178

Garden Waste Permits:

Q2	Jul	Aug	Sep	Total
New	35	30	10	75
Renewal	62	38	6	106
Total Income Q2	£11,235			
Total Income Q1 + Q2	£585,885			
Total Forecasted income	£586,000			

Refuse and Recycling

The usual refuse and recycling data from Leicestershire County Council has not yet been received. During Q2, waste collection vehicles were required to tip at multiple sites due to temporary tip closures. As a result, accurate weight data has not been available.

POLICY PERFORMANCE AND TRANSFORMATION UPDATE

Customer Service Team

Oadby & Wigston Borough Council is committed to delivering a high standard of service to all our customers and to improving the services we provide. We have a Customer Charter which covers the whole Council which is available on the website. The Customer Service Centre also has a published service standards agreement along with all other front facing services.

While the Customer Service Centre offers the traditional call centre provision it also provides far more. Our Technical Officers are multi-disciplined staff, trained with expertise in all the key services areas provided by the Council.

Email/Contact Us Online

The Customer Service team is targeted to acknowledge receipt of customer email and contact forms within 1 working day and to fully reply within 2 working days.

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

Quarter 2	July	August	September
Number of emails	358	270	393
Number of contact us forms processed	156	146	122
Number of online forms Completed	1179	1028	1266
Number of complaints triaged	9	25	15
Average response time	1 Day	1 Day	1 Day

Calls

Quarter 2	July	August	September
Number of calls	5319	4622	5044
Number of calls answered.	4455	3944	4210
Percentage answered.	84%	85%	83%
Number of abandoned calls*	864	678	834
Average wait time	2.14	2.11	2.15

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 customer's select this, they can hang up and keep their place in the virtual queue, an agent will call them back when it would have been their turn.

Quarter 2	Number of Call Backs to Customers
July	182
August	157
September	185

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	Number of appointments booked
South Wigston Elliot Hall	Tuesday	9am – 12pm	0
Oadby Trinity Methodist Church	Wednesday	10am – 1pm	0
Wigston King's Centre	Thursday	1pm – 4pm	0

We continue to promote the appointment hubs in the following ways:

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

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

Reception Stats – Q2			
Enquiry Type	July	August	September
Number of Quick Enquiries	544	448	383
Full Enquiries (Waste, Housing, Clean & Green)	62	40	36

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

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

During Q2 overall the customer satisfaction rating for reception 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.

Customer Service Centre Team – Admin output summary

Quarter 2	July	August	September
Number of admin work items processed.	665	621	636

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 Phone Team performance out of ten in relation to each factor. Our overall customer satisfaction target is 85% for 2025-2026.

Quarter 2	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
July 25	96%	100%	100%	100%	99%	99%
Aug 25	96%	100%	100%	100%	100%	100%
Sep 25	97%	100%	100%	100%	99%	99%

Communications and Marketing

Our email subscription service

Measure	Q1 Totals	**Percentage of possible subscribers** (based on 42,000 adults registered to vote)
Total subscriptions	14799	35.2%

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 24,634 household properties in the borough.

Measure	Q4 Totals
Average subscriptions per subscriber	2.0
Engagement rate	77.3%
Open rate	52.6%
Bulletins sent (in quarter)	37
Emails delivered (in quarter)	107,522

Subscribers by topic (email subscription service)

Topic	Number of subscribers
Citizen's Panel	101
Community & Voluntary Sector	3425
Community Safety, Crime & Anti-Social Behaviour	1855
Consultations & Surveys	3481
Council News & Information	7974
Health, Wellbeing, Sport & Leisure	5159
News for Businesses	1226
News for Council Tenants*	1127
Planning	798
Private Sector Housing News	541
Recycling, Refuse & Bin Collections	7142
Sports Clubs	12
What's On & Events	4109

** There are 1,203 council properties in the borough*

News articles

The following links are to key news articles and press releases sent by the authority during this time period.

Solar boost secured for a greener future at Parklands Leisure Centre

Oadby & Wigston residents could save on energy bills with an exclusive 12-month fixed rate tariff

Deadline to have a say on future of councils (joint announcement)

County Council's Oadby Recycling and Household Waste site to close for essential works

Design code to boost quality of new homes in Oadby & Wigston

Everyone Welcome at Our VJ Flag-Raising Ceremony

Oadby park recognised among country's best as it claims 18th Green Flag Award

Save the date - Oadby Food Festival is back for 2025!

Popular Oadby Food Festival returns to serve up local flavours and community fun

Grant funding available to improve warmth and efficiency of Oadby & Wigston homes

25 tonnes of fly-tipped material cleared from Wigston

Borough's jobseekers invited to meet potential employers and access career support this September

North, City, South council leaders cannot support city boundary expansion in draft reorganisation plan (joint announcement)

Cameras installed at borough's cemeteries to tackle repeated vandalism

All local businesses are invited to our networking event!

Our Halloween Shop Front Competition is now open

Oadby & Wigston volunteers to be celebrated in special event

Social media

Measure	Facebook
Number of Followers	5183
Number of posts	103
Post reach*	369,463
Engagement – reactions, comments, likes and shares	2453
Measure	**X**
Number of Followers	2652

Number of posts	46
Post impressions*	8700
Engagement – reactions, comments, likes and shares	339

*Facebook and X 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', X is telling us the number of times our tweets were seen overall.

Community and Wellbeing

Health and Wellbeing

Pantry Nook

The Food Pantry continues to support vulnerable residents across the borough. A growing number of individuals are presenting with housing-related challenges, and the team is actively collaborating with the relevant housing services to provide appropriate support.

Well-Fest

Well-Fest was a successful community health and wellbeing event held at Blaby Road Park on Saturday 13th September. The event welcomed over 200 residents and featured participation from 30 services, offering health information, wellbeing resources, and entertainment for attendees.

Cancer Screening Priority

The Health and Wellbeing team is working in partnership with the Oadby & Wigston Primary Care Network (PCN) to promote cervical screening across the borough. As part of this initiative, team members attended the Navratri celebrations in Oadby to engage with local families and raise awareness about the signs and symptoms of cancer.

Parkland Community Day

Team representatives attended Parkland Community Day during the summer to promote local services and provide general health and wellbeing advice to parents and families.

Air Quality School Project

The Health and Wellbeing team continues to collaborate with Environment Services to improve air quality in South Wigston and Oadby.

During the summer, two air quality monitoring boards were installed at Parklands Primary School and Launde Primary School to enable measurement and analysis of air quality levels.

This initiative marks a first for the borough. As part of the project, a team member delivered an assembly at Launde Primary School to educate students about the monitoring board. A press release was issued and subsequently picked up by the Leicester Mercury.

Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **13** reports of ASB in Q2, please see chart below for monthly breakdown:

Q2 Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 13		
Number of incidents per month		
July 25	August 25	September 25
4	6	3

Of these 13 ASB reports, issues remained that of a wide range. There was 1 report that was Hate related. The victim was provided support by Council Officers and directed to support services. The incident was then logged and led by Leicestershire Police. Other reports referred to issues of vehicle related nuisance, including playing loud music at unreasonable hours, parking matters and drug use. Also received were neighbour concerns with items being thrown into gardens and verbal abuse, youth related ASB and general allegations of drug use.

The Council's Housing Department have logged and investigated **17** reports of ASB. The reports revolved around neighbour nuisance and disputes, including noise as well as drug use and dealing.

The Council therefore in Q2 have recorded and investigated **30** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q2 Total number of ASB reports: **30**		
Oadby	South Wigston	Wigston
11	4	15

Sport England Funded Solar Panel Installations

The installation of 144 photovoltaic (PV) panels at Parklands Leisure Centre has now been completed and is fully operational. This initiative forms part of the broader Sport England funded sustainability project, which also included the installation of PV panels at Wigston Pool & Fitness Centre.

The Parklands installation is forecasted to deliver annual carbon emission savings of approximately 12.65 tonnes. This is equivalent to the environmental benefit of planting 581 trees each year, contributing significantly to the Council's climate objectives.

While the original Sport England bid did not include battery storage for either site (due to insufficient data to justify the additional costs) there is now potential to explore battery storage at Wigston. This would allow for the capture of excess energy currently exported back to the grid, particularly during summer months. Future green funding opportunities may support this development.

The successful delivery of the Parklands installation marks a positive step forward in the Council’s sustainability efforts. Further enhancements, such as battery storage, remain under consideration as data and funding opportunities evolve.

HR Team

Headcount

Quarterly Comparison Current Year 2025/26 Actual Headcount as at end of Q2 (30.9.25)			Quarterly Comparison Previous year 2024/25 Actual Headcount as at end of Q2 (30.9.24)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	178	169.96	174	164.78
Number of Temporary Staff (Agency Workers)	3	3	3	3
Zero Hours	4	0	0	0
Total	185	172.96	177	167.78

In addition to the agency workers listed above there were also 305 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	254
Annual Leave/Contractual Bank holidays in lieu	51
Replacement for Permanent Staff	n/a
Extra Agency staff to cover compost	n/a
Total	305

The number of agency workers in our Waste & Recycling team has reduced from the same period last 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.

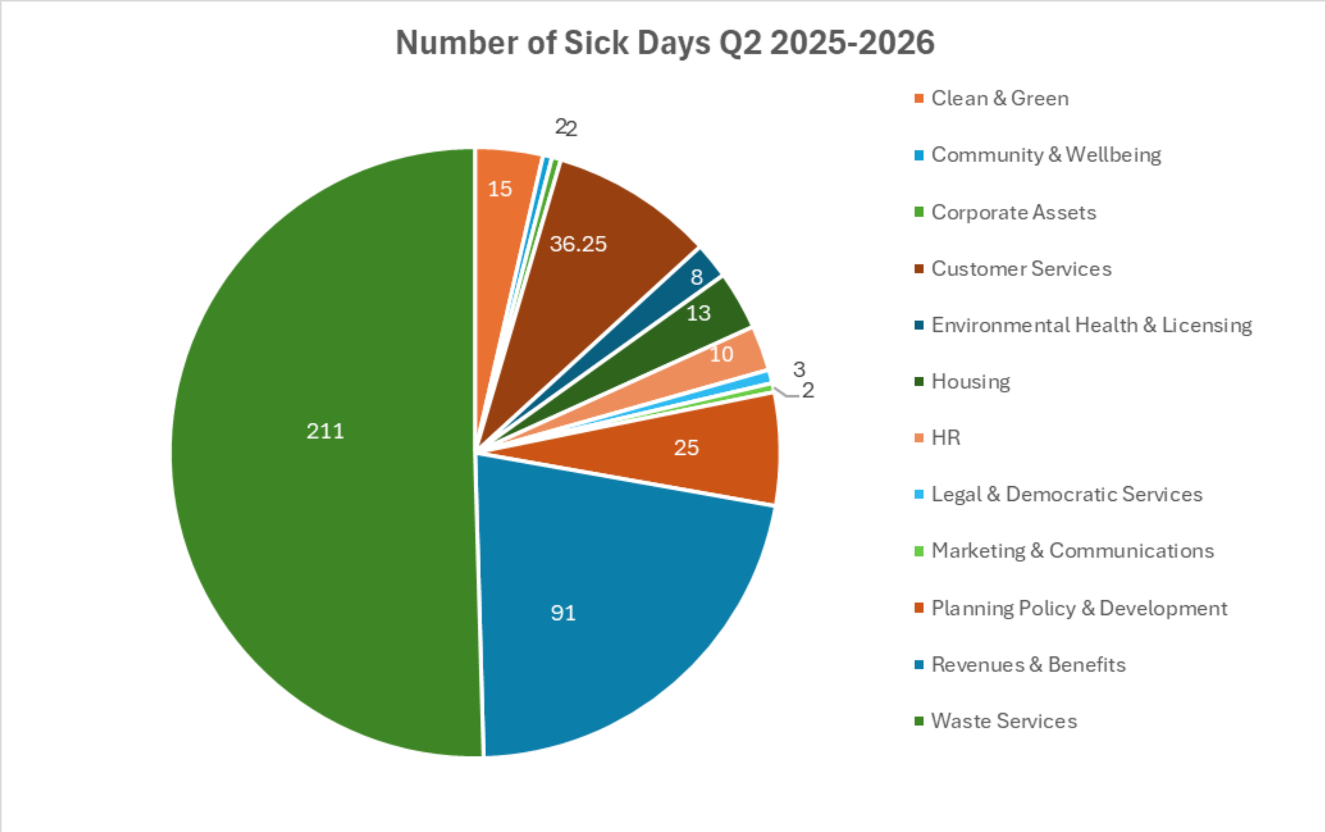
Staff Turnover

There has been an increase in staff turnover over the previous 2 years, but this is 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%

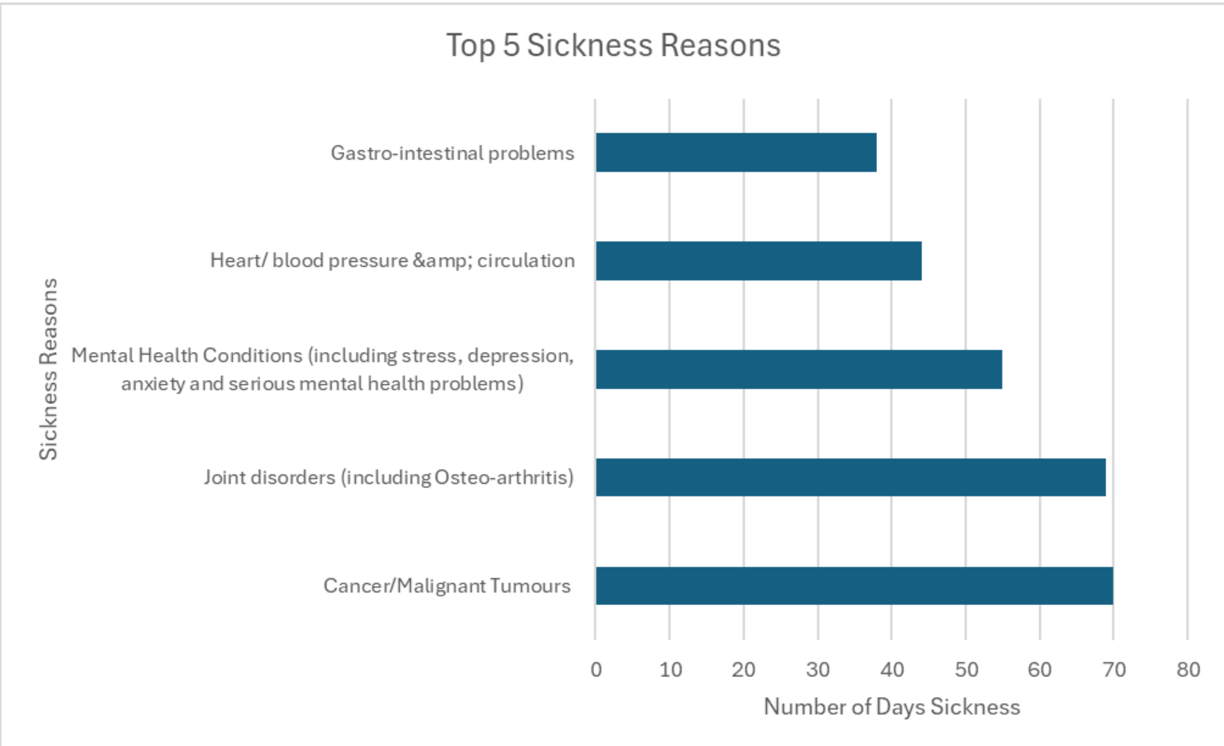
Staff Sickness

In Q2 2025-2026 our total number of days lost due to sickness were 418.25 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 referrals where appropriate.

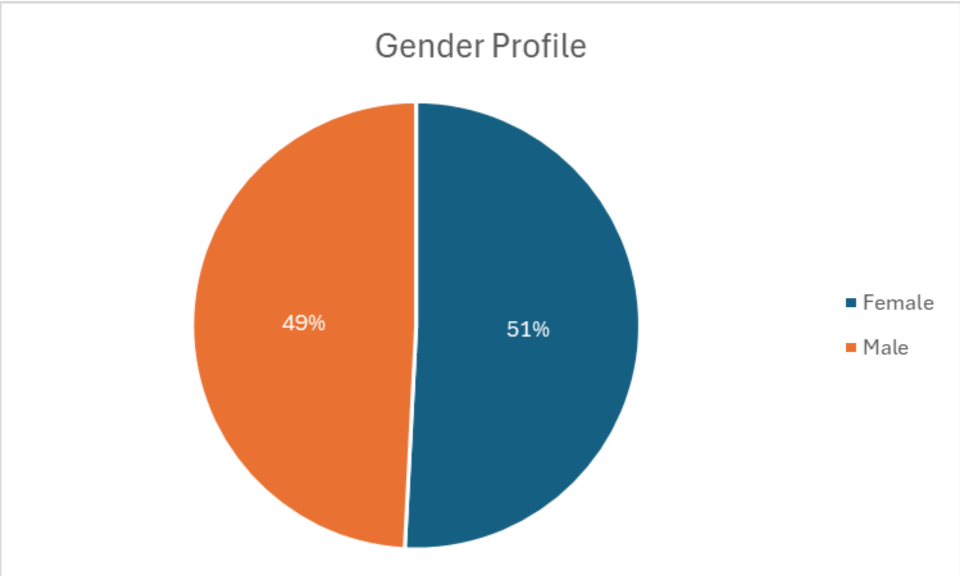
Our top 5 reasons for sickness in Q2 2025-2026 can be shown as follows:



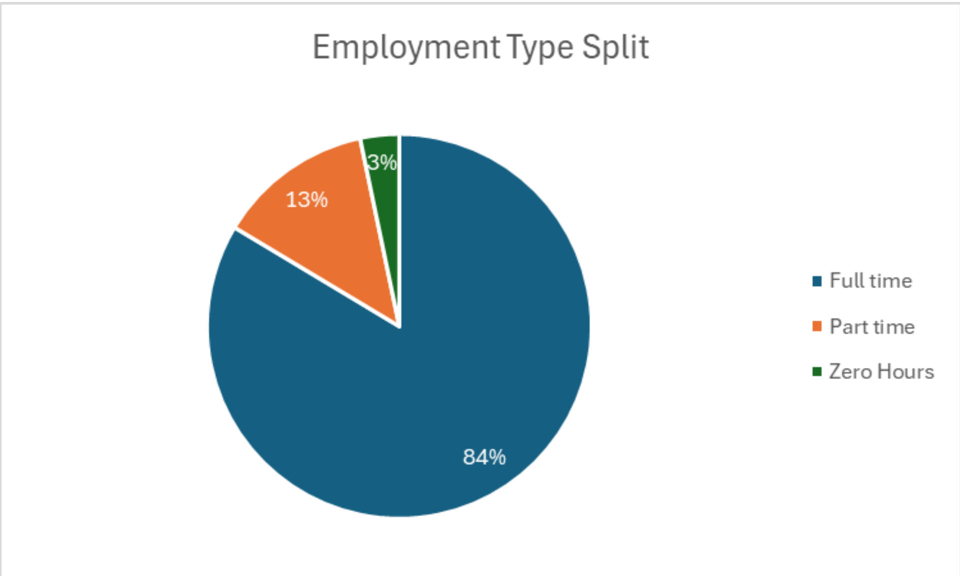
Equality, Diversity & Inclusion (EDI)

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.

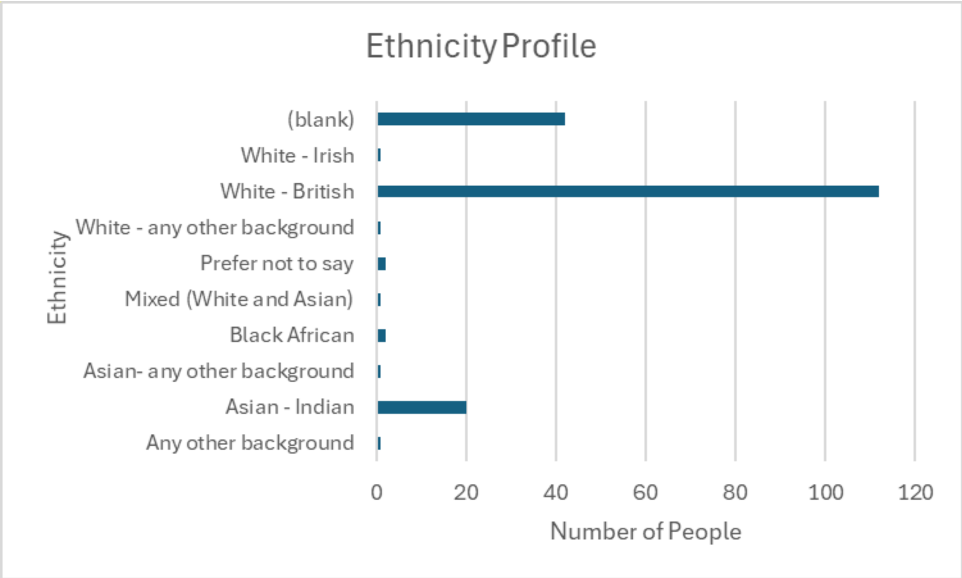
The Council has an almost equal split between males and females which is unusual compared to the national local government profile which is that 74% are female and 26% are male. We also have a high number of females in senior roles within the Council.



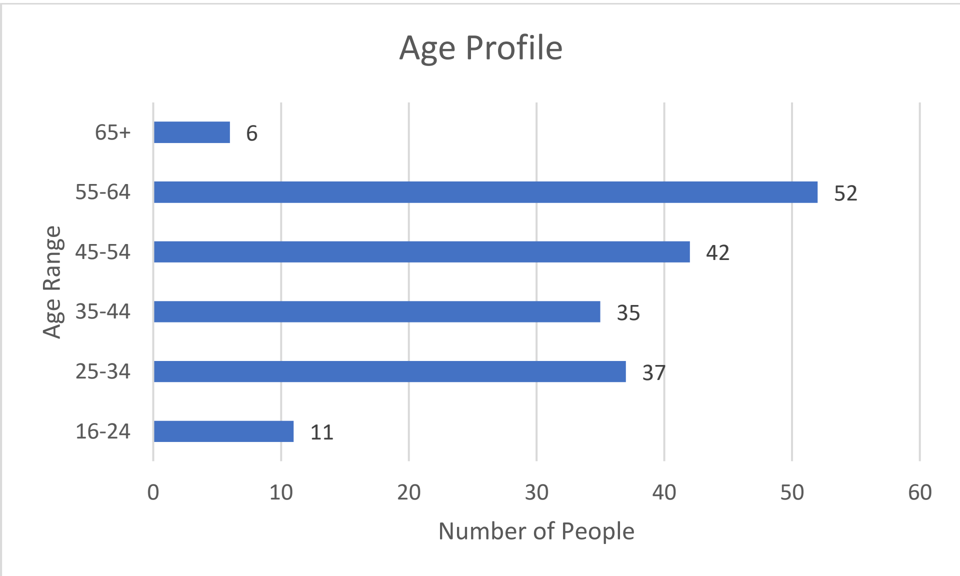
irly low compared
veral zero hours



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 because 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.

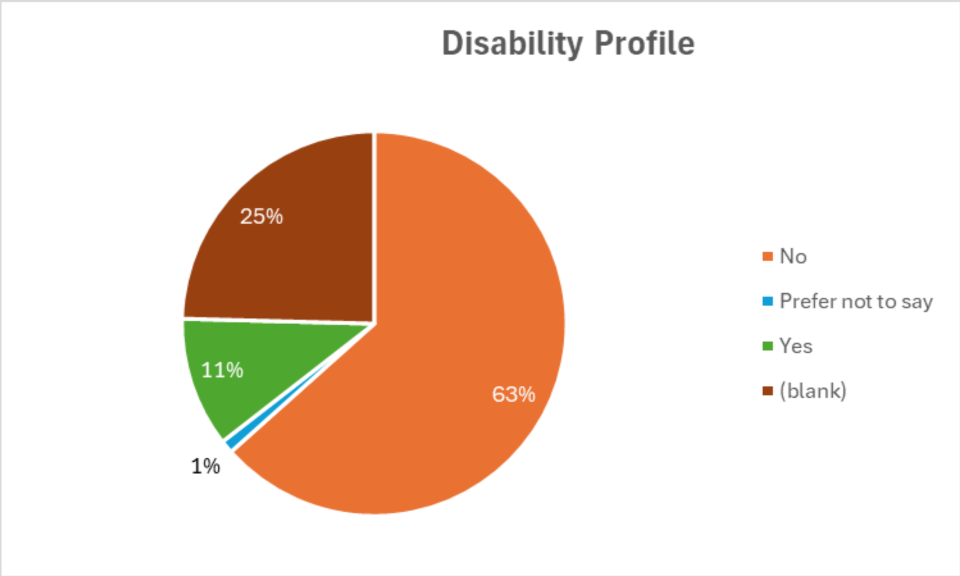


Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64 although we have recently recruited some younger employees which has lowered our age profile slightly.



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.



IT Team

The IT team's primary focus during Q2 was to complete the roll out of Two-Factor Authentication (2FA) to all staff members, Lauch of the new/refreshed ICT AUP, complete the Server Migration and run the first Cyber Security BCP Workshop.

2FA is a vital security measure that adds an extra layer of protection in case login credentials are compromised. PSN compliance strongly recommends enabling 2FA, and Cyber Essentials Plus now requires it for certification.

Incidents like the recent cyber-attack on Leicester City Council highlight the importance of this feature. 2FA requires a secondary form of authentication, which helps block unauthorized access, especially from unfamiliar or remote locations.

The rollout has been completed with staff and will be deployed to Members during December.

The ICT Acceptable Use Policy was updated and circulated to all users. The update reflects the latest technological advancements and emerging security threats, strengthening the Council's ability to safeguard its digital environment.

The IT Team began migrating all the Council's Virtual Servers from VMWARE to HYPER-V. This complex undertaking required meticulous planning to ensure service continuity. Thanks to the team's careful execution, the migration was successfully completed with zero downtime for Council officers.

The Council's first Cyber Security Business Continuity Planning (BCP) Workshop was successfully delivered by the Head of Policy, Performance & Transformation, the IT Operations and Security Manager, and the Safety and Resilience Officer. This was delivered to the Senior Leadership Team (SLT), Corporate Management Team (CMT), and other Team Leaders across the Council. The workshop provided valuable insights and guidance to support managers and team leaders in reviewing and updating their Business Continuity Plans.

See key information of service delivery below:

	Type	**Jul**	**Aug**	**Sept**
Number of contacts	Service Desk	84	64	76
	Email	19	12	24
	Walk in / Phone	126	53	66

PARTNERSHIP UPDATES

<u>Leisure Contract Update– Provided by SLM</u>

This report provides an overview of operational performance across the Oadby and Wigston Leisure Contract for (June–August 2025), covering Parklands Leisure Centre and Wigston Pool & Fitness Centre. Over this period, the partnership between Everyone Active and Oadby & Wigston Borough Council has continued to deliver a high-quality, safe, and community-centred leisure service that supports the borough's wider health and wellbeing priorities.

While overall usage remained broadly consistent with 2024 levels (a marginal variance of –0.9%), this stability reflects strong local engagement against the backdrop of national leisure industry challenges. Importantly, participation quality and community reach have strengthened across key programmes, underscoring the contract's continued social value impact.

<u>Main Highlights:</u>

- Membership stability: Over 7,000 active members maintained across both sites, with gym membership growth offsetting national trends of reduced swimming lesson participation.

- Community engagement: A 12% year-on-year increase in participation among targeted groups, including Exercise Referral, children and young people, older adults, and community cohorts.

- Health and Safety excellence: No RIDDOR incidents recorded and internal audit scores of 95.9% and 96.2%, confirming consistently high compliance and operational standards.

- Customer satisfaction: Complaints accounted for less than 0.01% of attendances per 10,000 visits, with all correspondence acknowledged within 10 working days (average response under 4 hours). Feedback remains overwhelmingly positive, particularly recognising staff helpfulness, class delivery, and facility presentation.

- Community and social impact: Strong programme delivery through initiatives such as Exercise Referral, Heartsmart, Steady Steps, and HAF-funded projects, alongside inclusive access for care-experienced young people and volunteer carers.

- Workforce development: Continued investment in local employment and skills through six active apprenticeships and structured staff development programmes.

- Operational excellence: All planned preventative maintenance (PPM) completed on schedule; only minor short-term closures required for essential works, with no service delivery failures.

- Marketing reach: Integrated campaigns achieved over 650,000 impressions, reinforcing visibility and engagement across the borough.

- The contract continues to demonstrate robust operational performance, a strong safety culture, and meaningful community outcomes. As the service moves into the next quarter, the focus will be on building winter participation momentum, enhancing family and community engagement, and supporting sustained membership growth through targeted marketing and value-led programming

The full SLM report can be found at Appendix 3

Helping Hands Update – Provided by Helping Hands

From the 1st July to 30th September 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 108 new unique clients from Oadby & Wigston Borough during this reporting period. This quarter, welfare rights was again the highest matter category for clients seeking support.

Overview

This quarter has seen several significant achievements and developments for our organisation. We successfully secured six months of funding from Leicester City Council through our Reaching People membership, working in partnership on the *Money*

Wise Living Plus scheme. This is an exciting milestone, as we have supported city clients for many years, and this funding represents a positive step towards strengthening our recognised role in the area.

In addition, we are delighted to have been awarded 18 months of funding from The National Lottery, which provides vital stability for our ongoing work and helps us to maintain key services while we plan for long-term sustainability.

We have also had the generous commitment of a £25k per annual donation from Richard Mackay for the next 5 years. Which will be used to help support the completion of some significant developments of our strategy.

Organisational Development

Our Business Club continues to go from strength to strength, with active collaboration with Oadby and Wigston Borough Council to build strong relationships with local businesses. We are also preparing for our Annual General Meeting (AGM) in November, where we will proudly launch our new branding and organisational strategy.

While funding remains a challenge and continues to stretch our resources and capacity, we are focused on strengthening our financial position. The new funding streams represent a great success; however, they primarily

allow us to maintain a balanced budget. We are now concentrating on securing funding for 2026/27 to ensure sustainability.

To diversify our income streams and boost community engagement, we are launching a new Ambassador Package to encourage greater involvement from both local businesses and community members.

Partnerships and Representation

We continue to collaborate with key partners and remain active on several boards and steering groups, including:

- LLR Financial Inclusion Group
- Oadby and Wigston Integrated Neighbourhood Team (INT)
- Fundraising Exchange
- Better Mental Health Partnership
- Health and Wellbeing Board
- Reaching People membership network

In addition:

- De Montfort University (DMU) is completing an impact report for us, which will help evidence our outcomes, impacts and inform future development.
- Voluntary Action Leicester (VAL): Our CEO has joined the VAL CEO Peer Group, strengthening sector leadership connections.
- University of Leicester: Will be providing support with tribunal cases, further enhancing our advocacy capacity.

Community Engagement and Fundraising

We recently held a successful community bingo fundraiser, which was a wonderful evening that brought together many local residents and service users. The positive feedback from attendees was heartwarming and reaffirmed the importance of maintaining our grassroots, community-focused presence.

Upcoming Events

Looking ahead to 2026, we have several exciting activities planned:

- Leicester 10K Run: Our CEO, two members of staff, and a local business owner from our Business Club will be taking part to raise awareness and funds.
- CEO Sleepout 2026: We are pleased to confirm that we have been accepted as a partner charity for this major fundraising event.

Number of Clients – Oadby & Wigston

350 new and existing clients were seen in Q2, 336 gave their postcodes, which has allowed us to produce the ward breakdown below:

OWBC Electoral Ward - Number of Clients (New & Existing)

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	12
Oadby Grange	11
Oadby St Peter's	28
Oadby Uplands	22
Oadby Woodlands	13
South Wigston	94
Wigston All Saints	37
Wigston Fields	41
Wigston Meadowcourt	46
Wigston St Wolstan's	32
Report Total	336

The full Helping Hands report can be found at Appendix 4 with supporting data at Appendix 5, 6 & 7.

Sports, Physical Activity & Health and Wellbeing update – Provided by Blaby DC

1. Sport and Physical Activity

Referral Data

We have successfully processed a total of 100 physical activity referrals from residents for Q2. This can be broken down into 86 self-referrals through the new pathway and 14 referrals directly from health care professionals. Of the OW referrals received, 51% were deemed as completely inactive at baseline, which is up 7% from last year.

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 13 participants who completed, with 112 individual attendances. Attendance at the follow-on class, Escapees, has been positive, with 23 participants and 114 attendances, which is an **increase of 37% in attendances** on last quarter

100% were very satisfied with the programme itself and 85% agreed or strongly agreed that the programme helped with their joint pain. Interestingly, 77% agreed or strongly agreed that the programme helped manage their mental health, showing the added benefit of our programmes to wider health outcomes.

Escape Pain Feedback – 1 year

Collated feedback from all the courses ran locally in the last year, has shown the below positive outcomes for the Escape Pain programme:

63% **more active** since completing the programme

- 58% **haven't needed** any follow up appointment with a healthcare professional
- 42% **voluntarily postponed/cancelled** elective knee/hip surgery
- 41% **reduced or stopped** taking pain medication following a healthcare professional consultation post programme

Steady Steps and Steady Steps Plus

In Q4 2024/25, two 24-week Steady Steps classes have been started at the Freer Centre in Wigston and St Pauls Church in Oadby. Currently, there are 12 participants in each class, with 158 attendances so far.

Retention numbers of participants from Steady Steps to Steady Steps Plus has dramatically increased in the last 6 months, with over 85% continuing to a plus class. This has boosted numbers in both SS+ classes, from 60 to 158 for the quarter, a 158% increase in attendance. As a result, participant numbers have over doubled, helping to increase sustainability of our sessions and long-term benefits for participants

Q2 Attendance

This quarter, we have had a total of **1525 attendances** across our Level 2 community programmes and our targeted health condition programmes (Level 3 and 4) and a total o**f 266 residents** taking part in our sessions. Individual participation and attendance figures are shown in the tables below:

Participation Numbers - Level 2 Programmes

Session	Location	Participants	Attendance
Walking Football	Wigston Academy	13	27

Walking Netball	Wigston Academy	22	102
Walking Cricket	Beauchamp College	15	63
Walking Hockey	Uni of Leicester Sports	21	122
Health Walks	5 x walks across borough	59	423
	Total	**130**	**737**

Participation Numbers- Level 3 Programmes

Activity	**Location**	**Participants**	**Attendance**
Seated Activity	Freer Centre	14	141
Easy Movers	Freer Centre	20	118
Escape Pain	Parklands Leisure Centre	13	112
Escapees	Parklands Leisure Centre	23	114
Exercise Referral - Leisure Facility	Parklands Leisure Centre	9	N/A
Steady Steps Plus x 2	Oadby and Wigston	24	158
	Total	**90**	**531**

Participation Numbers- Level 4 Programmes

Steady Steps			Participants	Attendance
Two programmes	St Pauls Church Oadby and Freer Centre Wigston		24	158 so far

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	13

2. Health and Wellbeing

Further progress has been made on the inactivity project (within the Community Health & Wellbeing Partnership inactivity priority), with a smaller working group being created to focus on the consultation and place-based project work being delivered this quarter.

In depth desk-based research on the residents within the MSOA area has now been completed, alongside the mapping of local opportunities and assets.

This has given a target of 860 residents who need to be more physically active, with women and White British residents in lower economic groups being the most inactive within Oadby South (further details on poster below).

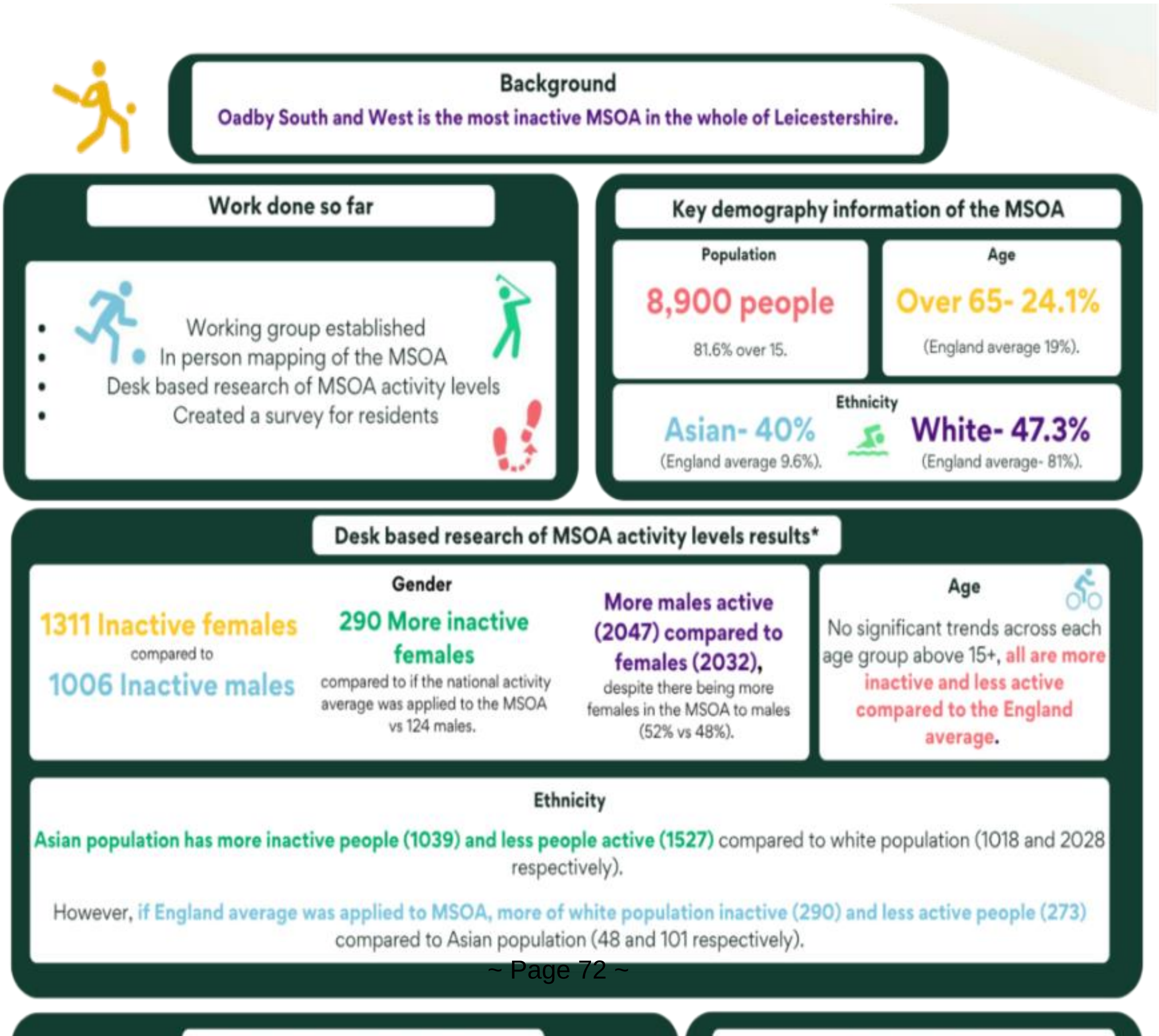
A survey has been created and codesigned by the Active Blaby team, alongside Sport England best practice guidance and Active Togethers support.

This will be shared in the next quarter via survey monkey, with the hope to get as many responses as possible from residents in the Oadby South MSOA. There will also be a consultation event held at the Brocks Hill offices, to gather more in-depth resident responses on the challenges and enablers for physical activity in Oadby South. Further pop ups will also be conducted at places such as supermarkets and libraries throughout the next quarter.

Additional funding from Sport England's Place work (£16,000 per year, for two years) secured this quarter will enable us to deliver the inactivity project in Oadby South, once the consultation is complete, and will also support wider strategic awareness of physical activity through training courses and community enablement.

The Oadby and Wigston Community 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 in-depth data on the Oadby MSOA area which can be seen below.

Oadby South Data Summary



Light Bulb Partnership Update - Provided by Lightbulb

Lightbulb

Keep you and your home healthy

Quarter 2 performance dashboards are attached at Appendix 8. In terms of Disabled Facilities Grants demand continues to rise and it has been noted that cases are becoming more complex. The average end to end time across the service for a case is 238 days, this is impacted by six long-standing children's cases. (Children's cases are always more complex as assessment of need needs to cover the children's need for today and going forward as they get older.) The improvements Lightbulb are making to improve end to end times will not be evident in the data yet, it will take several months to start to see this.

The core demand is for level access showers and stair lifts.

The Lightbulb Executive meeting on the 8th October agreed that performance narratives will now only be supplied every 6 months, we will of course still receive our performance dashboards quarterly.

The Caseworker pilot which provides staff to help people identify builders and secure quotes for the work to be undertaken is now fully staffed.

The Housing and Respiratory Illness project - Continues to expand its reach. The data shows a strong focus on mould, damp and disrepair cases. Most of the referrals come from NHS and Environmental Health Teams.

Assisted Technology and Dementia Pilot

Project launched in October 2021 with the idea to increase the use of assistive technology throughout Leicestershire.

- The Team receives around 1000 referrals per year, supporting over 30 long term health conditions.
- Low-cost small gadgets are provided to residents living with a long-term health condition free of charge.
- The project has stayed broadly consistent since its launch and has been considered 'prescriptive'

This pilot is currently being reviewed, the amended approach will be to ensure the innovation of smart homes and access to gadgets for low income and vulnerable service users.

- Training and development prioritised for Occupational Therapists Technical Officers and HSCs to embed knowledge of assistive technology into the DFG process.
- Small grants mechanism is implemented at £200 per service user, linked to means testing eligibility to ensure our most in need are not excluded from accessing tech.
- Monitoring and evaluation frameworks are strengthened with quarterly reporting on, service user outcomes, financial savings and uptake and effectiveness of SmartHomes and website usage.
- Approve development of an interactive self-service website, to enable service users to identify gadgets that can assist in keeping them living independently in their own homes.

A new communications campaign and website will be used to raise the profile and awareness of this project as both professionals and residents don't necessarily know what things are available.

Q2 Figures for Home Gadgets, HSG and HDG can be found at Appendix 9. 10 & 11.

Lightbulb Partnership Agreement
Blaby District Council are proposing that the current Lightbulb Partnership Agreement be extended for a further 24 months till March 2028. No proposals to change the current model are being made. That current financial contributions made by Oadby & Wigston will remain the same, the only rise will be an inflationary uplift to cover pay awards.

Leicestershire Building Control Partnership Update - Provided by Blaby DC

In quarter 1 of the year £16,065 of income was generated, this dropped in Quarter 2 to £8, 695. The drop in quarter two is expected as this is the time that people will take holidays and therefore building work/extensions is not a priority.

We have had three dangerous buildings reported between April and September, one was concerned with structural safety as renovations were being undertaken, a second was a bay window and the third an unstable wall. In terms of the 15 cases of unauthorised building work these are being managed by the partnerships Building Control Inspectors.

In terms of the administration of the Building Safety Levy, Oadby and Wigston Borough Council have agreed for Blaby District Council to administer this as the lead for the Leicestershire Building Control Partnership.

Quarter 2 Performance	
No. of fee earning applications received	56
No. of disabled applications received	11
No. of inspections carried out on date requested	288
No. of Initial Notices received	108
No. of Initial Notices cancelled	5
No. of dangerous buildings reported	3
No. of unauthorised building works	15
No. of demolition counter notices	2
No. of street naming/numbering requests	12

The Ministry of Housing, Communities and Local Government and the Building Safety Regulator are planning to launch a consultation shortly on Local Authority fees and charges reform, the aim being to ensure local authority Building Control Teams are financially and operationally sustainable. A letter has been sent out to all Chief Executives recognising the significant challenges facing local authorities and the overall building control profession.

Appendix 2

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	27th January 2025 SLT Briefing 12th May 2025 SLT Briefing 21st July 2025 SLT Briefing 13 October 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	11th March 2025 Committee report re homelessness in the borough Next SDC provisional 10th June 2025 10th June 2025 B&B Elimination plan update- no queries raised 2 September 2025 **25th November 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	2nd April 2025 updated on current homelessness numbers. B&B Elimination plan and re-designating HRA void properties into TA Next scheduled meeting 7th May 2025 8th July 2025 meeting with lead Member to discuss

an opportunity to support and/or challenge the actions being taken.					21st July 2025 Meeting with Leader of the opposition to provide update on homelessness position 6 August update 3 September updated 1 October updated **19th November 2025**
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	29th April 2025 CMT updated on the current homelessness position and TA B&B position. 8th July 2025 update 16 September update

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 7th May 2025 2nd July 2025 Homeless position update. Void turnaround process improved significantly current 17 September update on current position 1 October Updated on current position
To discuss the current homelessness position with the financial manager, identify trends, actions being taken	Financial Manager update		Housing Management Team	Monthly	3rd July 2025 Business case for Homeless prevention Officer prepared and delivered to SLT. Approval for a 1-year fixed term post has been given. Recruitment in progress

that require financing. Understand financial position					14 August update 11 September position update
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	29th April 2025 Catch up discussion Elimination plan update, HB subsidy, good practice, Staffing numbers, New TA Officer starting 6th May 3rd June 2025 Discussed B&B action plan and looked at ways to gain momentum. Discussed officer case loads, PRS development and recruitment of additional staff. 21st July 2025 Further review 31 October 2025 Further review
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
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 6th May 2025
To carry out a review/risk assessment of every property that becomes available to determine whether it should be used as Temporary	Housing Manager and Housing Options Manager to meet on a weekly basis to carry out a vacant property review. This to include a	Reduction in the use of bed and breakfast accommodation,	Housing Manager	Weekly review of tenancy terminations	1st May 2025 In April a total number of nine properties have been selected to use as temporary accommodation.

Accommodation or let through the CBL scheme.	review of new or notified tenancy terminations				There will be 3 TA vacancies in the next two weeks due to permanent offer of accommodation being made to applicants 3rd July 2025 Weekly meetings continue with key members of the team to discuss family move on plans and allocate temp accommodation units. 4 November update - Weekly meetings still continue
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	1st May 2025 Lettings Officer to press Property services for quick turnaround and more detailed data so to help better move on from B&B plans 3rd July 2025 average void turnaround times in June reduced from 56 days in May to 27 days in June. Further improvements expected in the coming months
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	1st May 2025 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 interest in working with the Council.	Housing Options Manager	Monthly	1st May 2025 pursuing 2 EOI following recruitment drive in April 2025
To actively purchase property to increase the amount of accommodation available to	Increase Temporary Accommodation using grant funding (LAHF), RTB receipts to	How many properties viewed, identifying	Leaseholder Officer	Monthly	1st May 2025 In the process of procuring two properties. Viewing Kennedy House on

the Council to provide temporary accommodation	purchase TA, Hostel and HRA property	reasons not to pursue purchase. Report property identified for purchase, and report progress			the 9th May (50 self-contained bedroom accommodation) 3rd July 2025 property purchase completed an additional unit is due for completion within the next 4 weeks.
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	1st May 2025 On-going planning consent required 3rd July 2025 planning submitted and set for July planning committee. Specification and procurement of contractor currently under way **Completion date est 5 November**
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	November 2025 Currently our available/competent resources to develop this are being prioritised on the housing inspection action plan work. This action will be progressed when work around that allows.
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	October Recruitment of prevention officer delayed due to poor response to previous ad campaigns
To investigate an alternative approach to providing temporary accommodation through use of the 'Rent Connect Scheme'	Work with Finance and HB to implement an arrangement to fund nightly spot purchases through Rent Connect		Housing Manager Finance Business Partner		3rd July 2025 benefit issues that were previously a barrier have been removed. An SLA to be drafted between council and supplier and benefits will then be paid for nightly rate accommodation Also cost recovery for setting up TA units have been agreed.

Monitoring of placements

Date >	04/04/2025	17/04/2025	1/5/25	3/7/25	5/8/25	**1/10/25**						
Total Families in TA	27	29	26	34	38	**36**						
Total Families in B&B	22	22	20	15	13	**10**						
Families in B&B > 6 weeks	13	14	14	9	8	**6**						
How many of the above have move on plans	7	7	7	7	8	**6**						
Additional monitoring												
Number of families in TA and RP units (e.g. no subsidy loss)	18	24	TBC	-	38	**36**						
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	13	-	**-**						
Number of units still required to meet demand	6	7	7	7	-	**-**						

Appendix 3

Year 11 Quarter 3 Review

Parklands Leisure Centre

Wigston Pool and Fitness Centre

Managed by Everyone Active in partnership with Oadby and Wigston Borough Council

Oadby & Wigston Borough Council

everyone ACTIVE

YEAR 11 QUARTER 3 OPERATIONAL REPORT JUNE 2025-AUG 2025

Contents

Everyone Active – Oadby & Wigston Contract

Quarter 3 Operational Report (June – August 2025)

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1. Executive Summary

This report provides a comprehensive overview of operational performance across the Oadby and Wigston Leisure Contract for Quarter 3 (June–August 2025), covering Parklands Leisure Centre and Wigston Pool & Fitness Centre.

Over the period, the partnership between Everyone Active and Oadby & Wigston Borough Council has continued to deliver a high-quality, safe, and community-centred leisure service that supports the borough's wider health and wellbeing priorities.

While overall usage remained broadly consistent with 2024 levels (a marginal variance of –0.9%), this stability reflects strong local engagement against the backdrop of national leisure industry challenges. Importantly, participation quality and community reach have strengthened across key programmes, underscoring the contract's continued social value impact.

Quarter 3 Highlights:

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- Community engagement: A 12% year-on-year increase in participation among targeted groups, including Exercise Referral, children and young people, older adults, and community cohorts.
- Health and Safety excellence: No RIDDOR incidents recorded and internal audit scores of 95.9% and 96.2%, confirming consistently high compliance and operational standards.
- Customer satisfaction: Complaints accounted for less than 0.01% of attendances per 10,000 visits, with all correspondence acknowledged within 10 working days (average response under 4 hours). Feedback remains overwhelmingly positive, particularly recognising staff helpfulness, class delivery, and facility presentation.
- Community and social impact: Strong programme delivery through initiatives such as Exercise Referral, Heartsmart, Steady Steps, and HAF-funded projects, alongside inclusive access for care-experienced young people and volunteer carers.
- Workforce development: Continued investment in local employment and skills through six active apprenticeships and structured staff development programmes.
- Operational excellence: All planned preventative maintenance (PPM) completed on schedule; only minor short-term closures required for essential works, with no service delivery failures.

- Marketing reach: Integrated campaigns achieved over 650,000 impressions, reinforcing visibility and engagement across the borough.

The contract continues to demonstrate robust operational performance, a strong safety culture, and meaningful community outcomes. As the service moves into Quarter 4, the focus will be on building winter participation momentum, enhancing family and community engagement, and supporting sustained membership growth through targeted marketing and value-led programming

2. Overview

The purpose of this report is to provide a summary of operational performance across the Oadby and Wigston leisure contract for Quarter 3 (June–August 2025).

Everyone Active recognises the importance of its role in delivering a high-quality, inclusive, and community-focused leisure service on behalf of the Council. The partnership between Everyone Active and the Authority continues to be built on transparency, shared objectives, and a commitment to supporting the health and wellbeing of local residents.

During this period, our focus has remained on maintaining service quality, sustaining participation and ensuring the Centres remain safe, clean, and welcoming spaces for all. Community engagement and participation remain at the heart of the contract, with particular emphasis on targeted groups who may otherwise face barriers to accessing leisure opportunities.

3. Operational Reporting

3.1 Usage and Attendance

Overall participation across the Oadby and Wigston contract during Quarter 3 (June–August 2025) has remained broadly consistent with the same period in 2024.

Despite ongoing economic pressures on household spending and increased competition from budget operators, both centres have maintained strong usage, recording a combined total of 214,390 attendances — representing a marginal decrease of just 0.9% year-on-year.

There has been encouraging growth across several participation areas, most notably Sports and Activities, which increased by over 8,000 visits (+51%) compared with the same quarter in 2024. This reflects a clear rise in demand for structured and social activity sessions, many of which are delivered through the Active Communities programme.

While Swimming experienced a modest reduction of 9,627 visits (-11%), this aligns with national seasonal trends particularly on swimming lessons and reduced competitive event usage over the summer period. Gym and Fitness Classes remain stable, showing a small increase of 1,768 visits (+2%), supported by sustained interest in group exercise and consistent membership engagement.

Description	Jun-25	Jul-25	Aug-25	Total	Jun-24	Jul-24	Aug-24	Total	Variance
Swimming	26,395	27,603	27,658	81,656	30,265	30,798	30,220	91,283	-9,627
Gym/Fitness Classes	23,999	25,581	25,725	75,305	26,141	24,094	23,302	73,537	1,768
Sports/Activities	6,890	6,978	10,107	23,975	4,692	5,136	6,013	15,841	8,134
Activity Total	57,284	60,162	63,490	180,936	61,098	60,028	59,535	180,661	275
Spectators	11,046	11,226	11,182	33,454	11,847	12,018	11,881	35,746	-2,292
Grand Total	68,330	71,388	74,672	214,390	72,945	72,046	71,416	216,407	-2,017

The marginal decline in total usage is more than offset by the quality of engagement achieved across community-led and health-related participation, supporting the Council's wider wellbeing objectives.

Targeted Groups

Community participation continues to be a core element of contract delivery, driving inclusivity and supporting the health and wellbeing of residents across Oadby and Wigston.

Performance against targeted participation categories demonstrates strong growth, with an overall increase of 12% year-on-year and positive trends across all key groups.

	Jun-Aug	Jun-Aug		
Targeted Groups	2024-25	2023-24	Variance	% Variance
Exercise Referral	2,563	2,245	318	12%
Children and Young People	19,200	16,962	2,238	12%
Community	1,079	863	216	20%
Older Adults	2,212	2,023	189	9%
Total	25,054	22,093	2,961	12%

The continued growth in Exercise Referral highlights the success of the revised self-referral pathway, making participation more accessible to residents and reducing barriers to entry. Close collaboration with GP practices, community health partners, and Active Together initiatives remains a key driver of this progress.

4. Membership

Membership levels across the contract have stabilised and shown early signs of growth, following a period of fluctuation in the previous year.
As of August 2025, total membership across both sites stood at 7,185, representing a slight increase compared with the same period in 2024 (+32 members overall).

Membership	Jun-25	Jul-25	Aug-25	Jun-24	Jul-24	Aug-24	Variance
Gym	4,527	4,527	4,614	4,324	4,316	4,392	222
Swim Lessons	2,545	2,538	2,571	2,800	2,769	2,761	-190
Total	7,072	7,065	7,185	7,124	7,085	7,153	32

At Parklands Leisure Centre, membership has plateaued with one of the major barriers to joining being the additional cost for car parking and the impact of nearby competition. However, customer sentiment has improved, particularly following recent upgrades to the free weights area and enhanced group exercise provision, which have positively supported retention.

At Wigston Pool & Fitness Centre, gym membership has grown steadily, driven by accessible pricing and increased facility availability. Swimming lesson membership has reduced across both sites, which follows national trends however though continuation among older children and looking to drive longevity we are only tracking slightly below where we would expect to bes.

Overall, membership performance remains strong and resilient, supported by effective local marketing, retention incentives, and a customer-centric operational approach.

5. Events and Community Engagement

While the wider events market remains relatively subdued, both Parklands Leisure Centre and Wigston Pool & Fitness Centre continue to play an important role as accessible and valued community venues. A diverse range of initiatives during Quarter 3 have strengthened local engagement, supported charitable causes, and enhanced community wellbeing.

Key highlights include:

- School and Partnership Events: Continued hosting of key local partnership activities, including *Lads & Gals Days* and the *Annual Sports Awards*, celebrating youth participation and achievement across the district.
- Charitable Fundraising: A series of fundraising events — including bake sales, book sales, group exercise sessions, and family fun days in the soft play and swimming pool areas — have collectively raised over £7,000 year-to-date for various charities, including Breast Cancer Now. These events have not only generated significant funds but also fostered strong community spirit and inclusivity.
- Community Hub Activities: The Parklands Café continues to operate as a vibrant community hub, hosting Police Drop-ins, Wildlife Trust sessions, Community Safety information stalls, and the VASL Carers initiative, which provides free refreshments and social connection for volunteer carers.
- Wigston Community Café: The creation and delivery of the Wigston Community Café has provided a welcoming space for residents to meet, socialise, and engage in informal activities

such as coffee mornings and games sessions. This initiative has helped to reduce social isolation and promote positive interaction between staff and users in a safe and friendly setting.

Together, these activities highlight the centres' ongoing commitment to social value, community cohesion, and supporting the Council's wider wellbeing objectives.

Free and Supported Community Access

Everyone Active continues to deliver strong community benefit through an extensive range of free and subsidised access initiatives. During the quarter, more than **3,000 individual free or discounted visits** were provided across both Wigston and Parklands Leisure Centres, representing a total community investment of **£11,625**.

Key areas of support included:

- Children in the Community
  A total of **1,831 free swims** were delivered during the school summer holidays for under-16s, providing affordable and safe opportunities for young people to stay active and engaged throughout the break.

- Inclusive Access
  To support residents with additional needs, **1,079 free swimming sessions** were provided for less abled participants, promoting inclusion and wellbeing for all members of the community.

- Local Community Passes
  A range of free and trial memberships were offered to encourage wider participation. This included **140 day passes** and **20 family swim passes**, helping local residents to engage with centre facilities and activities.

- Targeted Support for Vulnerable Groups
  Everyone Active also continued its partnership work to support priority community groups, including **Supporting Leicestershire Families**, **Parkinson's**, and **Ukrainian/Parkinson's** members. During the quarter, **eight 12-month memberships** were allocated, providing long-term access to physical activity and wellbeing support, equivalent to an additional **£3,520** in community value.

Overall, the continued delivery of these initiatives demonstrates Everyone Active's commitment to reducing barriers to participation, supporting health equality, and strengthening local connections through accessible and inclusive leisure provision.

Organisation	Description	Jun-25	Jul-25	Aug-25	Total	Cost per unit	Total Cost	Combined Cost
Children in the community	Free Swimming in the School Summer Holidays for under 16's		984	847	1,831	£3.50	£6,409	£11,625
Local community	Family Swim Pass	20	0	0	20	£15.00	£300	
	Free swimming session for less abled	333	374	372	1,079	£3.50	£3,777	
Local community	Day Passes	40	50	50	140	£6.00	£840	
	3 month membership	2	0	0	2	£120.00	£240	
Ukranian / Parkinsons	12 month membership	1	4	3	8	£440.00	£3,520	

6. Site Management and Staffing

Both sites continue to operate efficiently, supported by strong management continuity, high levels of staff retention, and a stable workforce.

- Workforce Profile: Parklands Leisure Centre employs approximately 100 staff, and Wigston Pool & Fitness Centre around 40, equating to a combined total of approximately 50 full-time equivalents (FTEs) across the contract.
- Recruitment and Stability: Staffing levels remain stable, with only minor managerial changes during the reporting period. Recruitment continues to be well-managed, with good local response rates to vacancies.
- Apprenticeships and Development: Apprenticeship development continues to thrive, with three apprentices currently progressing at Parklands and three at Wigston. This ongoing investment in training underlines the contract's role in supporting local employment pathways and developing future talent within the leisure sector.
- Training and Competency: A structured training and development programme is maintained across both sites. All Lifeguards complete monthly in-service training and competency assessments, while all team members participate in a rolling programme of face-to-face and online training covering areas such as COSHH, Health & Safety updates, Customer Care, and Counter Terrorism awareness.
- Management Changes: During this quarter, Georgina, General Manager at Wigston Pool & Fitness Centre, departed to take up a new role within Everyone Active's Northamptonshire contract at Moulton Leisure Centre. Her leadership and contribution to the site are acknowledged with thanks, and interim management arrangements have ensured smooth operational continuity.

Overall, the contract continues to demonstrate strong workforce stability, effective succession planning, and a proactive approach to staff development.

7. Health and Safety

7.1 Audit Performance

During Quarter 3, both sites underwent a series of scheduled internal audits as part of Everyone Active's comprehensive compliance and assurance programme.

Utilising the Everyone Quality Management System (EQMS), operational checks are undertaken daily, weekly, monthly, quarterly, and annually to ensure that service delivery consistently meets the highest standards of safety, quality, and customer experience.

The audit outcomes for this period reaffirmed a strong commitment to maintaining safe, well-managed, and high-performing facilities. Both Parklands Leisure Centre and Wigston Pool & Fitness Centre achieved excellent results, reflecting robust operational practices, effective management oversight, and a positive safety culture embedded across all teams.

Audit Type	Parklands Leisure Centre	Wigston Pool & Fitness Centre
Internal Health & Safety Audit	96.2%	95.9%
H &S External / Council Audits	*Client Inspection July 25*	*Client Inspection July 25*
Statutory Inspections	*Fully compliant across all areas*	*Fully compliant across all areas*

The audits highlighted strong procedural adherence, effective maintenance regimes, and well-documented risk assessments. Minor advisory actions identified during internal reviews were promptly addressed through local action plans.

Everyone Active continues to embed a proactive safety culture, with ongoing refresher training, daily operational checks, and monthly safety briefings ensuring continued awareness and accountability at all levels.

7.2 Accidents and Incidents

Health and safety performance across both centres continues to be of an exceptionally high standard. During the Quarter 3 reporting period (June–August 2025), no RIDDOR-reportable incidents were recorded across the contract.

A total of 22 minor accidents occurred from 214,390 attendances, resulting in an overall accident rate of 1.03 per 10,000 visits — significantly below the leisure industry benchmark of 4 per 10,000 visits.

This continues to demonstrate the effectiveness of local safety management systems, proactive staff training, and strong operational supervision across all activity areas.

Accidents	PKL	WIG	TOTAL	YTD
Site attendance	139,079	75,311	214,390	214,390
# Accidents	10	12	22	22
# of RIDDOR	0	0	0	0
Accidents per 10,000 visits	0.72	1.59	1.03	1.03

Both sites continue to maintain robust safety practices, supported by comprehensive staff training, daily operational checks, and regular internal audits.
Incident investigations and near-miss reporting are embedded within the management culture, ensuring lessons learned are shared promptly and preventive measures remain effective.

8. Cleaning and Presentation

High standards of cleanliness continue to be maintained across both sites through a structured and proactive cleaning regime.
Comprehensive daily, weekly, and monthly cleaning schedules are in place, supported by reactive cleaning to address specific operational needs and ensure facilities remain safe, hygienic, and welcoming for all users.

During Quarter 3, a number of major deep cleaning and improvement tasks were completed across both centres as part of planned maintenance and enhanced presentation works.

At Wigston Pool & Fitness Centre:
A series of targeted deep cleans were undertaken to enhance hygiene standards and improve the customer environment. These included thorough cleaning beneath gym equipment, complete clearance of the bin store, and professional drain clearance by an external contractor.

Further works included deep scrubbing of dryside floors and the poolside spectator zone — all of which were jet-washed, including the pool step safety strips. The “No Shoes” signage area is working extremely well and is improving cleanliness all the time.

Both male and female changing room showers also received a full deep clean, while drains in the male dryside area were fully cleared to improve drainage and reduce odour risk.

At Parklands Leisure Centre:
Cleaning works focused on both internal and external presentation. Deep cleaning was completed in the men’s and women’s dryside changing rooms, as well as in back corridors and the area outside the

electrical store. The front of the building was de-weeded to improve external appearance, and the main bin storage area was fully cleared and reorganised.

Additional improvements included the removal of an old shed and tidying of the rear service area to prepare for solar access installation. The climbing wall also underwent a comprehensive clean carried out by the instructor team, ensuring the surface and holds remain safe and well maintained.

These combined activities demonstrate continued commitment to delivering clean, well-presented, and operationally efficient environments that support positive customer experience and uphold Everyone Active's standards of quality and safety.

8.1 Cleanliness Audit Performance

Cleanliness standards across both sites continue to perform strongly against internal benchmarks. Quarterly Everyone Active Quality Audits recorded compliance scores consistently above 90%, reflecting the effectiveness of the structured cleaning schedules and staff diligence.

Customer feedback also supports these findings, with cleanliness remaining one of the highest-rated aspects of the service in both customer comment's and monthly Net Promoter Score (NPS) responses. Particular praise was received for the presentation of changing areas, gym floors, and public spaces, all of which have benefited from the enhanced deep cleaning programme.

The continued emphasis on quality assurance, regular inspection, and staff ownership ensures that facilities remain clean, safe, and welcoming, aligning closely with the Council's expectations for service delivery and community standards.

9. Safeguarding

No safeguarding incidents were recorded during this period.

Ongoing work continues at Wigston to manage and monitor site access challenges linked to local traveller community visits, although in the last quarter this has reduced a little. The team continues to liaise closely as required with the Council and local police to ensure an appropriate balance of inclusion and safety for all users.

10. Maintenance and Facility Management

All Planned Preventative Maintenance (PPM) activities remain fully up to date across both Parklands Leisure Centre and Wigston Pool & Fitness Centre. The PPM schedule is strategically aligned to Everyone Active's national compliance framework, ensuring that all statutory inspections, plant servicing, and lifecycle maintenance activities are delivered to the highest standards.
This includes regular testing and servicing of electrical systems, pool plant, fire safety equipment, air handling units, and gym machinery — supporting the safe and reliable operation of both facilities.

The PPM programme is further supported by the EQMS (Everyone Quality Management System), which provides robust tracking of all scheduled works and ensures that statutory checks are not only completed but also reviewed for quality and compliance. This structured approach maintains operational resilience, extends asset life, and reinforces the council's investment in the long-term sustainability of the sites.

In addition to the planned schedule, a range of reactive maintenance tasks were completed promptly during the quarter to uphold operational standards and minimise disruption to customers.

Wigston Pool & Fitness Centre:

- Pipework repairs completed in the male wetside changing area.
- Strainer basket replacement in the plant room.
- Pool platforms repaired to ensure continued safety and accessibility.
- Replacement of hairdryers in changing areas.
- Gym doors fitted with new automatic closers to improve safety and usability.

Parklands Leisure Centre:

- Drain clearance works completed in key back-of-house areas.
- Lighting replaced in both Reception and the Sports Hall.
- Back corridor drains unblocked following heavy rainfall.
- Repair of poolside shutter mechanism.
- Adjustment to front automatic doors to resolve sticking issue.
- Blocked dryside toilet cleared.
- Replacement of cracked wetside tile to maintain hygiene and presentation standards.

All works were logged and closed through the central maintenance system, ensuring full auditability and traceability of each task.

Overall, this quarter demonstrated strong performance in both preventative and reactive maintenance delivery, supporting the continued safe, efficient, and customer-ready operation of both facilities.

11. Customer Feedback and Satisfaction

Customer satisfaction across both Parklands Leisure Centre and Wigston Pool & Fitness Centre remains consistently high, with feedback continuing to highlight excellent service standards, engaging programmes, and the professionalism of staff.

All customer correspondence during the reporting period was acknowledged and responded to within the required 10-day timeframe, with an average response time of under three hours. Complaint volumes remain extremely low — representing less than 0.01% of all attendances — and were swiftly and courteously resolved.

Recurring feedback themes during the quarter reflected typical operational matters such as car parking pressures, class bookings, and facility access, alongside a wealth of positive comments recognising staff excellence, programme quality, and facility improvements.

Highlights from customer feedback this quarter include:

Wigston Pool & Fitness Centre

- “The pool is a lovely temperature.”
- “Loving Aqua with Curtis — he’s brilliant!”
- “Emily’s small group training sessions have been fantastic.”
- “Hannah is so helpful, and Derri is always smiling.”
- “Callum is amazing at the Community Café — he really makes time for everyone.”
- “Freya loves her swimming lessons with Shivani, thank you!”
- “Really pleased with my PT session with Emily, she really drives me.”

A small number of comments referenced operational challenges including car park availability and charges, short-term pool closure, and isolated concerns regarding traveller presence on site. Each issue was handled promptly, with appropriate liaison between management and relevant partners to ensure a safe and positive experience for all customers.

Parklands Leisure Centre

- “We love the new sports hall floor — it looks great!”
- “I’m loving the new virtual players and content in the gym.”
- “Could we have electric vehicle charging points in the car park?”
- “The smell from floor works was temporary but noticeable.”
- “Roof works are taking up some parking spaces, but good to see improvements happening.”
- “The HAF programme has been excellent — thank you for the information.”

Minor facility-related comments, such as the need for a deeper clean in the men’s dryside showers or clarifications on concession proof, were swiftly actioned.

Overall, the quarter’s feedback demonstrates strong satisfaction levels, particularly around staff engagement, class delivery, and continued investment in facility improvements. Customers clearly value the welcoming atmosphere and high-quality service provided by both centres.

All Sites	June	July	August
Combined Complaints	3	12	4
Combined Attendance	68,330	71,388	74,672
% Complaints /10000	0.00%	0.02%	0.01%

12. Marketing and Promotions

Marketing activity during Quarter 3 focused on increasing local awareness, driving participation in key programmes, and supporting sustained membership engagement across both Parklands Leisure Centre and Wigston Pool & Fitness Centre.

A multi-channel approach was adopted to maximise reach across different audience segments — with strong emphasis on family activities, soft play, and swimming participation. Campaigns were coordinated through both digital and traditional media, ensuring wide visibility across the Oadby and Wigston area and surrounding communities.

Key marketing activity delivered this quarter included:

- Transport Advertising
  - *Arriva Bus* and *Centre Bus* external advertising campaigns promoting Soft Play and Family Activities, positioned across high-traffic commuter routes to increase daily brand exposure.
- Broadcast Media
  - Regional radio campaigns with Capital East Midlands and Hits Radio East Midlands, featuring targeted promotional spots highlighting health, fitness, and family participation offers.
- Out-of-Home Campaigns
  - Mobile Ad Vans deployed at various key community locations, providing high-impact visual presence and direct call-to-action messaging.
  - Digital advertising placements across Fosse Park Digital Six Sheets and Highcross Shopping Centre Panvision Screens, ensuring high footfall visibility and brand awareness among family and leisure audiences.
- Print and Community Publications
  - Features and placements in Lots for Tots Leicestershire and Primary Times, reaching parents and carers across local schools and family networks.
  - Inclusion in local school newsletters and community bulletins, promoting seasonal programmes, soft play sessions, and membership offers.

- Digital and Online Listings
    - Updated online event listings, community directories, and website promotions to maintain consistent visibility and search accessibility for upcoming programmes and offers.

These coordinated marketing efforts have provided comprehensive coverage across multiple touchpoints — ensuring strong local engagement and continued awareness of Everyone Active facilities and services within the borough.

12.1 Marketing Performance Snapshot – Quarter 3 (June–August 2025)

Marketing performance across the quarter demonstrated strong reach and engagement, particularly through family-focused and digital-led campaigns.
The combined use of outdoor, radio, and community media channels has significantly strengthened brand visibility and contributed to sustained footfall across both Parklands and Wigston sites.

Channel / Campaign Type	Activity Summary	Estimated Reach / Engagement	Key Outcomes
Transport Advertising	Arriva Bus Soft Play campaigns	>200,000 impressions (combined)	High daily visibility across key commuter routes and residential areas.
Broadcast Media	Capital FM & Hits Radio East Midlands campaigns	~150,000 listeners per week	Reinforced brand awareness and promoted key seasonal activities.
Out-of-Home Advertising	Ad Vans, Fosse Park Digital Screens, Highcross Panvision	~300,000 footfall exposures	Strong visual impact across major retail and leisure destinations.
Print & Community Media	Lots for Tots, Primary Times, School Newsletters	~20,000 circulation	Direct engagement with parents, schools, and local families.
Digital & Online Listings	Web promotions, event listings, online directories	N/A (Ongoing visibility)	Continuous online presence supporting programme awareness and SEO.

Overall Marketing Reach: Estimated **>650,000 local impressions** across all combined channels during Quarter 3.

The integrated approach — combining traditional advertising with targeted community outreach — continues to deliver strong local awareness, supporting programme participation, family activity attendance, and long-term membership retention.

12.2 Next Quarter Focus – Quarter 4 (September - November 2025)

Building on the strong reach achieved in Quarter 3, marketing activity over the coming months will pivot towards seasonal engagement and member retention.
Key priorities will include:

- Winter Membership Campaigns – targeted digital and outdoor advertising to drive new memberships ahead of the New Year fitness peak.
- Festive Family Promotions – highlighting value-led soft play, swim, and school holiday offers to support families during the Christmas period.
- Community Visibility – increased collaboration with schools, local newsletters, and community networks to reinforce Everyone Active's presence across Oadby & Wigston.
- Digital Growth – further use of social media, online listings, and geo-targeted adverts to maintain strong awareness and support online conversions.

These campaigns will ensure that both Parklands Leisure Centre and Wigston Pool & Fitness continue to attract a broad audience, balancing family participation, community health engagement, and sustainable membership growth through the winter season.

13. Physical Activity and Sports Development

The Active Communities Team continues to deliver a wide-ranging and inclusive programme of physical activity, health, and wellbeing initiatives across both Parklands Leisure Centre and Wigston Pool & Fitness Centre. These programmes play a central role in supporting the Council's wider public health priorities — promoting active lifestyles, social inclusion, and community wellbeing.

Funding and Programme Development

During Quarter 3, the team secured a total of £6,630 in external funding to support new community and family-based activities across Oadby and Wigston.

This funding has been used to pilot a parent-led Holiday Activities and Food (HAF) programme combining *swimming, soft play, and healthy eating* at Parklands Leisure Centre. Over the 16-week summer period, the project supported 62 young people across 320 places, with highly positive feedback from participants and families.

A further element of this funding supported the Junior Gym HAF programme, providing access for 11–16-year-olds and engaging 30 participants at Parklands during the summer holidays.

Children and Young People

Engagement among children and young people continues to grow, supported through targeted initiatives and free access schemes.

- A total of 26 care-experienced young people and 22 children in care currently access free gym memberships across both sites (21 at Parklands, 27 at Wigston).
- The Adopt a School initiative launched this quarter, partnering with St John Fisher Catholic Voluntary Academy, St Thomas More Catholic Voluntary Academy, and Parkland Primary School to offer free two-week access and activity opportunities to nominated pupils.
- 1831 Children accessed the Free Swimming Programme that we operate throughout the summer holiday period.

These initiatives provide valuable opportunities for young people to build confidence, develop healthy habits, and engage in positive, structured activity.

Healthy Lives and Community Health

The Healthy Lives programme continues to support residents referred for physical activity and lifestyle improvement.

- This quarter saw nine new referrals, with four individuals progressing to full exercise referral memberships.
- The Parkinson's membership offer remains strong, with 85 members actively participating in tailored sessions.
- The Heartsmart cardiac rehabilitation programme recorded 962 attendances across four weekly sessions.
- Steady Steps Maintainers (post-rehabilitation balance and mobility classes) delivered 83 attendances, helping older adults remain active and independent.
- Seven carers are currently registered to support participants in accessing leisure centre activities.

Healthy Ageing

Older adult participation continues to thrive, with 7813 attendances recorded across a range of senior sessions including Active Life, *Walking Football*, *Senior Kurling*, and *Senior Badminton*.
These activities provide valuable opportunities for social connection and gentle exercise, contributing to both physical and mental wellbeing among older residents.

Healthy Workplaces

Everyone Active staff continue to promote wellbeing through workplace activity initiatives. Highlights this quarter included:

- A friendly 11-a-side football match between the Everyone Active team and *Leicester City in the Community*, resulting in a 4–1 victory for Everyone Active.

- A staff canoeing session at Kilby Bridge in partnership with the *Canal & River Trust*, providing an opportunity for colleagues across South Leicestershire sites to connect, be active, and try something new.

Healthy Communities

Community engagement continues to strengthen through partnership and outreach activity:

- The team supported Fosse Park's "Try Something New" campaign, delivering four full-day taster sessions featuring *Pickleball, Soft Archery, and dance activities with the Bee Active mascot*. Over 1,870 people engaged with the campaign, 100 day passes were distributed, and more than 1,000 promotional items shared.
- The Pickleball programme at Parklands recorded 98 attendances, while Ladies No Strings Badminton attracted 92 attendances.
- A new Soft Ball Walking Cricket session has launched through the *Community Champions* initiative, providing three months of free sports hall hire to support a new community group. Attendance is steadily increasing as awareness grows.

Together, these programmes demonstrate a strong and sustained contribution to community wellbeing, delivering measurable social value, supporting inclusion, and helping residents of all ages to lead more active, connected, and healthy lives.



14. Service Delivery Exceptions

Service delivery standards across both sites remained strong throughout Quarter 3, with all contractual obligations met in full and only minimal operational interruptions recorded. Where short-term closures were required, these were managed efficiently, communicated promptly, and resolved within agreed timescales.

Parklands Leisure Centre

Two minor, planned service interruptions were recorded during July:

- Soft Play Closure (July 2025): A short-term closure was required to facilitate essential maintenance and safety checks. The area was reopened promptly following inspection, ensuring no ongoing impact to service delivery.

- Sports Hall / Function Room Closure (July 2025): Temporary closure took place to accommodate scheduled maintenance works resurfacing the floors. The facility was returned to full operational use within the planned timeframe, with no disruption to programmed activities.

Wigston Pool & Fitness Centre

Two short pool closures occurred during the reporting period:

- 31 July 2025 – Chlorine Imbalance: The pool was closed temporarily following a water quality alert. The issue was resolved and the pool reopened the same day after rebalancing and retesting.

- 8 August 2025 – Technical Plant Issue: A filtration system fault required a temporary pool closure. Repairs were completed within 24 hours, allowing swimming sessions to resume the following day.

All interruptions were handled in accordance with Everyone Active's operational procedures and quality management framework. No extended service failures or breaches of contractual performance standards were recorded during the quarter.

Preventative Actions

To minimise future disruption and strengthen operational reliability, the following preventative measures have been introduced:

- Enhanced plant monitoring: Increased frequency of system checks and early warning alerts to identify technical anomalies before they affect service delivery.

- Refined preventative maintenance (PPM) scheduling: Strategic alignment of PPM cycles to reduce overlap with high-demand periods and ensure maximum uptime.

- Improved contractor oversight: Strengthened coordination between on-site teams and specialist contractors to accelerate response times and ensure quality assurance.

- Customer communication enhancements: Streamlined digital and on-site communication protocols to provide real-time updates during any planned or reactive maintenance.

- Continuous improvement reviews: Lessons learned from each interruption are now integrated into quarterly operational review meetings, reinforcing a culture of proactive management and service excellence.

These actions continue to support the delivery of safe, reliable, and high-quality leisure environments for all users across the contract.

15. Review and Forward Look

Quarter 3 has been characterised by operational consistency, positive customer engagement, and a continued strengthening of the partnership between Everyone Active and Oadby & Wigston Borough Council.

Despite challenging economic and competitive conditions within the wider leisure industry, both Parklands Leisure Centre and Wigston Pool & Fitness Centre have maintained strong participation and community engagement, underpinned by high safety, compliance, and customer satisfaction scores.

The quarter's achievements — from record Exercise Referral participation and stable membership levels to excellent audit outcomes — reflect a well-managed and resilient contract delivering measurable value for local residents.

Key Priorities for Quarter 4 (September–November 2025):

1. Sustaining Membership Growth
   Continued focus on retention and acquisition through the *Winter Fitness* and *Festive Family* campaigns, combining digital advertising with community outreach to maximise engagement ahead of the New Year peak.

2. Strengthening Community Impact
   Further expansion of inclusive programmes for older adults, young people, and those referred through health pathways — building on the success of the HAF initiative and Active Communities work.

3. Operational Excellence and Reliability
   Ongoing enhancement of preventative maintenance scheduling and plant monitoring to ensure maximum facility uptime and reduce unplanned closures.

4. Customer Experience and Satisfaction
   Maintaining high standards of cleanliness, presentation, and staff engagement, responding swiftly to feedback, and embedding a culture of service excellence across all touchpoints.

5. Partnership and Strategic Alignment
   Continued collaboration with the Council to align delivery with borough health and wellbeing objectives, ensuring Every Move Counts contributes to the community's physical and mental health outcomes.

Outlook

As the contract progresses into the final quarter of 2025, the service is well positioned to sustain its strong performance trajectory. With stable membership foundations, deepening community engagement, and a proactive operational framework, Everyone Active remains fully committed to delivering an inclusive, safe, and high-quality leisure offer that supports the health, wellbeing, and vibrancy of the Oadby and Wigston community.

Executive Summary

Reporting Period – 1st July – 30th September 2025

This report reflects the above reporting period for the contract between OWBC and Helping Hands Community Trust.

SUMMARY OF THE REPORTING PERIOD

From the 1st July to 30th September 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 108 new unique clients from Oadby & Wigston Borough during this reporting period. This quarter, welfare rights was again the highest matter category for clients seeking support.

Key Information

Overview

This quarter has seen several significant achievements and developments for our organisation. We successfully secured six months of funding from Leicester City Council through our Reaching People membership, working in partnership on the *Money Wise Living Plus* scheme. This is an exciting milestone, as we have supported city clients for many years, and this funding represents a positive step towards strengthening our recognised role in the area.

In addition, we are delighted to have been awarded 18 months of funding from The National Lottery, which provides vital stability for our ongoing work and helps us to maintain key services while we plan for long-term sustainability.

We have also had the generous commitment of a £25k per annual donation from Richard Mackay for the next 5 years. Which will be used to help support the completion of some significant developments of our strategy.

Organisational Development

Our Business Club continues to go from strength to strength, with active collaboration with Oadby and Wigston Borough Council to build strong relationships with local businesses. We are also preparing for our Annual General Meeting (AGM) in November, where we will proudly launch our new branding and organisational strategy.

While funding remains a challenge and continues to stretch our resources and capacity, we are focused on strengthening our financial position. The new funding streams represent a great success; however, they primarily allow us to maintain a balanced budget. We are now concentrating on securing funding for 2026/27 to ensure sustainability.

To diversify our income streams and boost community engagement, we are launching a new Ambassador Package to encourage greater involvement from both local businesses and community members.

Partnerships and Representation

We continue to collaborate with key partners and remain active on several boards and steering groups, including:

- LLR Financial Inclusion Group
- Oadby and Wigston Integrated Neighbourhood Team (INT)
- Fundraising Exchange
- Better Mental Health Partnership
- Health and Wellbeing Board
- Reaching People membership network

In addition:

- De Montfort University (DMU) is completing an impact report for us, which will help evidence our outcomes, impacts and inform future development.
- Voluntary Action Leicester (VAL): Our CEO has joined the VAL CEO Peer Group, strengthening sector leadership connections.
- University of Leicester: Will be providing support with tribunal cases, further enhancing our advocacy capacity.

Community Engagement and Fundraising

We recently held a successful community bingo fundraiser, which was a wonderful evening that brought together many local residents and service users. The positive feedback from attendees was heartwarming and reaffirmed the importance of maintaining our grassroots, community-focused presence.

Upcoming Events

Looking ahead to 2026, we have several exciting activities planned:

- Leicester 10K Run: Our CEO, two members of staff, and a local business owner from our Business Club will be taking part to raise awareness and funds.
- CEO Sleepout 2026: We are pleased to confirm that we have been accepted as a partner charity for this major fundraising event.

Demographics

Please see separate client data report at Appendix 5

Quantitative data

Council Area - Number of NEW Clients

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	29
Charnwood Borough Council	11
Harborough District Council	17
Hinckley & Bosworth	4
Leicester City Council	92
Melton	1
North West Leicestershire District Council	3
Oadby & Wigston Borough Council	108
Out of Leicestershire	2
Report Total	**267**

Council Area - Number of Clients (New & Existing)

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	76
Charnwood Borough Council	32
Harborough District Council	48
Hinckley & Bosworth	15
Leicester City Council	192
Melton	1
North West Leicestershire District Council	5
Oadby & Wigston Borough Council	350
Out of Leicestershire	2
Report Total	**721**

The first table above shows new clients only, within each council area. The second table above shows both new and existing clients within each council area. The number of clients shown in both the above tables have been seen during this reporting period.

Oadby and Wigston continue to be areas that have the highest number of clients seen; this is a result of our focus on the local community and our commitment to supporting people within the Oadby and Wigston Borough. However, we continue to ensure that we support whoever needs our help, with residents from the city increasingly seeking our support.

OWBC Electoral Ward - Number of NEW Clients

Client Address Electoral Ward	Client Details Count Number of Clients
	7
Braunstone Millfield	1
Braunstone Ravenhurst	2
Glen	1
Glen Parva	1
Oadby Brocks Hill	3
Oadby Grange	7
Oadby St Peter's	3
Oadby Uplands	3
Oadby Woodlands	3
South Wigston	30
Wigston All Saints	12
Wigston Fields	10
Wigston Meadowcourt	14
Wigston St Wolstan's	11
Report Total	**108**

OWBC Electoral Ward - Number of Clients (New & Existing)

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	12
Oadby Grange	11
Oadby St Peter's	28
Oadby Uplands	22
Oadby Woodlands	13
South Wigston	94
Wigston All Saints	37
Wigston Fields	41
Wigston Meadowcourt	46
Wigston St Wolstan's	32
Report Total	**336**

This report shows 108 clients from the above electoral wards were new clients, with a total of 350, where 242 were existing or repeat clients. (The difference between the 2 figures for new & existing clients within the borough and electoral ward - 350 were from O&W borough but only 336 were divided by electoral ward, and this is due to 14 clients not providing their full postcode when sending an email enquiry through to us. They unfortunately only added LE18, therefore our report was unable to give specific electoral wards for South Wigston & Wigston)

As you can see, Helping Hands Community Trust continue to support many people beyond Oadby and Wigston, with 371 people seeking our support from beyond the borough. We try to provide our unique service to all those that need our support by using funding from other sources, and we rely on additional volunteer support to help deliver our full service to all residents of Leicester and Leicestershire. We want to ensure that we do not turn anyone away who is in need and/or in crisis.

We can only presume that the increase in clients from the City, may be due to CALS losing some of their funding as many clients have stated that they were advised to come to Helping Hands. The other figures observed are those for form filling and appeals and tribunal work, again this is due to CALS no longer offering support for form filing (Benefit forms) and Mosaic also do not get county funding but again are referring people to Helping Hands for support.

Council Area - Clients & Matter Categories (issues)

Client Address Council Area	Case Details Matter Category	Client Details Count Number of Clients
Oadby & Wigston Borough Council	Community Care	3
	Consumer/General Contract	45
	Debt	62
	Education	2
	Employment	13
	Family	12
	FOODBANK	20
	GDPR	1
	General	1
	Housing	34
	Land and Environment	1
	Legal Advice - Solicitor	11
	Mental Health	5
	Miscellaneous	50
	Personal (Self)	1
	Public Law	1
	Welfare Rights	309
Report Total		571

For Work Completed items and time spent, see Appendix 6

You will see from the attached report it shows all matter categories (issues) that those 350 clients across all electoral wards within Oadby & Wigston have presented to us. It clearly states that we have dealt with 571 issues from 350 clients within this quarterly reporting period. This shows that clients are approaching us with multiple issues, and all are being addressed and dealt with.

I have also provided you with a second additional report attached, showing the time each issue takes per visit. You will see that 2092 work completed items have taken 44449 minutes (approx. 741 hours).

As before I will give you a quick summary of the reports.

Total number of client (New & Existing = 350

Total number of Issues/categories/matters = 571

Total number of work completed items (everything done for each case) = 2092

Total time spent = 44449 minutes

We are spending approx. 2 hours 12 minutes with each client.

The financial Outcomes report see Appendix 7

Gaining good financial outcomes and helpful advice on welfare and debt are core services in our delivery. Along with financial outcomes we are also logging non-financial outcomes being the 'soft' outcomes where we monitor our impact, such as, clients now feel able to cope, clients stress and mental health has significantly reduced, client is no longer feeling suicidal, client is now feeling more confident and empowered, client left more knowledgeable, client now able to manage their finances better etc.

The support we offer is focused around a holistic and person-centred approach. The quality of advice and support goes beyond the financial gains for the people we support within communities. We support clients with many different issues; welfare benefits, debt advice and money management, claims and applications, general advice, form filling, domestic abuse concerns, housing issues, employment and education issues, food and fuel poverty, legal advice, mental health support and appeals and tribunal representation.

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 Trussell Trust, 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 now have LAMP operating from our South Wigton office once a month providing advocacy for those suffering with poor mental health.

Please see the 2 case studies below to reflect on the extra mile and person-centred approach that the team take in helping individuals and families across LLR.

Helping Hands
Free, caring, professional advice

Case Study 1

Client Seen By: Nilesh Date: 31 July 2025

Location: South Wigston Office

Client Profile & Case Background:
Background: CL male, 68, retired, living with partner (36) in a council rented property. CL and his partner have learning difficulties and cannot read or write. CL and his partner are receiving UC/PIP /HB and Council tax support

Summary of Issues & Needs Assessment:
CL and his partner have been visiting HH for several years for help with various issues including Benefits and Housing Because of their learning difficulties and the fact they cannot read and write they visit HH at least monthly, sometimes weekly for help with letters /bills and other correspondence received. This occasion they came for help with the following- 1. Council tax Bill 9 Jun 2025. 2. OWBC letter 6 Jun 25 CTR. 3. Virgin Media letter 4 July 25. 4. Santander Statement Jun 25. 5. Nationwide statements Jun and July 25. 6. OWBC EICR letter 23 July 25. 7 Nationwide letter 29 May 25.

Resources:
Internal-
Advice pro

External-
OWBC /Gov.uk

Options Discussed, Advice Given & Actions Taken:
CL advised of the contents of the letters and supported him with any actions arising.

Outcome:
CL went home quite relieved as they were unsure of the benefit entitlements and their wedding savings were disappearing.

Any Unusual Factors or Difficulties for Client:
CL and his partner have learning difficulties and are unable to read or write. CL's partner also has physical disabilities. They are both extremely reliant on Helping Hands as they are not eligible for Support Workers and do not have a current Social Worker. Without Helping Hands there is no other service that will help them with reading their letters and taking the time to explain them to this couple. They are always so very grateful.

What Was Learned:
Not everyone has the basic skills to read and write!

Client Seen By: Halimah | Date: September 2025

Location: South Wigston Advice Centre

Client Profile & Case Background:
The client and wife have to migrate to Universal Credit because he gets Income-Related Employment and Support Allowance. Both have health conditions and are in their 60s. They get confused and struggle with the internet/computers/smartphones.

Summary of Issues & Needs Assessment:
Both needed help applying for Universal Credit. They both have multiple physical health conditions, and the wife has poor mental health. The wife is the client's carer. They both struggle with the internet and are unable to apply online on their own. They did not understand Universal Credit and were worried about the change.

Resources:
Internal-
External-
https://www.gov.uk/guidance/move-to-universal-credit-if-you-get-a-migration-notice-letter?utm_source=print&utm_medium=offline&utm_campaign=move-to-uc#how-to-claim-universal-credit

Options Discussed, Advice Given & Actions Taken:
I explained a phone and online claim. They chose the online claim. I explained the full process and next steps. They returned multiple times for help with the claim as they kept forgetting documents e.g. ATM receipt or bank statement to show what their savings were that day. I emailed their log-in info to them for safekeeping as they would forget it otherwise. They were capable of logging in after the username and password was saved to their phone and so would auto-fill the page. I also bookmarked the Universal Credit sign-in page to make it easier to navigate to. I showed them how to sign-in and navigate the Universal Credit account.

Outcome:
Application successful. Financial outcome of £812.15/m. They are also able to log in on their own now and were empowered to handle their claim themselves.

Any Unusual Factors or Difficulties For Client:
With very poor internet/tech skills and the impact of their health conditions on being at the drop-in with me, more had to be done to support them.

What Was Learned:
They learnt how to log-in and use Universal Credit.

Contacts

Service Delivery Manager, Amanda Murgatroyd - amurgatroyd@helpinghandscentre.co.uk

CEO, Amy Davies - adavies@helpinghandscentre.co.uk

Our Chair, Nigel Swan - nswan@helpinghandscentre.co.uk

Website : www.helpinghandsadvice.co.uk

Phone: 0116 278 2001

We also have accounts on the following social media platforms:

Facebook

X (formerly Twitter)

Instagram

LinkedIn

OWBC - Number of clients by age, ethnicity and gender - (New & Existing Clients)

Client Details Age Range	Client Details Ethnic Origin	Client Details Gender	Client Details Count Number of Clients
[No Value]	[Not Specified]	Female	28
		Gender Neutral	1
		Male	10
	Asian or Asian British	Female	1
	Asian or Asian British Indian	Male	1
	Eastern European	Male	1
	Irish	Female	1
	White British	Female	2
0 - 16	Asian or Asian British Indian	Female	1
	Not Answered	Female	1
	White & Asian	Female	1
17 - 24	[Not Specified]	Female	1
	English	Female	1
		Male	1
	Mixed	Female	1
		Male	1
	White British	Female	3
		Male	3
25 - 34	[Not Specified]	Female	2
		Male	1
	African	Male	4
	Asian or Asian British	Female	1
	Black or Black British African	Female	1
	Indian	Female	1
		Male	1
	Mixed	Male	1
	Other	Male	1
	Other White (non British)	Male	1
	Unknown/Refused to Answer	Female	1
	White British	Female	11
		Male	5
	White Other	Female	1
35 - 49	[Not Specified]	Female	4
		Male	1
	African	Female	1
		Male	3
	Asian or Asian British	Female	1
		Male	2
	Asian or Asian British Indian	Female	2
		Male	2
	Asian or Asian British Pakistani	Female	2
	Bangladeshi	Female	1
	Black or Black British	Female	1
	Eastern European	Female	1
		Male	1

	English	Female	3
		Male	4
	Indian	Female	6
	Other Asian	Male	1
	Other White (non British)	Male	1
	Pakistani	Male	1
	White & Black Caribbean	Female	2
	White British	Female	22
		Male	10
	White Other	Female	1
		Male	1
50 - 64	[Not Specified]	Female	1
		Male	1
	African	Male	1
	Asian or Asian British	Female	4
		Male	3
	Asian or Asian British Indian	Male	2
	Black or Black British Other Background	Male	1
	Eastern European	Female	1
		Male	1
	English	Female	5
		Male	7
	Indian	Female	2
		Male	3
	Not Answered	Female	1
		Male	1
	Other Black	Male	2
	Pakistani	Male	1
	White British	Female	34
		Male	28
65 - 70	[Not Specified]	Female	1
	Asian or Asian British	Female	2
		Male	1
	Asian or Asian British Indian	Female	1
		Male	1
	Asian or Asian British Pakistani	Male	1
	English	Female	2
		Male	1
	Indian	Female	1
		Male	1
	Not Answered	Male	1
	Other	Female	1
	Pakistani	Female	1
	White & Black African	Male	1
	White British	Female	7
		Male	10
71 - 75	Asian or Asian British	Female	1
	Bangladeshi	Male	1
	English	Male	1
	Not Answered	Female	1

	White British	Female	6
		Male	2
76 - 80	Asian or Asian British Indian	Male	1
	English	Female	2
	Indian	Male	2
	White British	Female	3
		Male	2
81 - 85	[Not Specified]	Female	1
	English	Male	1
	Not Answered	Female	1
	White British	Female	5
		Male	8
86 - 90	[Not Specified]	Female	1
	Bangladeshi	Male	1
	Irish	Female	1
	White British	Female	5
		Male	2
91 - 95	White British	Female	1
Report Total			**346**

Report Filters (All Conditions must be met):

Client Details > Date Last Updated	From	01/07/2025
Client Details > Date Last Updated	To	30/09/2025
Client Address > Council Area	Is	Oadby & Wigston Borough Council

Report Generated on Sunday, 12 October 2025 at 10:01pm

Appendix 6

OWBC - Total number of Issues (All Work Completed) Incl. Time spent (in minutes)

Case Details Matter Category	Sub Matter Categories Sub Matter Category	Work Completed Sub-Matters Count Number of Work Completed Sub-Matters	Work Completed Sum Time Spent on Item
Community Care	Community Care	5	92
	Other hea+comm.care issues	9	55
Sub-Total for Community Care		**14**	**147**
Consumer/General Contract	Banks/Building Society/Credit Union	2	64
	Clothing & Footwear	1	5
	Commercial - Goods & Services	0	18
	Credit Card- Arrears	1	45
	Driving Licence	1	25
	Electricity	41	928
	Energy Efficiency	2	41
	Fraud/Scams	2	2
	Furnishings & Floor Coverings	1	30
	Gas	38	812
	Local Authority	5	32
	Mobile Phone - Contract Issues	1	10
	Opening an Account	1	31
	Other goods+services	4	80
	Other household goods and services	1	20
	Payments	1	3
	Retail	1	10
	Severn Trent - Big Difference Scheme	11	263
	Sky TV	1	30
	Telephone	3	62
	Transport - Commercial	4	54
	TV Licence	3	70
	Water	11	231
Sub-Total for Consumer/General Contract		**136**	**2866**
	[No Value]	0	10
	3rd pty debt coln excl bailiffs	14	260
	Bank+building soc.overdrafts	2	16
	Budgeting	15	356
	Council tax,comm.chg arrears	12	546
	Credit Reference Agencies	1	17
	Credit,store+chg card debts	9	246
	Dealing w/debt repayments	20	919
	Debt Advice	7	285
	Debt Assessment	92	2558
	Debt Relief Order	1	120
	Debt Relief Order (DRO)	7	170
	Enforcement by bailiffs	4	53
	Fuel debts	10	440

Debt	Fuel Voucher Issues	2	12
	Full Debt Assessment	18	467
	Hire purchase arrears	6	165
	Income & Expenditure	3	135
	Interest+other charges	1	96
	Liability for debt	1	2
	Mobile Phone	1	2
	Other	1	57
	Other methods of enforcement	5	200
	Overpts.Hou+Council Tax Bens.	0	2
	Pay Day Loan	6	165
	Rent Arrears	3	135
	Rent arrears-LAs or ALMOs	6	165
	Rent arrears-priv.landlords	1	120
	Unsecd personal loan debts	1	96
	Water supply+sewerage debts	7	255
Sub-Total for Debt		**256**	**8070**
Education	Costs	1	20
	School	1	33
	Suspension/expulsion	1	45
	Transport	3	5
Sub-Total for Education		**6**	**103**
Employment	ACAS	3	55
	Contract Issues	1	20
	CV Writing	24	479
	Ending Work	3	300
	Grievance procedures	1	30
	Job Search	15	282
	Looking for Work	5	115
	Seeking/Obtaining - Employment	24	479
	Variation of Contract	1	45
Sub-Total for Employment		**77**	**1805**
Family	Care/Custody/Access of Children	6	207
	Children	1	20
	Death and Bereavement	1	20
	Divorce,separation,dissolution	2	65
	General adv - divorce,sep,diss.	5	64
	Making a will	2	25
	Power of Attorney	6	77
Sub-Total for Family		**23**	**478**
FOODBANK	Food Parcel - Bell St Community Hub	6	300
	Food Parcel - Salvation Army	4	65
	LEICESTER SOUTH TRUSSELL TRUST	8	311
	LEICESTER STH TRUSSELL TRUST	8	120
	The King's Centre	2	25
Sub-Total for FOODBANK		**28**	**821**
General	Appropriate service n/a	4	210
	Passport Office	1	3
	Social Services	2	61
Sub-Total for General		**7**	**274**
	Actual homelessness	8	40

Housing	Alt.forms of accommodation	2	4
	Applying as homeless	1	45
	Complaints	1	13
	Council/HA allocns/xfers/exchgs	1	10
	Deposit return issues	1	20
	Domestic Abuse	5	65
	Downsizing	1	5
	Environmental issues	2	2
	Form completion	3	41
	General Advice	3	95
	Harassment/illegal eviction	2	20
	Housing Allocation	1	15
	Housing Options - Bidding	8	197
	Landlords mortgage arrears	2	20
	Neighbour issues	5	15
	Obligations to mortgage lender	3	35
	Other housing issues	3	135
	Possession action (not arrears)	1	45
	Private sector rented propty	4	105
	Relationship breakdown (excl DV)	1	1
	Rent Arrears	1	2
	Repairs/Maintenance	6	28
	Repairs/Maintenance obligations	1	5
	Repossession	2	4
	Seeking/Obtaining - Accommodation	2	17
	Succession rights	2	63
	Suitability of accommodation	1	25
Sub-Total for Housing		**73**	**1072**
Immigration - Asylum	Settlement - Staying in UK	1	20
Sub-Total for Immigration - Asylum		**1**	**20**
Land and Environment	Energy Conservation	1	45
Sub-Total for Land and Environment		**1**	**45**
Legal Advice - Solicitor	Solicitor - Civil	1	40
	Solicitor - Clinical Negligence	2	25
	Solicitor - Family Law	17	153
	Solicitor - Personal Injury	3	40
	Solicitor - Wills/Probate/PoA	5	68
Sub-Total for Legal Advice - Solicitor		**28**	**326**
Mental Health	Admin/appointments	7	268
	Liaison with other agencies	1	10
	Mental Health Act issues	1	2
	Walk & Talk	2	83
Sub-Total for Mental Health		**11**	**363**
	[No Value]	0	46
	Advice, Charitable & Support Services	3	114
	Banding/calculation	12	204
	C/Tax Arrears	4	80
	Charity Link	19	233
	Charity Organisation	8	97
	Child Trust Fund (Baby Bond)	1	3
	Discounts,reductions,exemptions	1	10

Miscellaneous	Driving Licence	1	40
	Driving Offences	1	30
	Form filling+checking	3	109
	Government Services	1	35
	Immigration Advice	2	75
	Income tax coding+allowances	3	140
	NHS Low Income Scheme	1	2
	Other	1	2
	Parking Fines	3	95
	payment methods	2	80
	Photo I.D	2	47
	Poor administration	1	3
	Public Transport	3	39
	Registration	6	86
	Self assessment+tax returns	2	42
	Social Services	5	41
	Tax: Council Tax	1	35
	Tax: Other Tax Issues	1	39
	Travel, Transport & Holidays	1	30
Sub-Total for Miscellaneous		**88**	**1757**
Personal (Self)	Addictions - Self	1	10
Sub-Total for Personal (Self)		**1**	**10**
Public Law	[No Value]	0	51
Sub-Total for Public Law		**0**	**51**
Taxation	Income Tax	1	2
	Self Employment - Tax	1	1
Sub-Total for Taxation		**2**	**3**
Welfare Rights	[No Value]	0	102
	Additional Element	8	75
	Admin Error	12	280
	Appeals	18	786
	Arrears	3	7
	Attendance Allowance	16	581
	Blue Badge	33	843
	Carers Allowance	3	63
	Change of Circumstances	6	163
	Checking Journal/To-do	7	200
	Child Benefit	1	60
	Claiming Process	8	240
	Complaints	1	15
	Complete Benefit Check for all Benefits	118	2026
	Concessionary Travel Pass	9	93
	Council Tax Reduction	2	6
	Discretionary Payment	5	87
	DLA - Both Components	2	12
	Eligibility/Entitlement Check	160	2708
	ESA	1	1
	Form Filling - Online	39	689
	Form Filling - Over Phone	1	52
	Form Filling/Checking	258	6689
	Fuel Vouchers	28	200

	Household Support Fund - LA	70	638
	Housing Benefit	1	2
	Housing Costs	1	70
	Means Tested Benefits	2	65
	Migration to UC	2	16
	MR	53	2344
	New Claim	73	824
	Non-Contributory Benefits	2	6
	Other Benefits	3	32
	Overpayment	1	2
	Payment	9	254
	Payments	13	654
	Pension Credit	11	192
	PIP - Both Components	30	883
	PIP - Daily Living Component	2	20
	Renewals/Reviews	12	431
	Revisions/Supercessions/Change of Circumstances	5	209
	Total Benefit Eligibility Check	2	48
	UC50	9	357
	Under Occupancy Penalty (Bedroom Tax)	1	45
	Universal Credit	43	949
Sub-Total for Welfare Rights		**1084**	**24019**
Report Total		**1836**	**42230**

Report Filters (All Conditions must be met):

Work Completed > Work Completed Date	From	01/04/2025
Work Completed > Work Completed Date	To	30/06/2025
Case Details > System Case ID	In Sub-Group	Sub-Group 1

Report Sub-Filters (All Conditions must be met):

Client Address > Council Area	Is	Oadby & Wigston Borough Council

Report Generated on Sunday, 12 October 2025 at 10:04pm

OWBC FINANCIAL OUTCOMES

Appendix 7

Client Address Electoral Ward	Financial Gains Gain Type	Financial Gains Sum Calculated Financial Gain
Countesthorpe	Additional Benefit	£8,880.00
	Backdated Award	£2,700.00
Glen Parva	ESTIMATE - DEBT MANAGED	£5,968.01
Oadby Brocks Hill	Additional Benefit	£17,500.60
Oadby Grange	Additional Benefit	£11,122.80
	Fuel Vouchers	£33.00
Oadby St Peter's	Additional Benefit	£3,777.80
	Debt Write Off	£1,072.16
	ESTIMATE - DEBT MANAGED	£11,365.00
Oadby Uplands	Additional Benefit	£14,853.80
	ESTIMATE - WELFARE BENEFITS	£960.70
	Food Vouchers	£90.00
	Personal Independence Payment - Both	£3,842.80
	Universal Credit	£37,008.00
Oadby Woodlands	ESTIMATE - HHSF	£198.00
	Food Vouchers	£140.00
	Fuel Vouchers	£98.00
	Household Support Fund - LA	£258.00
South Wigston	Additional Benefit	£4,627.48
	Benefit/tax credit - ongoing confirmed (annual gain)	£9,747.40
	Debt Managed	£1,239.47
	Debt Write Off	£22,658.32
	Employment financial gain other	£25,999.92
	ESTIMATE - DEBT MANAGED	£47,761.34
	ESTIMATE - HHSF	£120.00
	Fuel Vouchers	£93.00
	Household Support Fund - LA	£1,145.00
	Other (including Universal Credit)	£109.00
	Utilities - Reduced Instalments	£40.00
Wigston All Saints	Additional Benefit	£18,561.40
	Debt Managed	£2,375.36
	ESTIMATE - WELFARE BENEFITS	£9,402.51
Wigston Fields	Additional Benefit	£3,947.80
	Backdated Award	£1,162.40
	Benefit/tax credit - ongoing confirmed (annual gain)	£1,355.64
	Charitable Grant	£190.00
	ESTIMATE - HHSF	£120.00
	Financial gain other	£270.00
	Food Vouchers	£340.00
	Fuel Vouchers	£196.00
	Household Support Fund - LA	£284.00
	Additional Benefit	£4,994.28
	Aldi Vouchers	£120.00
	Attendance allowance	£2,429.95

Wigston Meadowcourt	Backdated Award	£2,088.00
	Benefit/tax credit - ongoing confirmed (annual gain)	£9,747.40
	Food Vouchers	£95.00
	Fuel Vouchers	£89.00
Wigston St Wolstan's	Additional Benefit	£5,502.51
	Debt Write Off	£9,482.05
	ESTIMATE - DEBT MANAGED	£17,183.79
	ESTIMATE - HHSF	£198.00
	ESTIMATE - WELFARE BENEFITS	£2,065.44
	Food Vouchers	£120.00
	Fuel Vouchers	£154.00
	Universal Credit	£12,721.68
Report Total		**£338,605.81**

Report Filters (All Conditions must be met):

Client Address > Council Area	Is	Oadby & Wigston Borough Council
Financial Gains > Date of Gain	From	01/07/2025
Financial Gains > Date of Gain	To	30/09/2025

Report Sub-Filters (All Conditions must be met):

Report Generated on Thursday, 9 October 2025 at 3:45pm

Enquiry Date

01/07/2025

Case Type

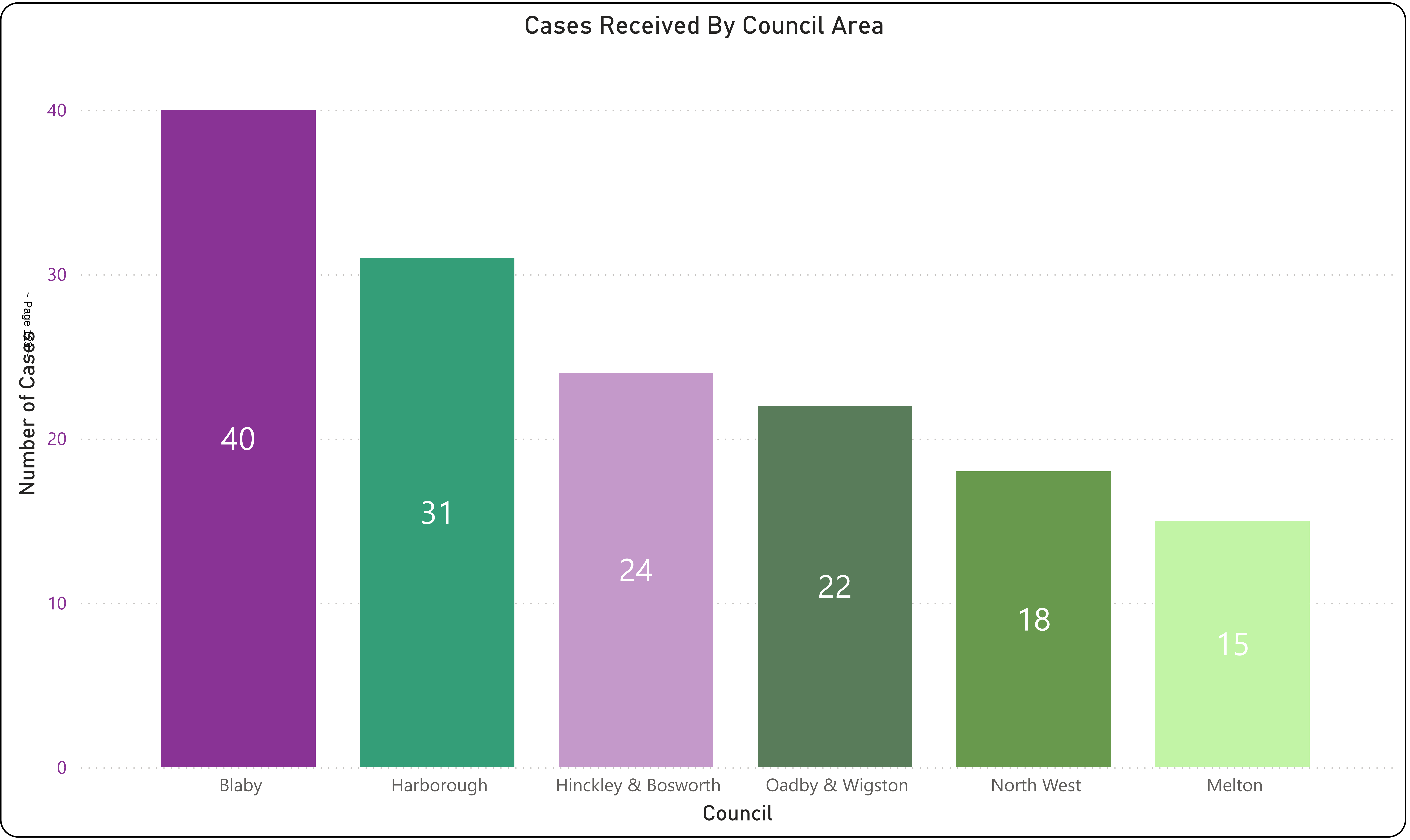
Multiple selections

Status

All

Lightbulb

Keeping you and your home healthy



Appendix 8

Approved Date

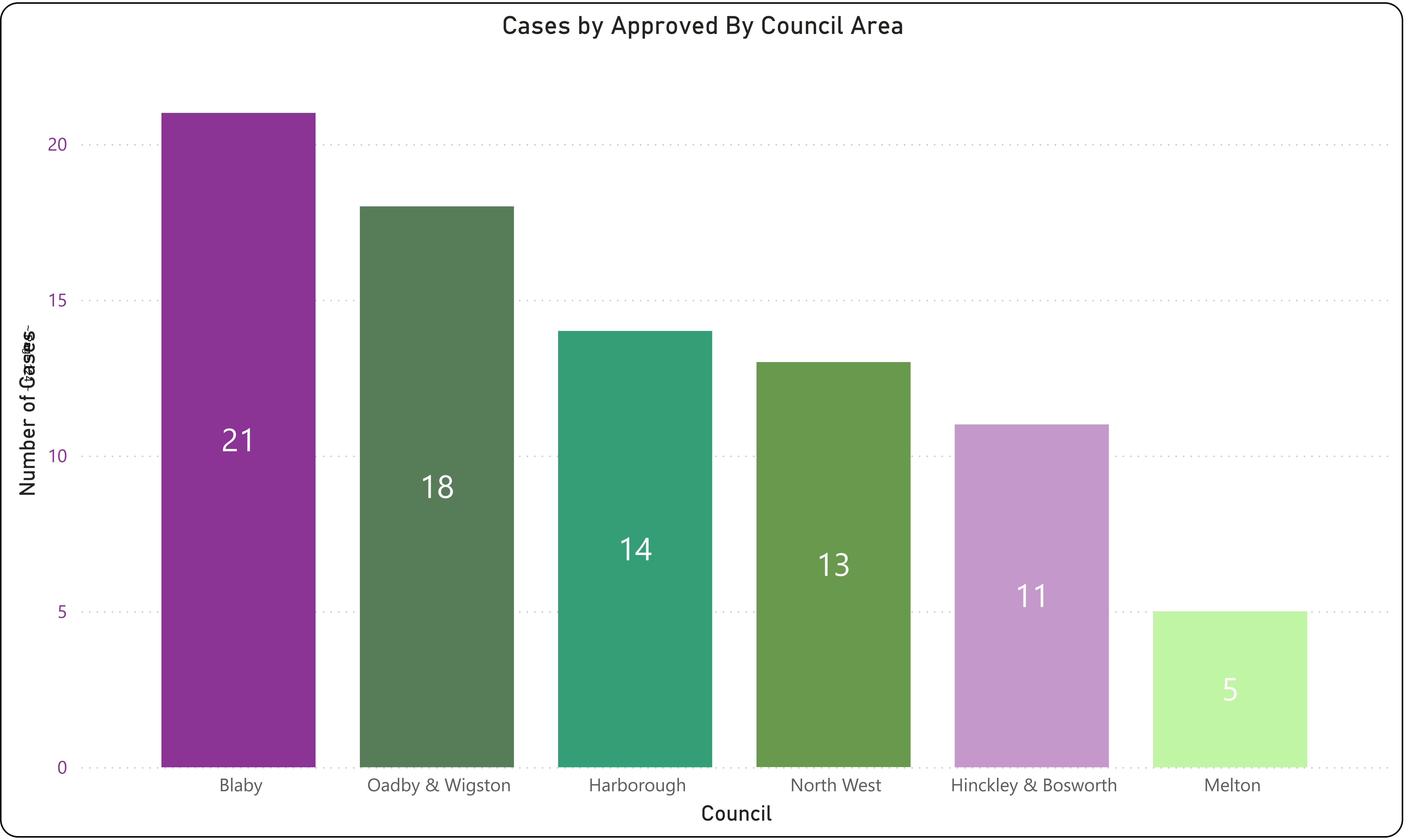
01/07/2025

Case Type

Multiple selections

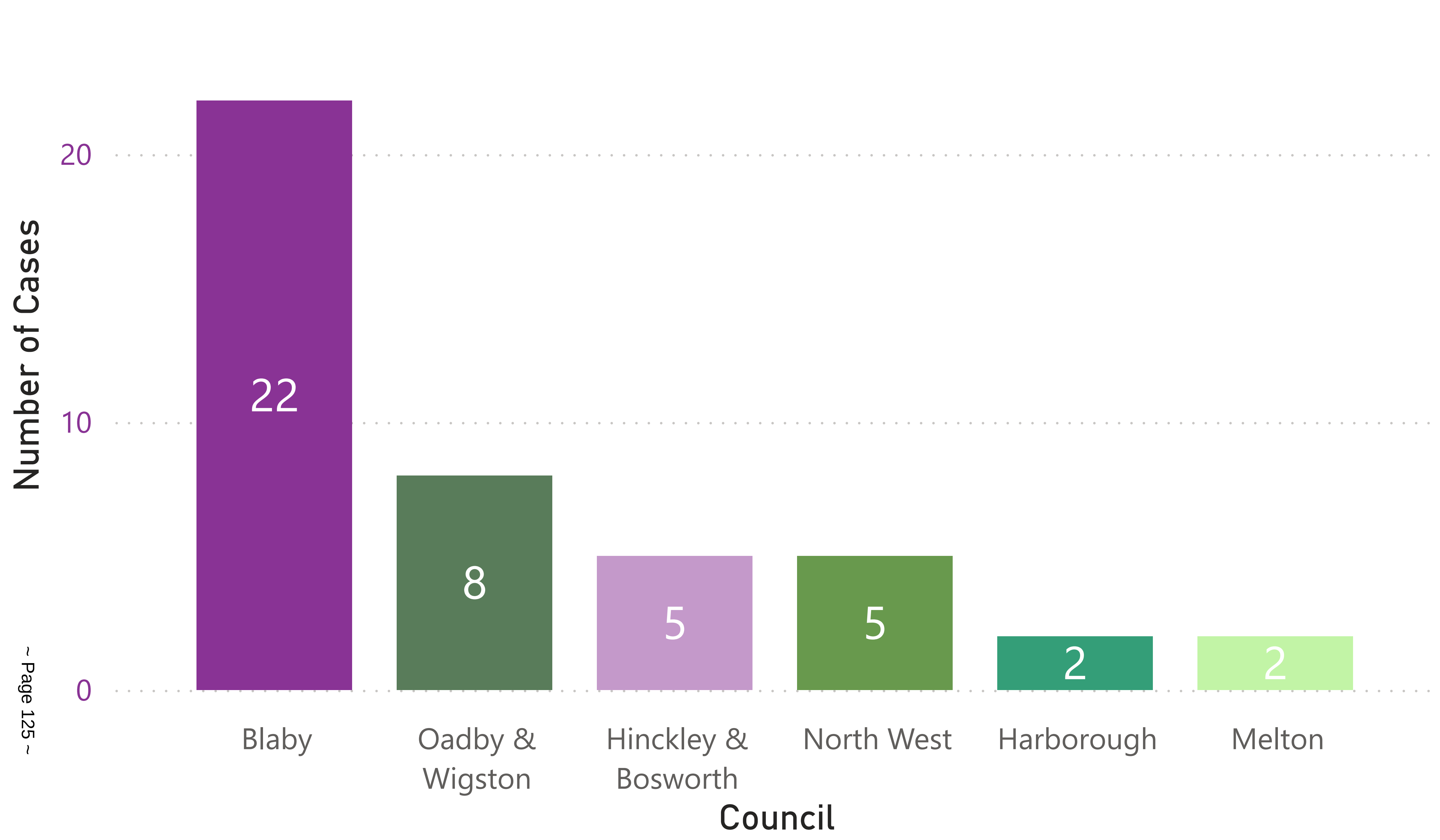
Status

All



Lightbulb
Keeping you and your home healthy

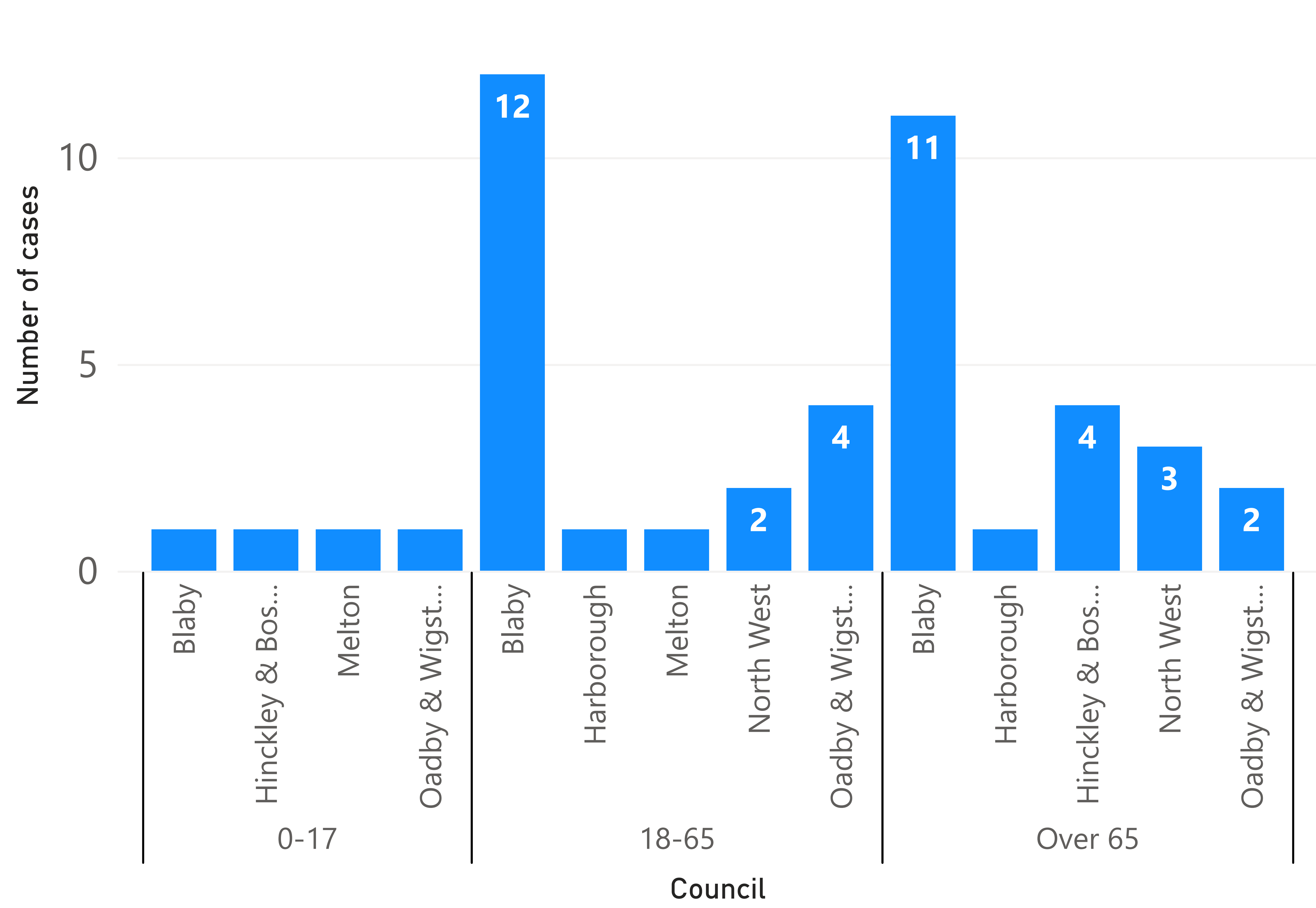
Cases Completed By Council Area



Case Type

DFG

Cases Completed by Age Group & Council Area



Signed off (Completed) Date

01/07/2025

Signed off (Completed) Date

01/07/2025

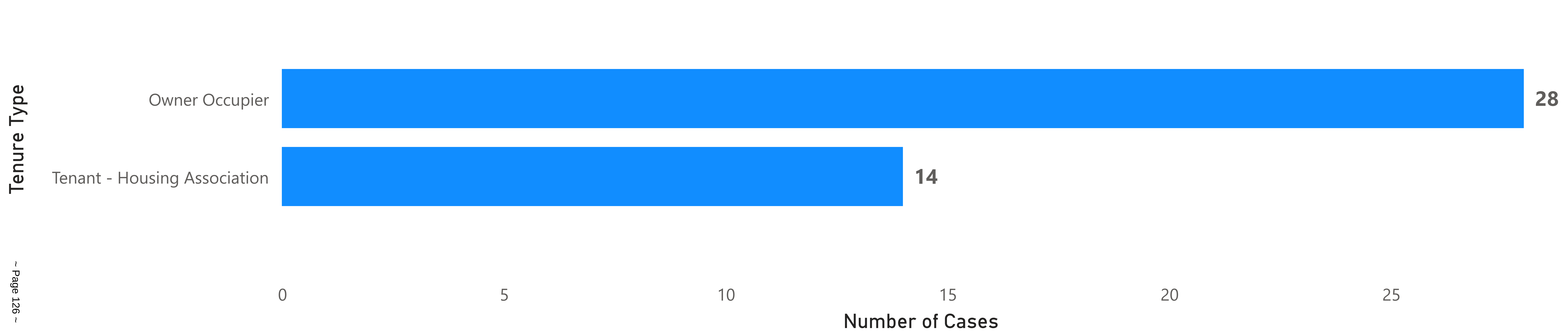
Case Type

Multiple selections

Lightbulb

Keeping you and your home healthy

Cases Completed by Tenure Type



Cases Completed by Tenure Type & Council Area

Enquiry Date

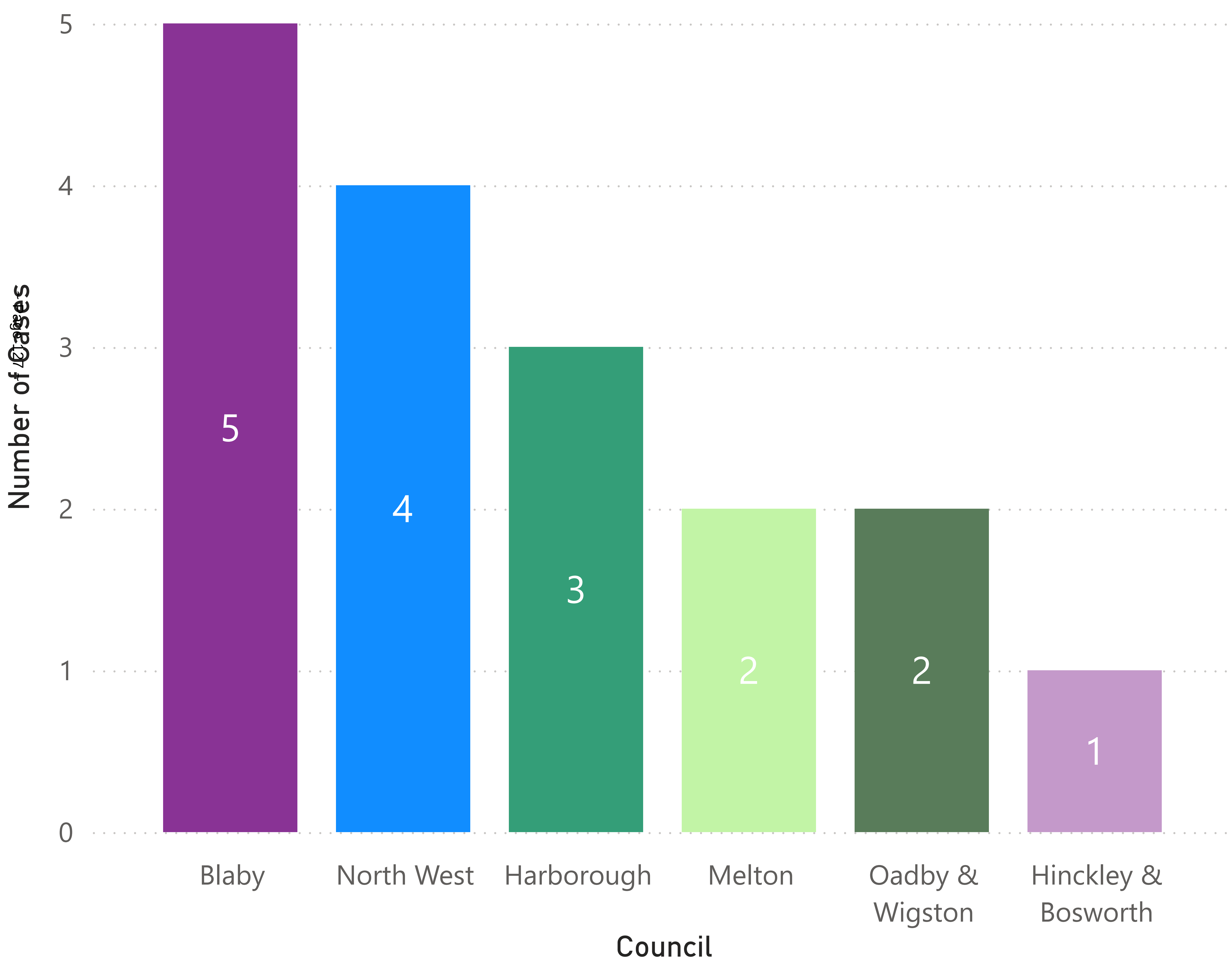
01/07/2025 30/09/2025

Case Type

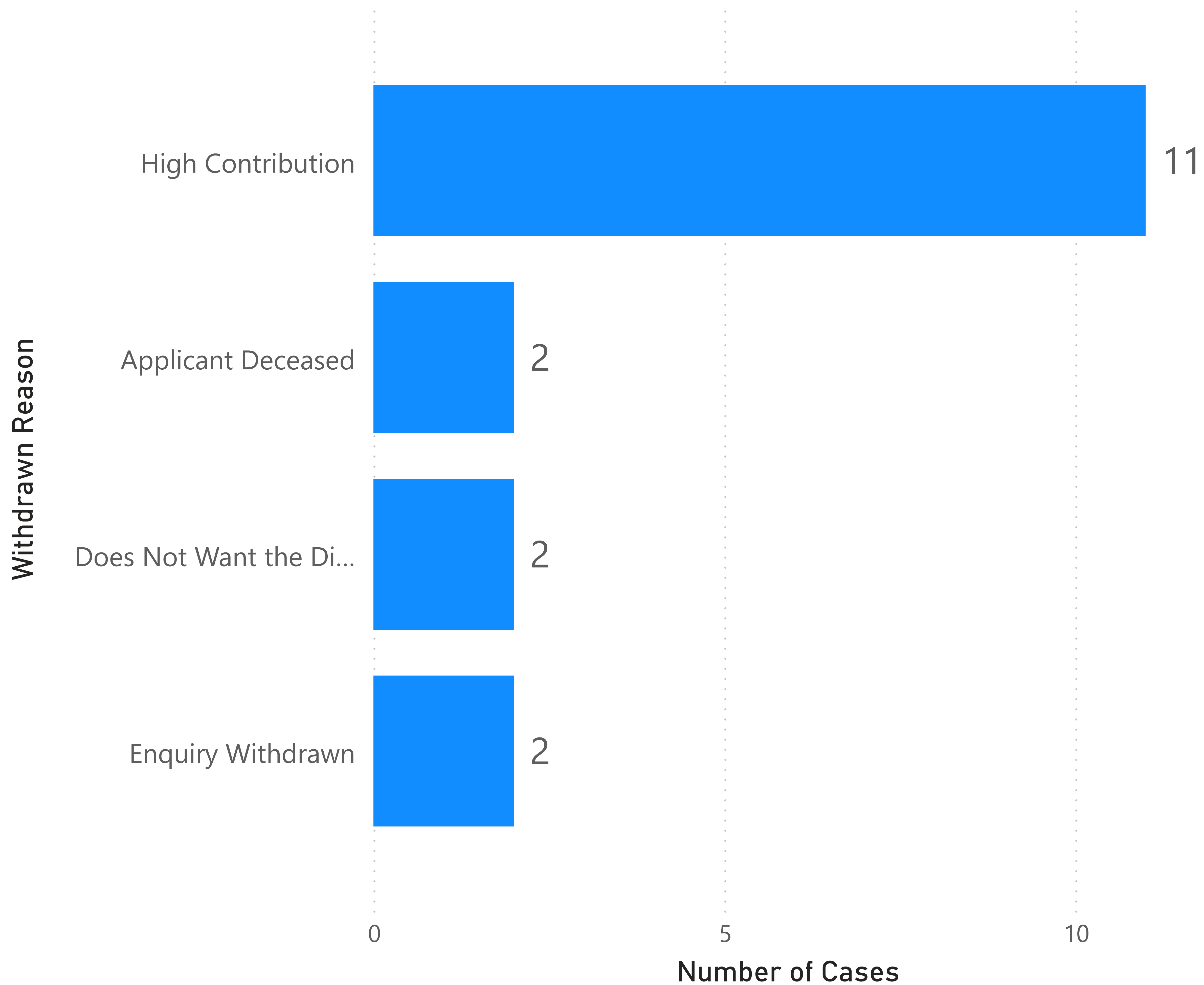
DFG

Keeping you and your home healthy

Cases Withdrawn by Council Area

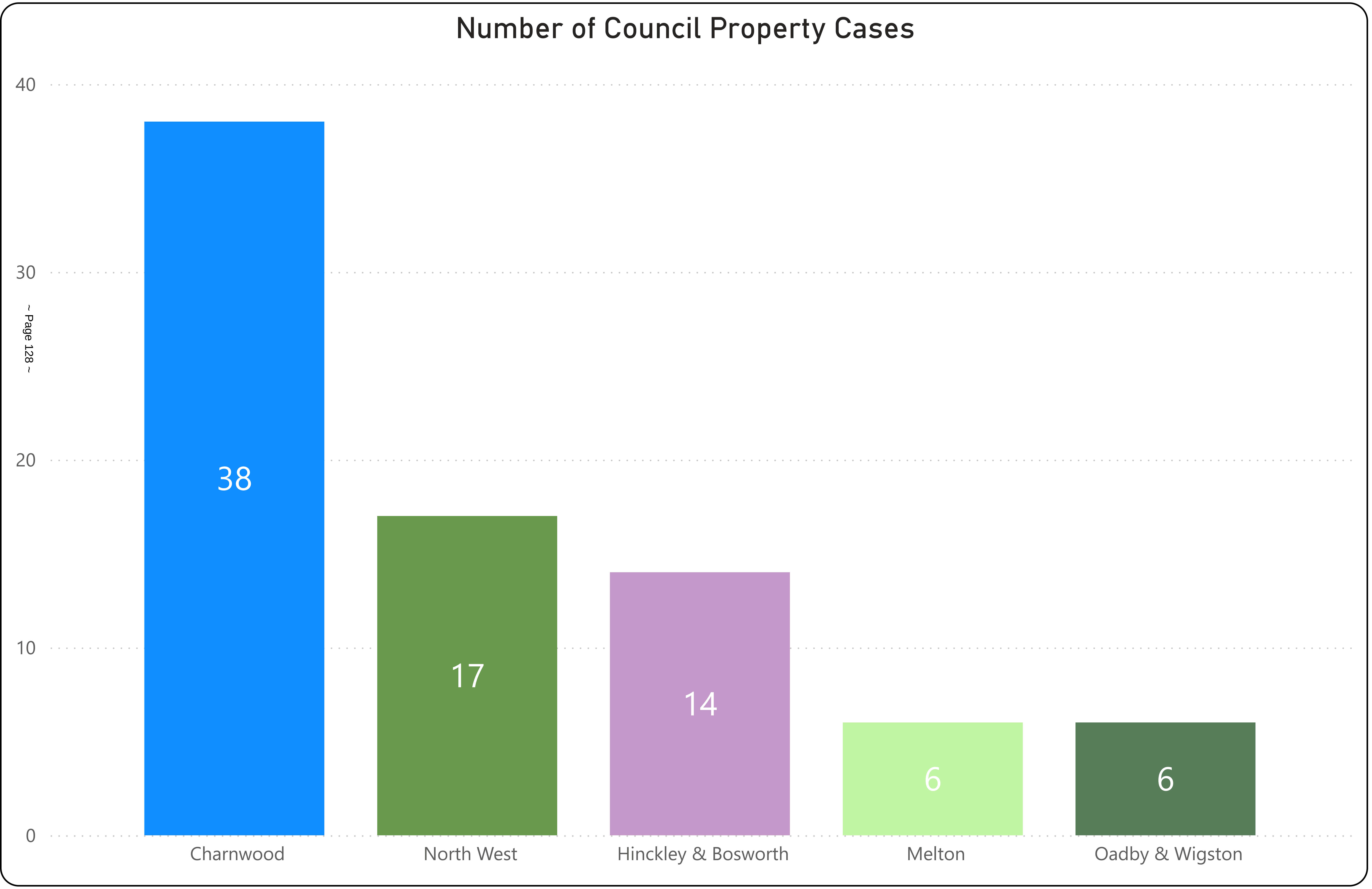


Cases Withdrawn by Withdrawn Reason



Enquiry Date

01/07/2025 – 30/09/2025



Date Work Complete

HAWORKPACK

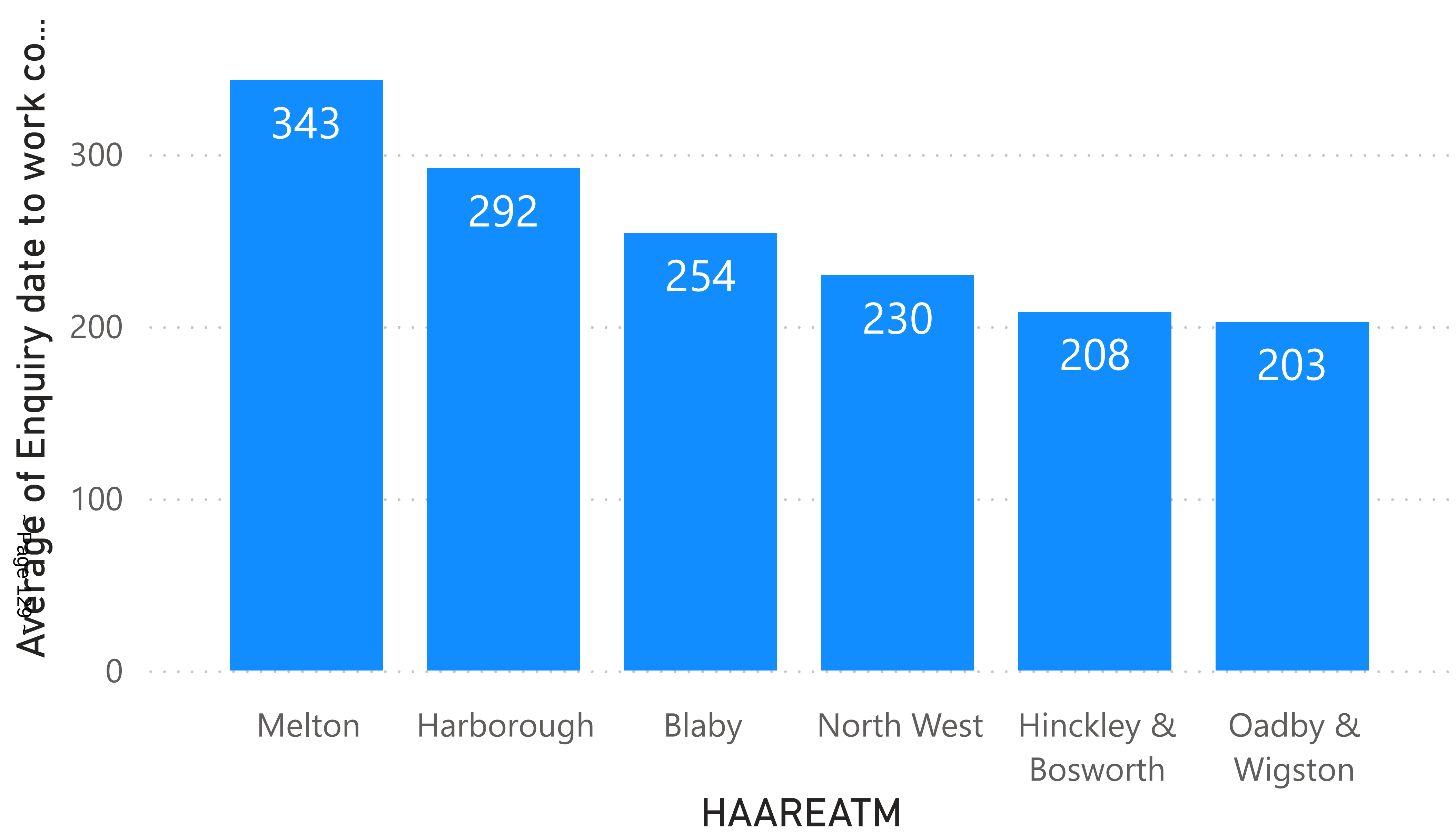
01/07/2025 | 30/09/2025

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

Lightbulb

Keeping you and your home healthy

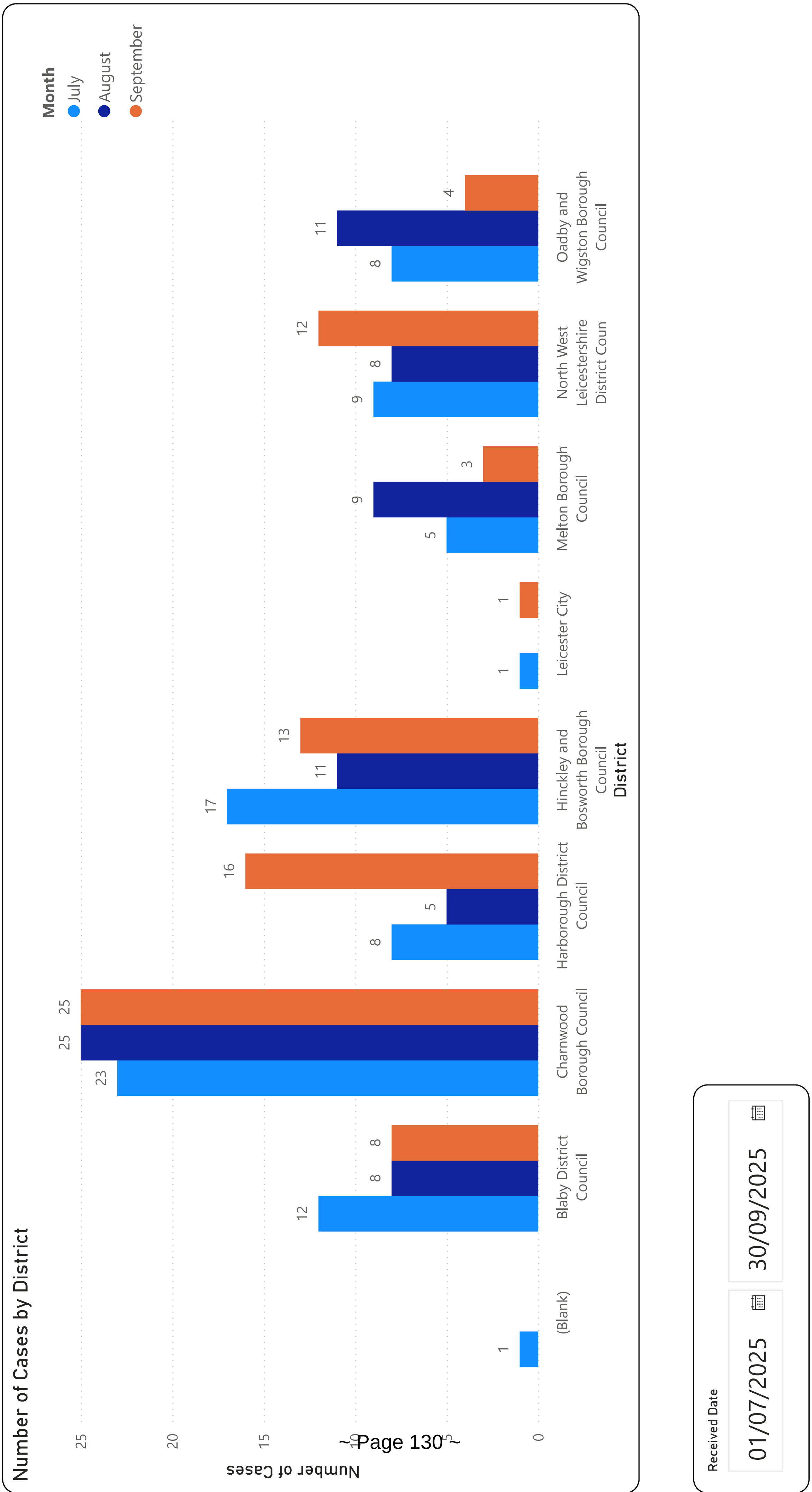
Average Days From Enquiry to Work Complete (HAWORKPACK)



Council	Average number of days from enquiry date to work complete	No of Workpacks
Blaby	254.29	28
Hinckley & Bosworth	208.43	14
Oadby & Wigston	202.62	13
Harborough	291.80	10
North West	229.50	8
Melton	343.00	2
Total	**241.49**	**75**

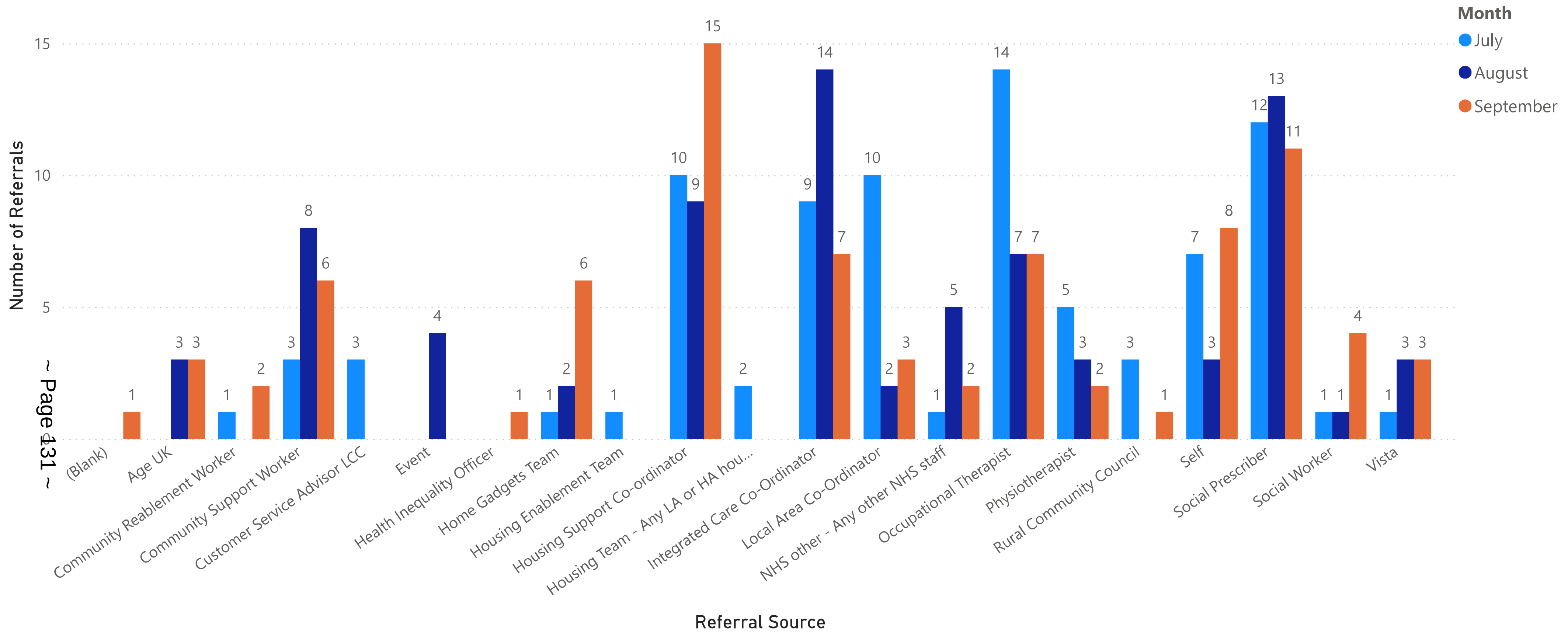
Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	**Total**
Access Steps	1						**1**
C_Access Ramp			1				**1**
CAT C						1	**1**
Concrete Ramp			1				**1**
Door Widening	1						**1**
Extensions	1					1	**2**
Level Access Shower	9	5	3	1	3	4	**25**
Level Access Shower - Child	1		1	1		2	**5**
Modular Ramp		2	3			1	**6**
Other	3				1		**4**
Other - Child	1						**1**
Rise & Fall Bath					1		**1**
Stair Lift	5	1	4		2	2	**14**
Stair Lift - Child			1				**1**
Wash/Dry Toilet	5	2			1	2	**10**
Wash/Dry Toilet - Child	1						**1**
Total	**28**	**10**	**14**	**2**	**8**	**13**	**75**

Appendix 9



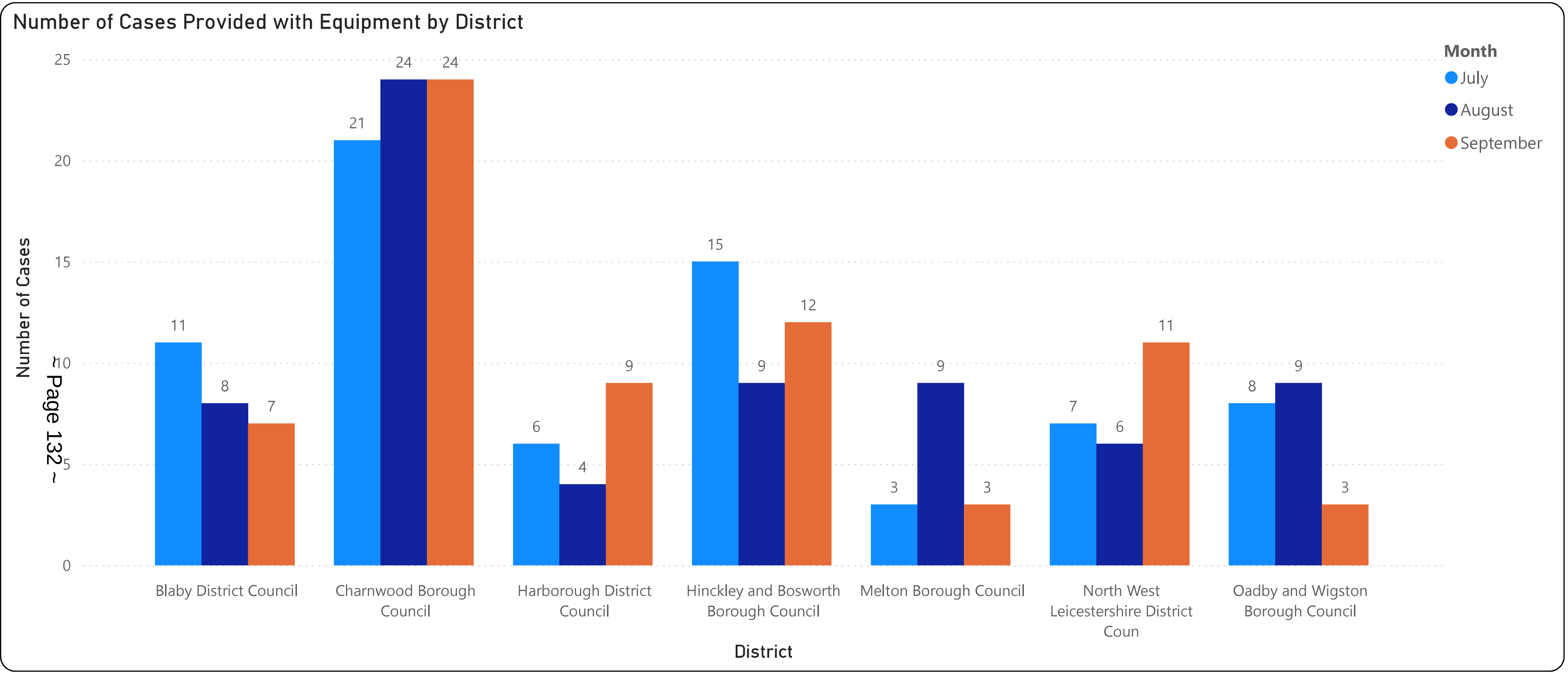
Number of Cases by District
Month
July
August
September
Number of Cases
0
5
10
15
20
25
District
(Blank)
1
Blaby District Council
12
8
8
Charnwood Borough Council
23
25
25
Harborough District Council
8
5
16
Hinckley and Bosworth Borough Council
17
11
13
Leicester City
1
1
Melton Borough Council
5
9
3
North West Leicestershire District Coun
9
8
12
Oadby and Wigston Borough Council
8
11
4
Received Date
01/07/2025
30/09/2025

Number of Referrals by District



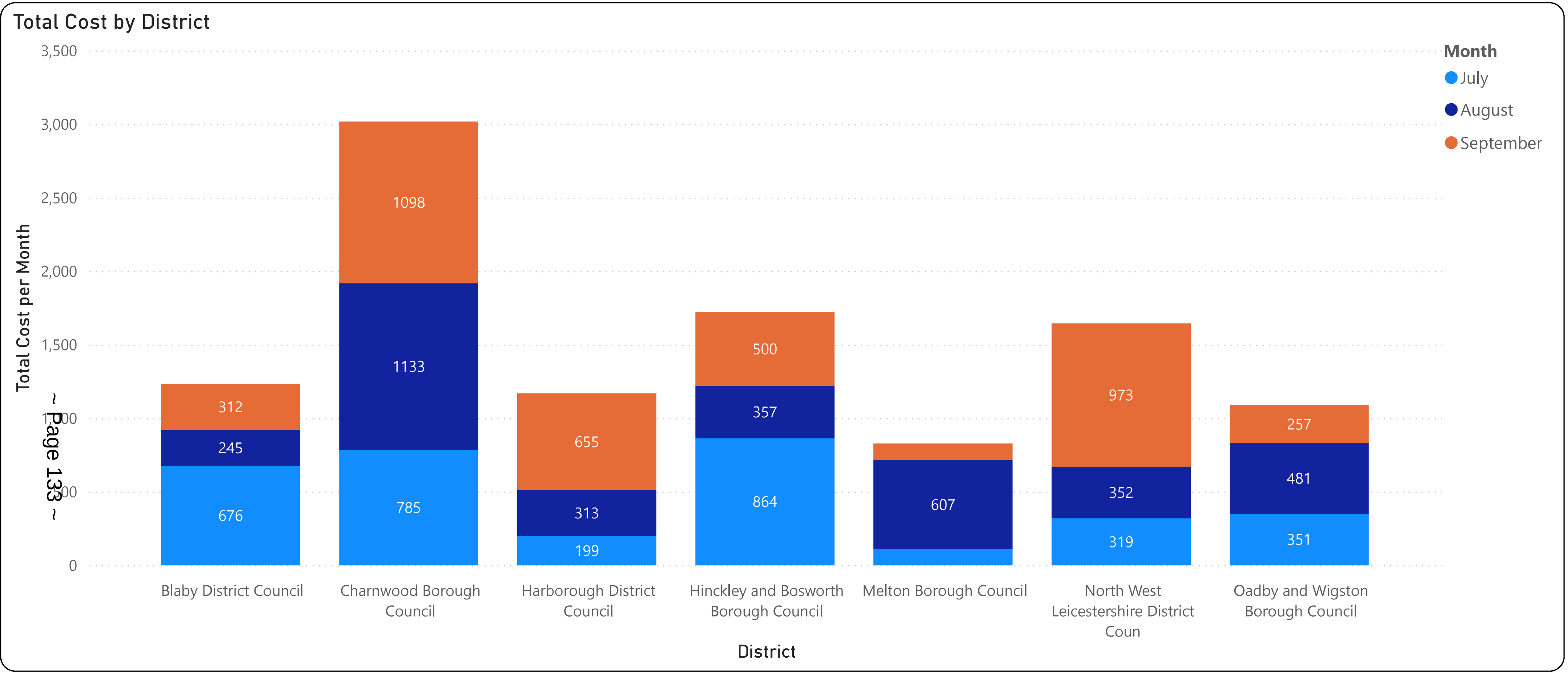
Received Date

01/07/2025 30/09/2025



Received Date

01/07/2025 30/09/2025



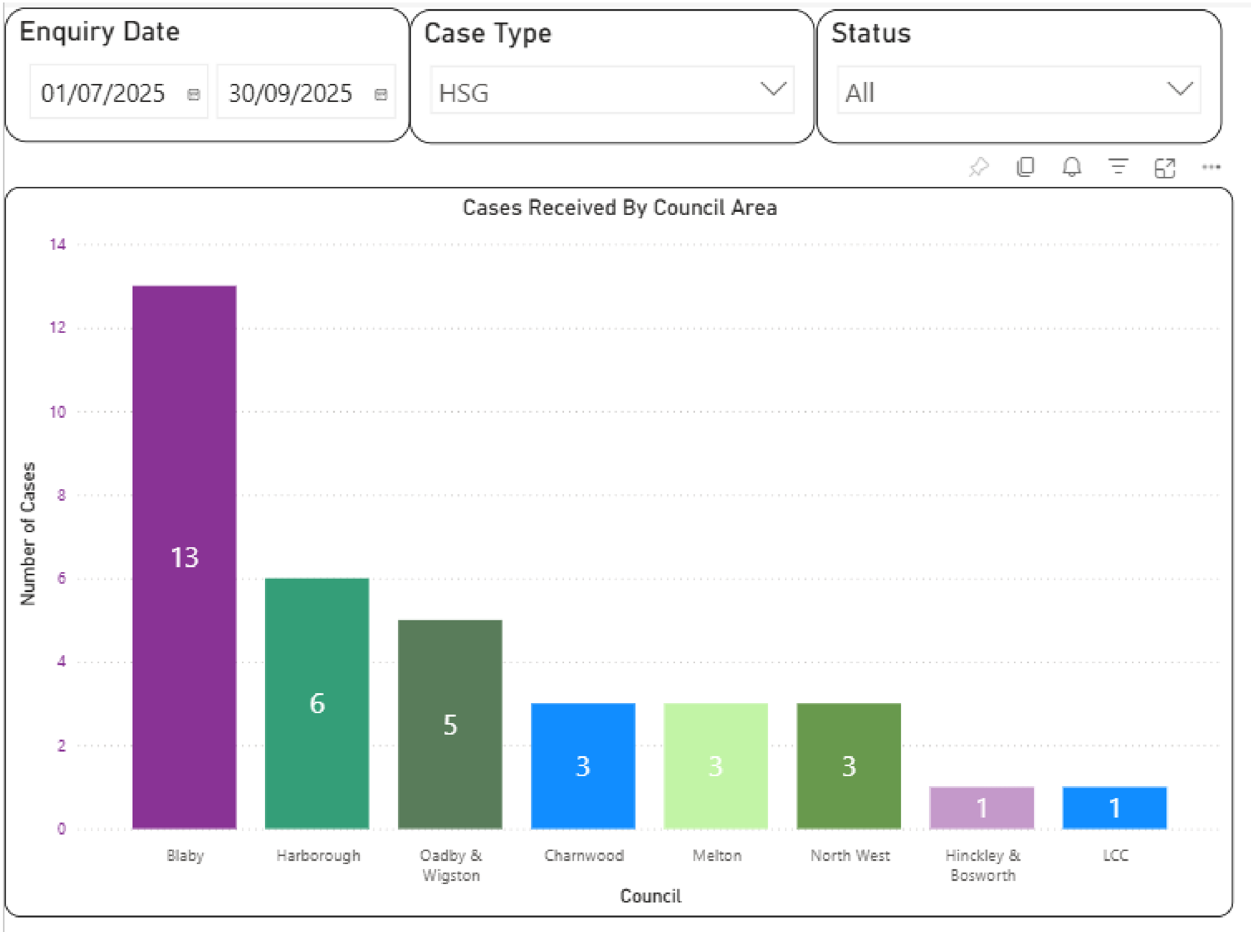
Received Date

01/07/2025 30/09/2025

Appendix 10

Lightbulb HSG 2025 Q2 figures

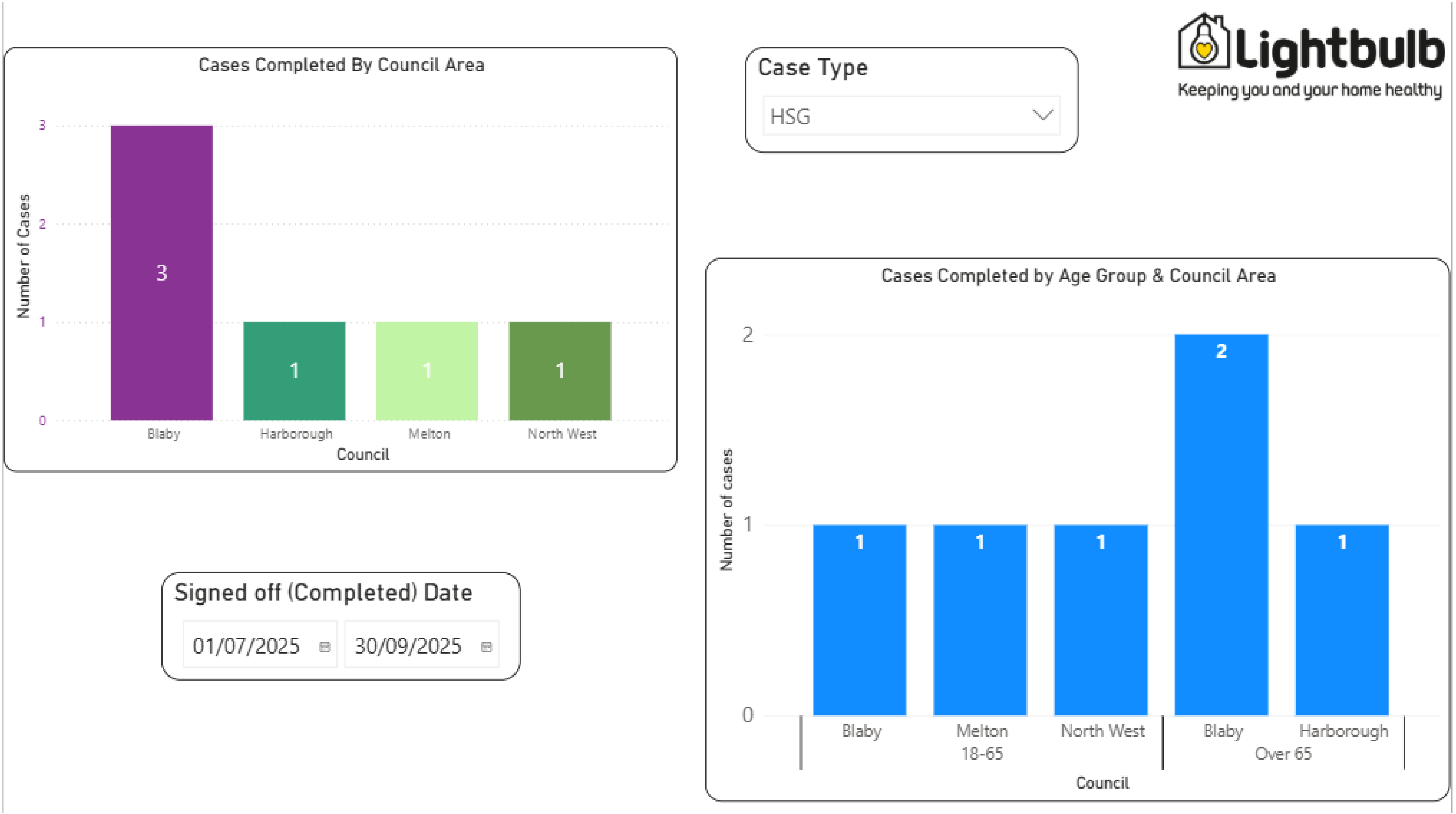
Applications received-



Note: LCC refers to Leicester City area where the applicant will have been signposted to their own city council.

Applications approved-

Applications signed off-



Spend per district

Reference	Payment Date	Case Type	Council	Sum of PAYAMT_T
24/1241/HSG	04 September 2025	HSG	BDC	3,572.00
24/1346/HSG	14 August 2025	HSG	BDC	4,377.00
25/0356/HSG	31 July 2025	HSG	BDC	2,680.00
23/0794/HSG	25 September 2025	HSG	NWLDC	4,100.00
Total				**14,729.00**

Signed Off Date

01/07/2025 30/09/2025

Case Type

HSG

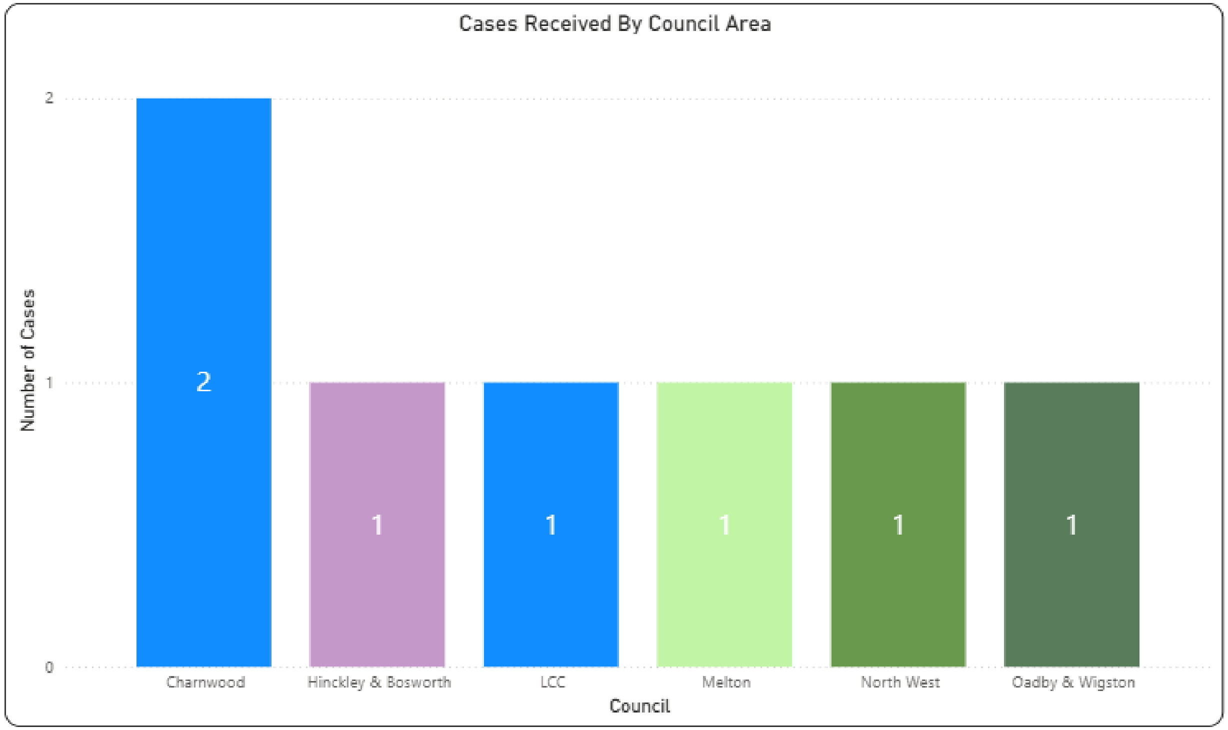
Area Team

All

Lightbulb HDG 2025 Q2 figures

Applications received-

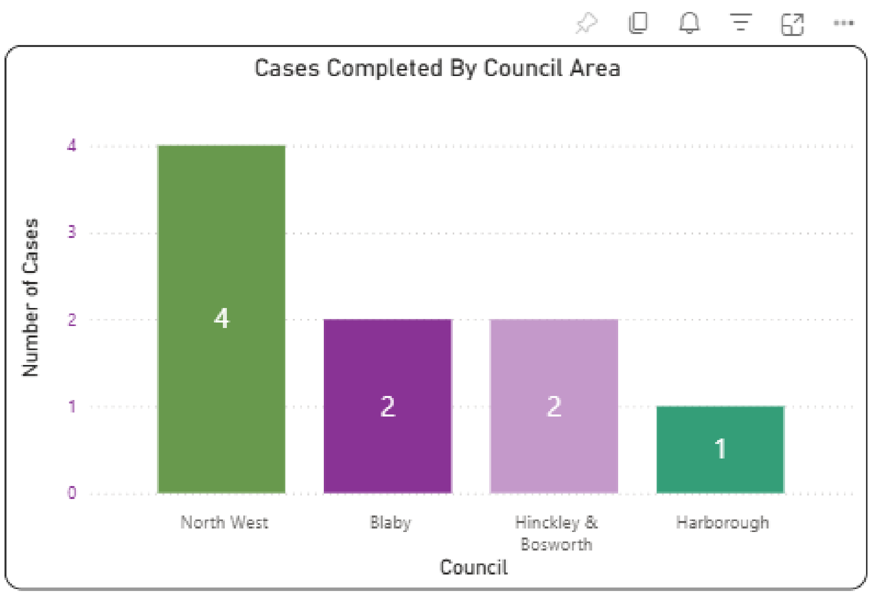
Enquiry Date	Case Type	Status
01/07/2025 – 30/09/2025	HDISC	All



Note: LCC refers to Leicester City area where the applicant will have been signposted to their own city council.

Applications approved-

Applications signed off-



Case Type

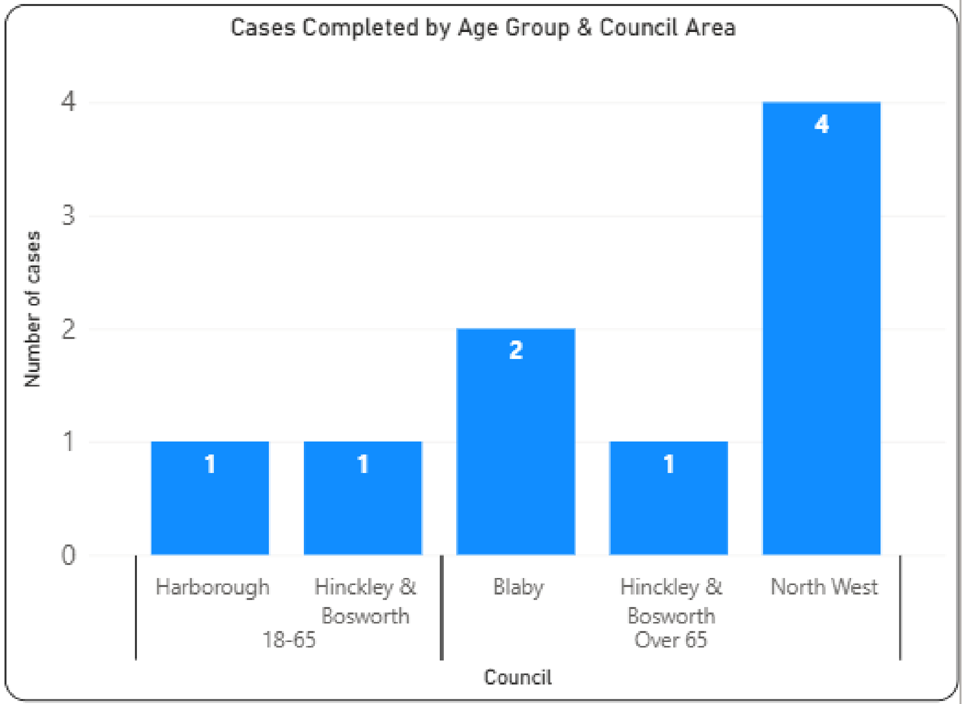
HDISC

Lightbulb

Keeping you and your home healthy

Signed off (Completed) Date

01/07/2025 30/09/2025



Spend per district

Reference	Payment Date	Case Type	Council	Sum of PAYAMT_T
25/0535/HDISC	14 August 2025	HDISC	BDC	4,352.50
25/0556/HDISC	11 September 2025	HDISC	BDC	2,830.00
25/0153/HDISC	01 July 2025	HDISC	HARB	2,624.40
25/0436/HDISC	09 August 2025	HDISC	HBBC	1,958.50
25/0729/HDISC	21 August 2025	HDISC	HBBC	4,993.00
25/0410/HDISC	17 July 2025	HDISC	NWLDC	4,814.10
25/0631/HDISC	29 September 2025	HDISC	NWLDC	3,988.50
Total				**25,561.00**

Signed Off Date

01/07/2025 30/09/2025

Case Type

HDISC

Area Team

All

Appendix 12

OWBC Event Calendar – Coming up in remainder of 2025

Events			
Date	**Overview**	**Type**	**Details**
Sunday 9 November, 10.30am	Wigston Remembrance parade & service	Parade and service	Parade Elizabeth Court to All Saints Church
Sunday 9 November, 10am	South Wigston Remembrance service	Service	Service at St Thomas' Church with Act of Remembrance afterwards
Sunday 9 November, 1.30pm	Oadby Remembrance parade & service	Parade and service	Parade Sandhurst Street Car Park to St Peter's Church
Tuesday 11 November, 11am	Peace Memorial Park, Wigston. Remembrance service	Service	Service and wreath laying in the memorial park
Saturday 15 November	Oadby light switch on	Seasonal event	
Saturday 29 November	Wigston light switch on	Seasonal event	
Friday 28 November	Celebration of Volunteers	Awards event	www.oadby-wigston.gov.uk/celebration_of_volunteers_event_2025
Saturday 6 December	South Wigston Christmas Capers	Seasonal event	

Observance *all will acknowledged on the council's social media channels		
Date	**Overview**	**Details**
20 October	Diwali	Hindu observance
5 November	Guy Fawkes Day	Safety messaging & national observance
5 November	Birthday of Guru Nanak	Sikh observance
14 December to 22 December	First day of Hanukkah	Jewish holiday
25 December	Christmas Day	Christian holiday/national holiday
31 December	New Year's Eve	National observance
1 January	New Year's Day	National holiday