



TO COUNCILLOR:

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

M H Charlesworth
J K Chohan
F S Ghattoraya
C S Gore
S Z Haq

P Joshi
J Kaufman
K J Loydall
C J R Martin

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

Meeting: Service Delivery Committee
Date & Time: Tuesday, 10 March 2026, 7.00 pm
Venue: Civic Suite 2, Brocks Hill Council Offices, Washbrook Lane, Oadby, Leicester, LE2 5JJ
Contact: Democratic Services
t: (0116) 257 2775
e: democratic.services@oadby-wigston.gov.uk

Yours faithfully

Council Offices
Oadby
02 March 2026

Anne E Court
Chief Executive



Meeting ID: 2982

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/23554-Service-Delivery-Committee>

1. Apologies for Absence

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



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

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

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



oadby-wigston.gov.uk



OadbyWigstonBC



@Oadby_Wigston

2. **Appointment of Substitutes**

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

3. **Declarations of Interest**

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

4. **Minutes of the Previous Meeting**

4 - 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 - 9

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

6. **Petitions and Deputations**

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

7. **Corporate Performance Update (Q3 2025/26)**

10 - 122

Report of the Head of Policy, Performance & Transformation.

8. **Appointment Hub Review**

123 - 126

Report of the Head of Policy, Performance & Transformation.

9. **Housing Management Performance & Compliance Q3 (2025/26)**

127 - 139

Report of the Housing Manager.

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Agenda Item 4

MINUTES OF THE MEETING OF THE SERVICE DELIVERY COMMITTEE HELD AT CIVIC SUITE 2, BROCKS HILL COUNCIL OFFICES, WASHBROOK LANE, OADBY, LEICESTER, LE2 5JJ ON TUESDAY, 25 NOVEMBER 2025 COMMENCING AT 7.00 PM

PRESENT

G A Boulter Chair
R H Adams Vice-Chair



Meeting ID: 2940

COUNCILLORS

N Alam
L A Bentley
M H Charlesworth
F S Ghattoraya
C S Gore
S Z Haq
J Kaufman
K J Loydall
C J R Martin

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 Neal Strategic Director / Deputy Monitoring Officer
K Robson Democratic & Electoral Services Officer
A Thorpe Head of Built Environment
B Wilson Head of Neighbourhood Services

53. APOLOGIES FOR ABSENCE

None.

54. APPOINTMENT OF SUBSTITUTES

None.

55. DECLARATIONS OF INTEREST

None.

56. MINUTES OF THE PREVIOUS MEETING

By affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The minutes of the previous meeting held on 02 September 2025 be taken as read, confirmed and approved.

57. 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 02 September 2025 be noted.

58. PETITIONS AND DEPUTATIONS

None.

59. ALTERNATE WEEKLY WASTE COLLECTION REVIEW

The Committee gave consideration to the report (as set out in pages 8 – 12 of the agenda reports pack), which provided an update on the outcomes of moving to an alternate weekly waste collection model, one year after implementation

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report be noted.

60. HOUSING MANAGEMENT PERFORMANCE AND COMPLIANCE REPORT Q2 (2025/26)

The Committee gave consideration to the report and appendices (as set out in pages 13 - 30 of the agenda reports pack), which informed Members on the current position in respect of Housing compliance and performance.

By general affirmation of the meeting, it was

UNANIMOUSLY RESOLVED THAT:

The content of the report and appendices be noted.

61. CORPORATE PERFORMANCE UPDATE (Q2 2025/26)

The Committee gave consideration to the report and appendices (as set out in pages 31 - 142 of the agenda reports pack), which provided 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 updated 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.

THE MEETING CLOSED AT 8.55 pm

Agenda Item 5

SERVICE DELIVERY COMMITTEE

ACTION LIST

Arising from the Meeting held on Tuesday, 25 November 2025

No.	Minute Ref. / Item of Business	*Action Details / Action Due Date	Responsible Officer(s)' Initials	Action Status
1.	<p>5. - Action List Arising from the Previous Meeting</p> <p>Number of bins emptied (in comparison to last year) was not in the Fortnightly Waste Collection Review report as advised. Request received for this figure.</p>	<p>Ben Wilson to email this information to members</p> <p>Due by Mar-26</p>	BeWi	Complete
		Ben Wilson emailed members 02/03/2026		
2.	<p>7. - Alternate Weekly Waste Collection Review</p> <p>Information requested about recycling contamination levels as a result of changes to waste collection.</p>	<p>Ben Wilson to obtain information from County Council & share with members.</p> <p>Due by Mar-26</p>	BeWi	Complete
		Ben Wilson emailed members 02/03/2026		
3.	<p>7. - Alternate Weekly Waste Collection Review</p> <p>Clarification requested on cost of agency staff in respect of the changes to waste collection. Has the reduction of permanent staff led to an increase in agency costs? Request for more information on this.</p>	<p>Ben Wilson to provide this information</p> <p>Due by Mar-26</p>	BeWi	Complete
		Ben Wilson emailed members 02/03/2026		
4.	<p>7. - Alternate Weekly Waste Collection Review</p> <p>Report requested following a death</p>	<p>Teresa Neal to provide email update to Members.</p> <p>Due by Mar-26</p>	TeNe	Complete
		Information emailed to all members of this Committee on 22/01/2026.		

Council Body
Date

Chair's
Initials _____

	involving a bin lorry at another local authority to reassure Members that the correct procedures are in place at OWBC.			
5.	8. – Housing Management Performance and Compliance Report Q2 (2025/26) Request to separately report tenants not allowing access for gas & electricity safety checks.	Chris Eyre to report separately the number of properties who refused access for safety checks in the quarterly Housing Performance Update. Due by Mar-26	ChEy	Complete
		Information included in the Q3 Quarterly Housing Performance Update.		
6.	8. – Housing Management Performance and Compliance Report Q2 (2025/26) More information requested regarding the level of success of the landlord recruitment scheme.	Chris Eyre to provide update on how many landlords expressed an interest initially and how many were recruited. Due by Mar-26	ChEy	Complete
		Verbal update to be provided at SDC meeting 10 th March 2026.		
7.	9. - Corporate Performance Update (Q2 2025/26) Suggestion made that Bulky Item service should be promoted more as it provides an income and information requested regarding how much income is generated.	Ben Wilson to consider increase in advertising of Bulky Item collections and provide breakdown of income, profit and costs. Due by Mar-26	BeWi	Complete
		Ben Wilson to provide verbal update at meeting.		
8.	9. - Corporate Performance Update (Q2 2025/26) More information requested on taxi driver test high failure rate in comparison to other local	Colleen to speak to Licensing Manager who will provide an email update to Members. Due by Mar-26	CoWa	Complete
		Benchmarking exercise in progress. Not all results received. As soon as they are an email will be sent to Members.		

	authorities.			
9.	9. - Corporate Performance Update (Q2 2025/26) Suggestion that we take every step necessary to check Hubs are no longer needed before we discontinue them.	Trish Hatton to provide report at the next Service Delivery Committee <i>Due by Mar-26</i>	TrHa	Complete
		Report provided for SDC meeting 10 th March 2026.		
10.	9. - Corporate Performance Update (Q2 2025/26) Request for more information on the new large hereditaments in the borough.	Colleen Warren provide requested information. <i>Due by Mar-26</i>	CoWa	Complete
		Requested information provided in the Q3 Operational Update.		

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

Agenda Item 7



**Service Delivery
Committee**

**Tuesday, 10 March
2026**

**Matter for
Information**

Report Title: Corporate Performance Update (Q3 2025/26)

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

<p>Purpose of Report:</p>	<p>To provide an update on progress during Quarter 3 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.</p>
<p>Report Summary:</p>	<p>This report contains information on the Council's performance in relation to Continuous Improvement KPIs, Statutory KPIs and Corporate Strategy KPI's.</p> <p>There are 16 Continuous Improvement KPI's for 2025-2026. 13 are to be reported for Quarter 3.</p> <p>There are 38 statutory KPI's for 2025-2026. 34 are to be reported for Quarter 3.</p> <p>There are now 22 remaining Corporate Strategy KPI's for 2025-2026. 14 are to be reported for Quarter 3.</p> <p>Each target has been graded using the Red/Amber/Green status ranking system.</p>
<p>Recommendation(s):</p>	<p>That the performance of the Council against its Corporate Objectives in delivering services be noted.</p>
<p>Senior Leadership, Head of Service, Manager, Officer and Other Contact(s):</p>	<p>Trish Hatton (Head of Customer Service & Transformation) (0116) 257 2700 trish.hatton@oadby-wigston.gov.uk</p> <p>Teresa Neal (Strategic Director) (0116) 257 2642 teresa.neal@oadby-wigston.gov.uk</p>
<p>Strategic Objectives:</p>	<p>Our Council (SO1) Our Communities (SO2) Our Communities (SO2) Our Environment (SO4) Our Partners (SO5)</p>
<p>Vision and Values:</p>	<p>"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1) Proud of Everything We Do (V2) Collaborative & Creative (V3)</p>

	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.
Interim Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	Corporate Strategy (2024 -2027)
Appendices:	Appendix 1 - Operational Update Q3 2025-26 Appendix 2 - SLM Annual Review Appendix 3 - Helping Hands Full Report Q3 Appendix 4 - Helping Hands Client Data Q3 Appendix 5 - Helping Hands Total number of Issues Q3 Appendix 6 - Helping Hands Financial Outcomes Q3 Appendix 7 - Lightbulb Dashboard Q3 Appendix 8 - Lightbulb Home Support Grant Dashboard Q3 Appendix 9 - Lightbulb Home Gadgets Dashboard Q3 Appendix 10 - Lightbulb Hospital Discharge Dashboard Q3 Appendix 11 - Lightbulb HRI Pilot Dashboard Q3 Appendix 12 - Lightbulb Safe Spaces Dashboard Q3 Appendix 13 - 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. Corporate Performance

- 2.1 The following report provides analysis and statistics on the performance of the indicators used to monitor our progress against the Council's strategic objectives as set out in the Council's vision and Corporate strategy (2024-2027).
- 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 3 (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 Three 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, 34 were due for reporting as at the end of Quarter 3 2025-2026. Of the **34**:

31 were Green status

3 were Amber status

0 were Red status

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

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

Performance Chart - Statutory KPI's - By Service Area

Quarter Three 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	31	91%	3	9%	0	0%
Department						
Built Environment	19	95%	1	5%	0	0%
Finance, Law & Democracy	10	83%	2	17%	0	0%
Neighbourhood Services	2	100%	0	0%	0	0%
Policy, Performance & Transformation	0	0%	0	0%	0	0%

2.6 Corporate Strategy Key Performance Indicators

Out of the 22 remaining indicators, 14 were due for reporting as at the end of Quarter 3 2025-2026. Of the 14:

13 were Green status

1 was Amber status

0 were Red status

This equates to 93% Green, 7% Amber and 0% Red status.

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

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

Quarter Three 2025/26	Green		Amber		Red	
	Number of Indicators	Percentage	Number of Indicators	Percentage	Number of Indicators	Percentage
Overall Performance						
All Targets Due	13	93%	1	7%	0	0%
Department						
Built Environment	3	75%	1	25%	0	0%
Finance, Law & Democracy	4	100%	0	0%	0	0%
Neighbourhood Services	5	100%	0	0%	0	0%
Policy, Performance & Transformation	1	100%	0	0%	0	0%

3. Built Environment Update

3.1 Exception Reporting – Built Environment

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

Continuous Improvement Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OCOM 7 (s)	Ensure we monitor the number of stage 1 complaints received & responded to within the Housing Ombudsman Complaint Handling Code timescales	Provide a stage 1 response within 10 working days (TSM)	A total of 10 complaints were received, 2 of which were not responded to within the required timescales.	Amber

Corporate Strategy Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
S02-05	To provide good, affordable and efficient housing for everyone	Housing Business Plan approved	We were unable to commence work on the Business Plan until the Stock Condition Survey had been completed and the outcomes considered. Preparation of the Plan has now been incorporated into a wider programme of work associated with the RSH Action Plan.	Amber

4. 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 3 2025-2026.

Statutory Key Performance Indicators

Corporate Objective	Measure Activity	Target	Quarter 3 Commentary	Forecast
OE1 (s)	NNDR Collection rate	98.5%	Below Target - End of December Collection Rate = 77.44% (target 82.29%)	Amber
OC1 (s)	Council Tax Collection rate	97.5%	Below Target - End of December Collection Rate = 82.21% (target 85.20%)	Amber

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

5. 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 3 2025-2026.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

6. 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 3 2025-2026.

Statutory Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Corporate Strategy Key Performance Indicators

There is no exception reporting for Quarter 3 2025-2026.

Appendix 1



Service Delivery Committee

Operational Updates – Quarter Three (2025/2026)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 3, 77 out of 81 Planning Applications were decided in time or within an agreed extension of time. Of the 2 appeals decided by the Planning Inspectorate:

- 1 was dismissed (i.e. won by the Council)
- 1 was allowed (i.e. the Council lost).

In the case where the appeal was allowed, the Council had originally refused a single-story extension as the proposed development was out of character to the existing dwelling and the area. The appeal inspector agreed that the proposal would differ in character, however decided that due to its modest scale it would not be inappropriate and allowed the appeal. In relation to Planning Enforcement and Tree Enforcement, there were no appeals made against any of the decisions made.

In addition to statutory targets and KPI's the department is currently meeting all of its internal service standards. Average response times for planning application enquiries were within the target of 10 working days and the average time to validate valid applications was within the target of 15 working days.

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 is still undertaking key pieces of evidence base, including a local highway and transport assessment. Alongside others, these pieces of evidence will aid the Council in concluding whether it has an unmet housing need.

Climate Change

Work to update the carbon footprint for Council assets and operations has been completed and includes identifying buildings with the highest carbon emissions and collation of energy data for financial year 2024/25. This provides a good comparison with the baseline (for Council emissions) undertaken in 2022 and will reflect recent operational and asset changes, not least the relocation of the main Council office to Brocks Hill. The outputs have been reported to the Place Shaping and Climate Change Working Group in January.

The group buying Big Energy Switch scheme operated by iChoosr and promoted by the Council to local residents has been rebranded as Switch Together Energy. The last auction in September 2025 was won by British Gas offering a fixed tariff that was £205 below the Energy Price Cap (for an average household). The tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability.



A Local Area Energy Plan (LAEP) for Leicestershire, developed by Leicestershire County Council and partners, has been launched and is available through the GreenerFuture website, the outputs of which are to help co-ordinate net-zero energy action more locally. Leicestershire authorities and partners continue to work together to facilitate project opportunities from the plan.

The Electric Vehicle project called Flex D is on-going and includes an install of 4 dual chargepoints at Sandhurst Street Car Park in Oadby with a solar canopy and battery storage. This fully funded project is being led by Harborough District Council on behalf of a countywide consortium. Evolt, the contractor, has completed survey work, and pending planning an install is expected in Spring of this year. Further funding has now been secured through this project to install chargepoints in the carpark at Parklands leisure centre; the work is expected to complete early this year by contractor Roam.

Housing

Homelessness

There has been a 6.23% increase since Q2 on the number of households who are currently owed a form of duty through the homelessness service, increasing to 248 from 233.

- **22 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
- **65 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.
- **161 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

The Council are accommodating 114 of these households in either Interim (sometimes referred to as Emergency Accommodation) or Temporary Accommodation. These Households are accommodated as follows;

- 55 Households in bed and breakfast/hotel rooms (decrease of 4 from Q2)
- 41 Households in Council housing stock accommodation (Increase of 6 from Q2)
- 5 Households in Council hostel accommodation
- 7 Households in leased accommodation (Increase of 2 from Q2)
- 7 Households in self contained nightly accommodation (Increase of 3 from Q2)

Using B&B accommodation for the homeless has significant negative impacts, particularly for children. The use of B&B also has an impact on the council's financial resources.



Using B&B accommodation for homeless families with dependent children is only permissible as a last resort, and for a maximum of six weeks. At the end of Q3 there were no families with dependent children in B&B accommodation.

B&B Elimination Plan

The Housing Options Team have a B&B elimination plan. 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 have increased the number of Council owned properties used as temporary accommodation by 200% from 12 to 36 properties.

All council properties (General Needs and Sheltered 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 are taking to reduce the need to use B&B accommodation for families, Actions focus on

- 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

We have agreed a service level agreement with private hotel accommodation providers and developing strong links and designing housing solutions with Housing Association partners.

Emergency Accommodation Reduction Pilots (EARP) funding

The Council has been allocated £150K in additional homelessness funding due to the high levels of bed and breakfast usage over the statutory 6-week limit. The EARP funding is given to support the development of action plans, find solutions, and complete an occupancy audit for households in temporary accommodation.

The recruitment of a Temporary Accommodation move-on officer will help to focus on and support people in temporary housing to find and move into stable, permanent accommodation by providing advice on housing options, supporting them with welfare/budgeting, liaising with landlords, managing suitability assessments, and overcoming barriers to resettlement

The recruitment of an Accommodation Procurement Officer who will be responsible for finding and securing good quality rental homes from private landlords/agents for people in temporary accommodation or facing homelessness, building landlord relationships, managing contracts, ensuring properties meet standards, and coordinating with teams to create stable tenancies. The post will act as a link between the council, tenants, and the private market, focusing on



homelessness prevention and strategic housing solutions. In addition, the post holder will look to purchase properties using right to buy receipts and additional government funding opportunities such as the Local Authority Housing Fund (LAHF).

Finally, the Housing Options team will commission a temporary accommodation audit. This will be designed to ensure that those who are in temporary accommodation remain genuinely eligible, are still living there and are meeting the conditions of their license agreement, to verify occupants identity and confirm household composition to prevent fraud, misuse, and ensure efficient use of resources.

FINANCE, LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

Food Business performance data.

Business performance data

Table 1 Profile of food businesses	Number of food businesses	
Total food businesses	427	
Unrated/new businesses	43 (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)	15	
Category C premises (those requiring an inspection every 18 months)	51	
Category D premises (those requiring an inspection every 24 months)	116	
Category E premises (those requiring an inspection every 36 months)	201	
Table 2 Compliance levels of food businesses *	Number of food businesses	Direction of travel (compared with Q2)
Non-compliant with urgent improvement required (graded 0 on the FHRS)	0	
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	2	
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	2	
Satisfactory (graded 3 on the FHRS)	15	
Good (graded 4 on the FHRS)	38	



Very good (graded 5 on the FHRs)	267**	
Total number of businesses falling under the Food Hygiene Rating Scheme (FHRs)	378	
New businesses awaiting an inspection	48 (21 of these are low risk businesses)	
Inspections carried out in Q3	57	
Number of outstanding inspections	3 (this doesn't include unrated) This figure is down due to overtime and using a Consultant.	

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

(**This is due to the number of new/unrated businesses)

Service Requests

Table 3 Type of service request	Number received and investigated
Food complaints	20
Outbreak notifications	0
Infectious Disease Notification	10
Health and safety complaints	3
Accident notification via RIDDOR	7
Abandoned vehicles	28
Fly tips, litter/side waste reports	14
Planning consultation responses	19
Housing disrepair requests	12
Noise cases	22
Pollution incidents e.g. bonfires, odours, smoke etc.	17
Overgrown land	2
Welfare burials	1
Pest related complaints	4
Unauthorised travellers	0
Flooding/watercourse issues	4
Dog reports – fouling, strays etc.	8
Total number received	171

Enforcement cases



Environmental Health received a report of a fly tip from Clean and Green that a significant amount of material had been deposited on public land. It included around 30 parcels, some unopened and addressed to different individuals. This was traced back to delivery company DPD. Environmental Health contacted DPD and they have been very responsive in investigating the matter, they discovered that the DPD driver had been robbed. This was reported to the Police who are investigating in conjunction with DPD fraud team. Environmental Health are not taking any further action and will hand all evidence to DPD/Police.

A large accumulation of rubbish was discovered at the rear of Oadby DIY. The investigation of this resulted in an abatement notice being served on Oadby DIY to get them to clear the area. They complied and the area is now clear.

Following a report of a caravan in the garden of a property in Wigston, Officer's visited and found the caravan to be without electricity as the source from the adjacent house had been removed. The landlord of the caravan refused to reconnect and therefore Officer's served an emergency prohibition order. The order remains in place until there is a satisfactory source of electricity and heating or the caravan is removed from site.

A report was received that a rented property in Oadby had no heating or hot water. Following an inspection, a notice was served due to a serious blockage in the heating system which led to the boiler being unable to circulate heat. There were also faults in the loft pipework which contributed to debris and bacterial growth entering the water system. Due to the contamination, some tenants had become ill from showering at the property. The notice requires the heating system to be replaced with a combi boiler to ensure a minimum heating of 18 Celsius in bedrooms and 21 Celsius in living rooms and a water supply fit for human consumption. Also, the works need to be completed by a certified gas safety engineer and the condition of the works to be verified with a gas safety check.

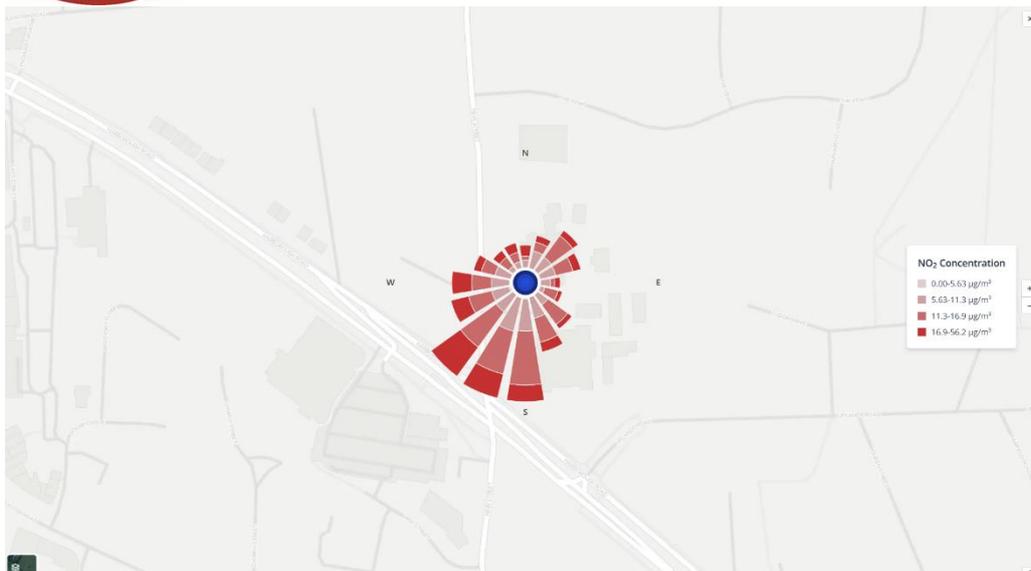
Air Quality

Launde Primary School Project

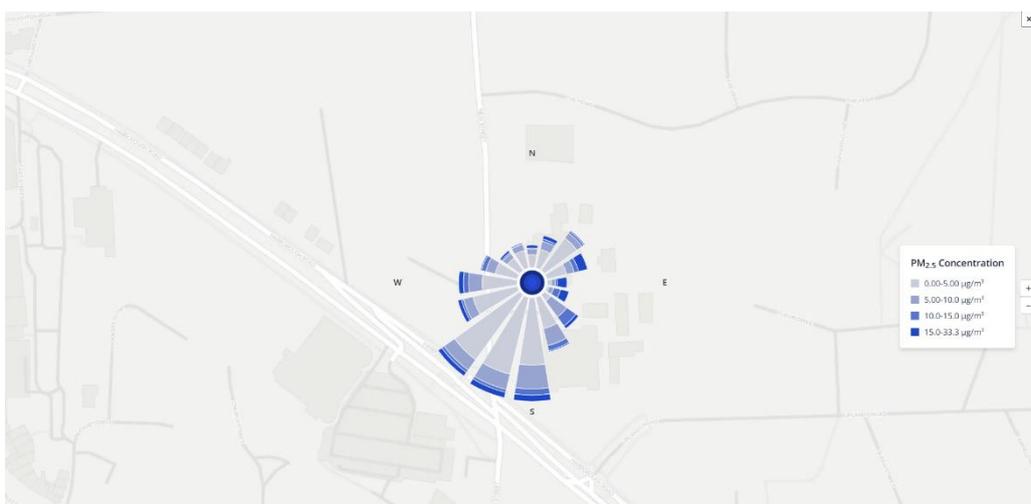
Zephyr Lite units were installed at Launde Primary School, Oadby last summer and data became live on the 5 August 2025. The purpose is to continue raising awareness of air quality and helping to influence pupil behaviour through active travel.

Term dates spanned for the entire of Q3 with half term falling between 17 and 24 October 2025, and Christmas holidays falling between 19 December and 6 January.

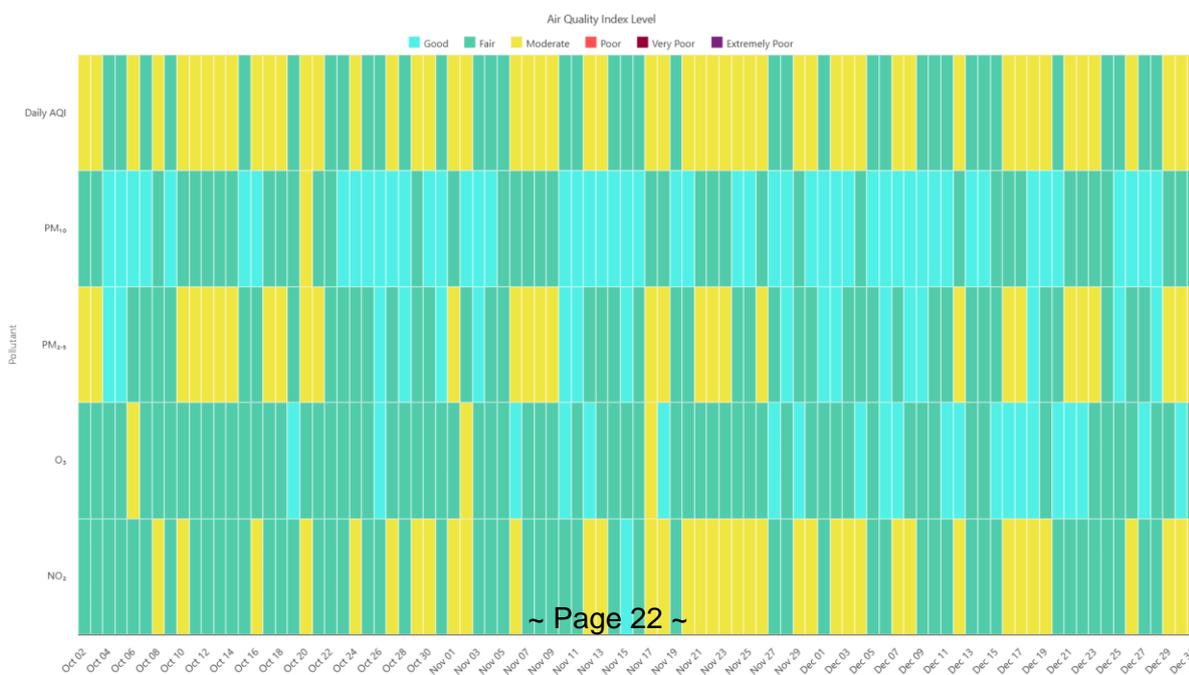
Over the Q3 monitoring period, the observations below could be found.



Pollution rose displaying NO₂ levels (hourly intervals) – majority of NO₂ levels captured are observed to be originating from the A6 Harbrough Road.



Pollution rose displaying PM_{2.5} levels (hourly intervals) – majority of PM_{2.5} levels captured are observed to be originating from the A6 Harbrough Road.





Daily AQI Levels measured to EU standards for Q3 (hourly intervals).

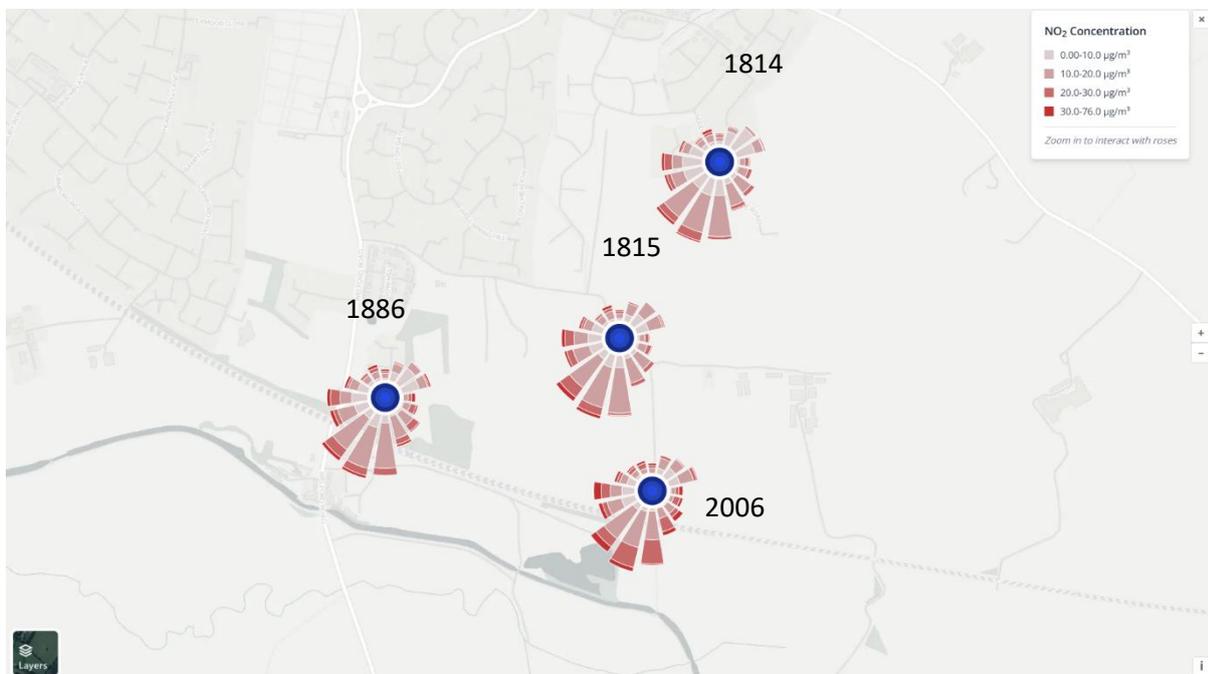
Observations:

- Moderate 55 days (59.8%)
- Fair for 37 days (40.2%)
- All levels are within National Objective Guidelines.
- Further analysis of the patterns of pollutants demonstrates that there are peaks at the following times:
 - NO₂ at 08:00 – likely caused by commuter traffic
 - PM2.5 at 22:00 – likely caused by atmospheric conditions reducing dispersion of particulate matter
- No significant difference in air quality has been identified between term, and non-term times.

Construction Air Quality Monitoring Project/Study

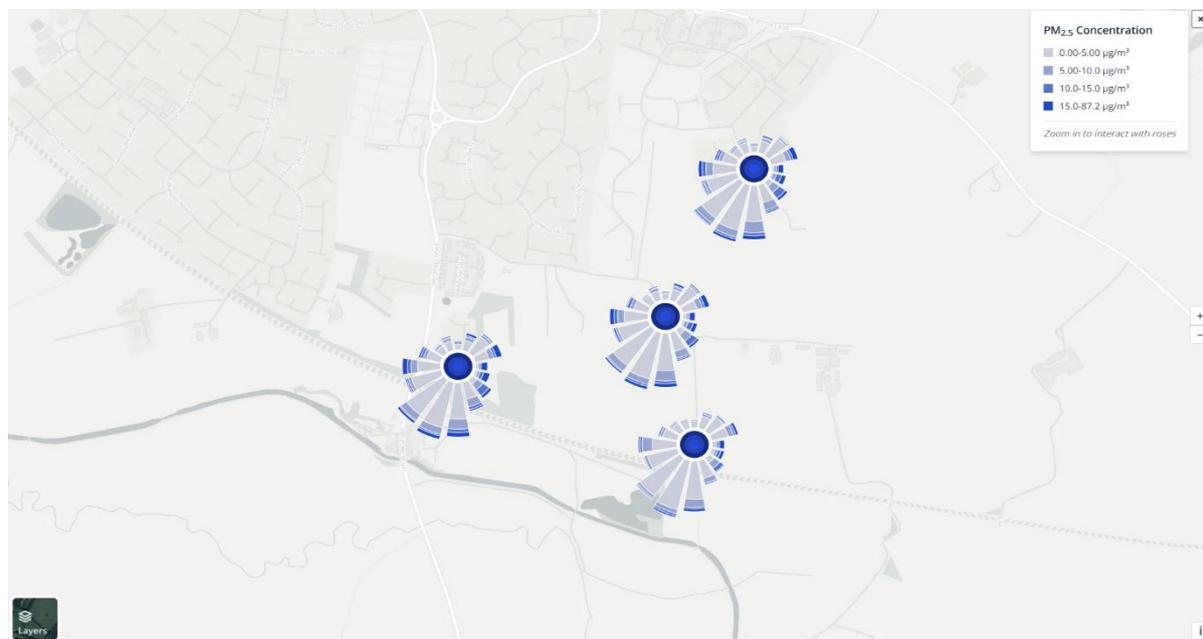
Four Zephyrs have been installed around a large housing development to the East of Welford Road in Wigston. This is a developer funded project, aimed at measuring air quality throughout the different phases of construction.

Monitor ID	Location
1814	Ashpole Spinney
1815	Cooks Lane
1886	Lime Delph
2006	Gravel Path





Pollution rose displaying NO₂ Concentrations (hourly intervals).



Definitions:

Pollution rose displaying PM_{2.5} Concentrations (hourly intervals).

Observations:

- Zephyrs located on the southern site boundary (1886 and 2006) have demonstrated higher levels of NO₂ throughout Q3 than those to the north (1815 and 1814). Nearby electrification works on the railway line could have largely contributed to these measures throughout the monitoring period.
- Levels of PM_{2.5} are consistent throughout the four Zephyrs, indicating that the likely source is construction activities.
- The pollution roses display how gases and particulates are predominantly caused by sources south-west of each of the monitors, highlighting that the construction site is the principal source. (See pictures above).
- All levels are within National Objective Guidelines.

Glossary

NO₂ – a colourless and odourless gas primarily produced by the combustion of fossil fuels in vehicles, and industrial processes. An annual average of 40 µg/m³ is the limit. Can cause respiratory issues such as asthma.

PM_{2.5} – small particles (less than 2.5 microns in diameter) in the air arising from a variety of sources such as construction sites, vehicles, bonfires, wood burners, residential heating etc. Can be inhaled and linked to viral wheeze, asthma, COPD, strokes, heart attacks. Limit is annual average of 12 µg/m³.

AQI (Air Quality Index) - a numerical scale that shows how clean or polluted the air is and the health risks associated with it. Lower AQI values mean cleaner air, while higher values indicate more pollution and potential health concerns for people, especially sensitive groups.



Children learning about air pollution

PRIMARY schools have had air quality monitors fitted in a bid to raise awareness of air pollution and the health issues it can cause.

Parkland Primary, in South Wigston, and Launde Primary, in Gaddby, had the sensors installed over the summer holidays.

They measure levels of PM10 and PM2.5 - two of the most dangerous air pollutants - in the areas surrounding their school.

Pupils at both schools are learning how to read the sensors and why air quality is important, and are talking about ways they can improve air quality, such as looking at how they travel to and from school.

Mayor of Gaddby and Wigston Councillor Jasvir Chohan visited Launde Primary, where a presentation was given to pupils by the borough council about the monitors and the impact that poor air quality can have.

Coun Chohan also spoke to pupils in Years 5 and 6 who have been appointed the school's Eco Warriors and Road Safety Officers.

Year 5 pupil Aaron said: "A cleaner planet begins with better choices. Cars near schools make bad air,



and less cars make good air. Choose healthily, choose walking and let fresh air be everywhere."

Year 6 pupil Sireen said: "It is important we keep the air we breathe clean because air pollution like car fumes is bad for growing children and all the people around the world."

Year 5 pupil Anagha said: "Air pollution is making the earth prematurely grey!"

Coun Chohan said: "Parkland and

Launde were chosen for this project as we have data which shows they are both located in areas with poor air quality compared to other parts of the borough.

"Of course the problem is far wider than school traffic alone, but by introducing the topic to children we can spark conversations and get the whole family talking about steps they can take to make a difference, whether that is walking to school, ditching the car for shorter journeys

or exploring public transport options.

"Air pollution has very real and measurable consequences on people's health, and it is so important that we introduce this topic to our young people so we can all do our bit to build a greener future."

The air quality monitors from Leicester company EarthSense were paid for by the council using government funding.





Private Sector Housing

Table 4 New Selective Licensing Scheme	
Applications received	642
Money received	£198,170

Applications are currently being processed, an additional officer has been recruited to support with processing applications and reducing wait times but due to the volume of applications currently there is a processing queue of 451 with this due to be cleared by Mid-March. This queue was anticipated and steps have been taken to increase capacity and clear the queue.

Energy Grants Projects

Warm Homes: Local Grant has commenced following the appointment of CYD as contractors for Retrofit Inspectors and Co-ordinators and Broadoak as our Installation Partner in December and submitted to the Midlands Net Zero Hub for consideration as part of the Council's mandatory delivery assurance check (DAC) which was passed January 7th 2026 and following that approval the team have been able to commence works with 10 surveys being booked within a week of approval. The Grants Officer is also continuing to push for additional funding for the project from the Hub.

Additional funding is also being explored through the Green Heat Fund to support the replacement of larger boilers in blocks with shared heating systems and additional funding for our own housing stock through the ECO4 funding scheme to further drive housing performance following the successful conclusion of the Social Housing Decarbonisation fund.

Licensing

Successfully recruited to the Team Leader post who started in January.

The Hackney Carriage and Private Hire Licensing policy has been updated and was adopted in November 2025.

The Statement of Gambling policy has been adopted and will come into force February 2026.

The draft Statement of Licensing Policy 2025-2028 has been approved for consultation and will be referred to Full Council in Q4 for decision.

Table 5 Q3 licenses processed	
New and renewal vehicles	106
New and renewal drivers	47
New and renewal operators	1
Street collections	6
Small society lottery	2
House to house	7
Other licences	4
Licensing Act	16
Total	189



Table 6 Q3 competency tests for licenced drivers	
Passes	14
Fails	50
Percentage pass rate	22%

Table 7 Enforcement activity	
Driver investigations	8
Number of drivers receiving penalty points	2
Driver revocations/suspension	2
Other enforcement cases Personal licence holder review Gambling club inappropriate unlicensed gaming activities Noise	4

Community Lottery

The Q3 regulatory return has been made to the Gambling Commission with no issues recorded.

There are 28 good causes currently signed up and 403 tickets sold approximately each week from 161 players which is generating £19,413 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 new claims and changes in circumstances remain below the Leicestershire average.

Benefits Performance

Speed of processing new claims HB/CTS	Q3 Actual
Target 28 days	8.65 days
Speed of processing Change in Circumstances	Q3 Actual
Target 10 days	1.37 days

Incoming Post

Quarter 3	October	November	December
Total Number of Work Items Received	443	366	325



Quarter 3	October	November	December
Average Duration (in days) of Time Taken to Process the Above Work Received	5.34	4.37	7.07

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 3	October	November	December
Number of Successful Awards	54	60	62
Expenditure	£7,232.96	£6,710.80	£3,438.58
Remaining Government Contribution	£21,837.51	£15,126.71	£11,688.13

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

Quarter 3	October	November	December
Total Number of Work Items Received	109	138	87
Quarter 3	October	November	December
Average Duration (in days) of Time Taken to Process the Above Work Received	3.13	3.20	5.09

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 3	October	November	December
Total Number of Work Items Received	1,215	1,074	964
Quarter 3	October	November	December
Average Duration (in days) of Time Taken to Process the Above Work Received	8.81	11.71	13.40

Property Statistics

Q3	October	November	December
No of Council Tax properties	24,648	24,651	24,656
No of Council Tax Direct Debits	18,958	18,920	18,879
No of Single Person Discounts	7,644	7,626	7,630
No of Businesses	1,447	1,446	1,450

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.

Recovering unpaid Council Tax from individuals in receipt of Universal Credit 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.



In Q3, we have seen an increase in Council Tax collection rates, compared to the previous year, for the first time since 2020.

Q3 Percentage of Debit Collected	October	November	December
(Cumulative)	%	%	%
Council Tax			
Target Rate	66.79	76.09	85.20
Actual Collection Rate	64.22	73.29	82.21
Collection Rate 24/25	64.25	73.21	82.11
National Non-Domestic Rates (NNDR)			
Target Rate	65.14	73.99	82.29
Actual Collection Rate	63.59	70.55	77.44
Collection Rate 24/25	67.10	72.23	79.50

In addition to the NNDR collection, 15 new large hereditaments have recently been brought into rating increasing the amount of debt to be collected. These are within Genesis Park, LE18 4AJ.

Housing Benefit Overpayments

Q3	October	November	December
Overpayments Brought Forward	£427,773.27	£431,327.96	£421,783.44
Number of Invoices Raised	36	26	20
Amount of Overpayment Created	£25,119.65	£19,958.70	£21,385.85
Actual Amount Recovered	£21,678.10	£29,561.31	£12,265.37
Actual Amount Outstanding	£431,214.82	£421,725.35	£430,903.92

Finance Inclusion Officer

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

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

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.

We are still working on reporting using a combination of CRM, DASH and PowerBI but can report successfully on the following.



FIO referrals Q3	October	November	December
Number of referrals completed	121	125	109
Total monetary values of successful awards	£25,422.58	£8,582.53	£23,979.62
Food Vouchers Issued	14	12	6
Total of Food Vouchers	£300.00	£300.00	£180.00

NEIGHBOURHOOD SERVICES UPDATE

Corporate Assets and Clean and Green

Over the last quarter, the Corporate Assets and Clean & Green teams successfully supported the Christmas lights switch on events across all three town centres. Their work included cleaning and litter-picking to ensure the areas were presentable. The teams also assisted with the Remembrance parades by making sure the routes were clean and tidy, and that Peace Memorial Park was well maintained for the occasion.

The Clean & Green team have worked hard this quarter to keep all winter maintenance on schedule. All bowling greens have now received their top dressing, meaning they will be in good condition for the upcoming season.

The Green Spaces Strategy went out for consultation and has since been adopted by PFD. Feedback was very positive, with 92% of respondents rating the maintenance of parks and open spaces as excellent or very good, an excellent achievement for the team.

Work has also started at Willow Park to enhance the site and create another inclusive play area in the borough. The project will be completed early in Q4 and will significantly improve outdoor play provision in Wigston.

Construction of the new tennis courts at Uplands Park has been affected by poor weather this quarter, but the project remains on track to open in the spring.

Allotment Update

The number of plots changes frequently, as some are divided into smaller sections while others are merged to create larger ones. Because of this, direct quarter-to-quarter comparisons aren't always meaningful.

Three of our four allotment sites have now had significant hedge maintenance completed, which has made a noticeable difference to their appearance.

We're also carrying out standpipe work across the sites to ensure everything is ready for the water to be switched on at Easter.

In addition, the Ministry of Justice Community Payback team has been helping by filling potholes and clearing vacant plots at both the Wigston Road and Aylestone Lane allotments.



Allotment Site	Number of plots (excluding non-lettable)	Total new tenancies Q3	Total Terminations Q3	Number of current Vacancies Q3	Number of plots unlettable	% of plots let
Wigston Road	133	7	14	23	0	85%
Brabazon	14	0	1	1	0	93%
Manchester Gardens	15	0	0	1	0	94%
Aylestone Lane	187	19	14	14	4	93%

*Unlettable plots are those that have flooding issues or have asbestos which we are liaising with contractors to remove

Waste

All scheduled collections were completed during Quarter 3. This remained challenging due to the continued closure of Whetstone Tip throughout the whole quarter, which meant crews had to make additional trips to Bardon instead. The heavier loads generated over the Christmas period added further pressure, but the team managed well under the circumstances.

Food Waste

The new food waste caddies have now been delivered to the depot, and we are currently awaiting the arrival of the food waste vehicles, which are expected in mid-February. Everything remains on track for the rollout in Q1 of 26/27. A communications plan is already underway to ensure residents receive all the information they need ahead of the new collection service starting.

Assisted Collection

Assisted Collection Data	Numbers
Number of new assisted Collections	20
Total number of households receiving assisted collections	414

Bulky / Pops and Electrical Collections

Q3	Oct	Nov	Dec
Bulky	78	83	65
Pops	92	90	66



Electrical	35	15	28
Total	205	188	159
Total Income generated Q3	£8,712.00		

Garden Waste Permits

Q3	Oct	Nov	Dec	Total
New	5	0	0	5
Renewal	4	2	0	6
Total	9	2	0	11
Total Income for Q1, Q2 and Q3	£586,260.00			

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 3	October	November	December
Number of emails	401	351	209
Number of contact us forms processed	114	134	104
Number of online forms	986	1505	793



Completed			
Number of complaints triaged	28	18	9
Average response time	1 Day	1 Day	1 Day

Calls

Quarter 3	October	November	December
Number of calls	4916	4728	3193
Number of calls answered.	4201	3860	2834
Percentage answered.	85%	82%	89%
Number of abandoned calls*	715	868	359
Average wait time	1.48	2.11	1.14

Call Back Stats (Automated Callback)

This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call.

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

Quarter 3	Number of Call Backs to Customers
October	157
November	167
December	68

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 have continued to promote the appointment hubs in the following ways:

- Prominent signage and information leaflets provided in all hub locations.
- Council contacts 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

A report regarding the future of the Appointment Hubs forms another part of this meeting's agenda.

Reception

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

Reception Stats – Q3			
Enquiry Type	October	November	December
Number of Quick Enquiries	378	329	292
Full Enquiries (Waste, Housing, Clean & Green)	77	82	42

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

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

During Q3 overall 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 3	October	November	December
Number of admin work items processed.	619	539	466

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 3	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Oct 25	97%	99%	99%	99%	95%	99%
Nov 25	96%	100%	100%	100%	100%	100%
Dec 25	96%	100%	100%	99%	100%	100%



Communications and Marketing

Our email subscription service

Measure	Q1 Totals	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	14901	35.4%

Please note

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 24,656 household properties in the borough.

Measure	Quarter Totals
Average subscriptions per subscriber	3.0
Engagement rate	76.4%
Open rate	43.8%
Bulletins sent (in quarter)	49
Emails delivered (in quarter)	179,276

Subscribers by topic (email subscription service)

Topic	Number of subscribers
Citizen's Panel	101
Community & Voluntary Sector	3481
Community Safety, Crime & Anti-Social Behaviour	1943
Consultations & Surveys	3537
Council News & Information	8001
Health, Wellbeing, Sport & Leisure	5224
News for Businesses	1234
News for Council Tenants*	1165
Planning	909
Private Sector Housing News	572
Recycling, Refuse & Bin Collections	7221
Sports Clubs	12
What's On & Events	4179

* 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.



[Have your say at our Residents' Forums](#)

[Remembrance parades and services planned for Oadby, Wigston and South Wigston](#)

[Borough's neighbourhood gardening groups celebrated at awards evening](#)

[Borough's primary school pupils helping to boost air quality](#)

[Delivering devolution and growth key to a council reorganisation plan published today](#)

[Oadby & Wigston residents could save on energy bills with an exclusive 12-month fixed rate tariff](#)

[Come along to the borough's Christmas light switch on events!](#)

[A statement from Cllr Samia Haq on the future of councils in Leicester, Leicestershire and Rutland](#)

[Oadby South - we need your voice!](#)

[Borough's leisure centre goes green with new solar panels](#)

[Eight councils submit bold vision for local government structure](#)

[Special awards evening returns to celebrate Oadby & Wigston's volunteer heroes](#)

[Contacting us over the Christmas period](#)

Social media

Measure	Facebook
Number of Followers	5211
Number of posts	120
Post reach*	870,991
Engagement – reactions, comments, likes and shares	3,874
Measure	X
Number of Followers	2623
Number of posts	31
Post impressions*	6400
Engagement – reactions, comments, likes and shares	206

*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

Community Health & Wellbeing Partnership ('CHWP')

The CHWP was held at the Council Offices on 18 November. Updates were heard from priority leads for Physical Inactivity, Risky Behaviours (young people), Physical Health (cancer screenings) and Housing Quality. Minutes of the meeting have been cascaded and are available to view should Members wish to receive a copy.

Highlights included updates specific to engaging with residents in Oadby south due to lower recorded activity levels, with a consultation going live to understand residents' opinions on physical activity. An in-person consultation was hosted at the Council Offices in December to allow members of the public to discuss this at more length. Further work is to be completed in Q4 with reviewing and evaluating the responses from the consultation.

The School Sports Partnership with support from partners, commissioned self-harm awareness training for school staff which saw 43 delegates attend. They continue to engage in our schools, leading on boxing sessions, school games and physical activities, whilst establishing a Children and Young People Wellbeing forum to develop on resources and support.

The workstream to support increasing cervical cancer screening rates continues to see positive results, with newly established Saturday appointments seeing 135 females attend in August and September.

Utilising UK Government Funding, the Partnership also approved 8 projects to benefit the community. These include:

- Divergent Daisies: Supporting young girls with autism
- Popper Pants: Underwear to reduce barriers to cervical screenings
- Beyond the Silence: Suicide support group
- Family Cooking Lessons: Extension of the Food Pantry Nook
- Physical Activity Consultation: To support the area of Oadby south
- Boxing Lessons: Continuation at Wigston Academy for disengaged students
- Spring Educational Society: Youth activities for the Turkish community
- Hygrometers: To measure humidity in both private and Council housing



Anti-Social Behaviour

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

Q3		
Number of ASB logged/investigated by Community & Wellbeing Team: 12		
Number of incidents per month		
October 25	November 25	December 25
4	2	6

Of these 12 ASB reports, issues have tended to involve concerns with neighbours' behaviour. This has included parking issues, noise nuisance, and drug use. Each case is bespoke where some is in relation to behaviour, and others stemming from poor mental health. The Council continue to conduct enquiries, engage with partner agencies and support victims. One of these cases has been referred into the JAG that was discussed in December.

The Council, in conjunction with Leicestershire Police, have served two Community Protection Warning Notices to two individuals. The first, for graffitiing in Oadby. The second, for causing nuisance and distress to those living on a street in South Wigston.

The Council's Housing Department have logged and investigated **7** reports of ASB. The reports revolved around neighbour nuisance and disputes, including noise as well as drug use and dealing.

The Council therefore in Q3 have recorded and investigated **19** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q3		
Total number of ASB reports: 19		
Oadby	South Wigston	Wigston
8	0	11



HR Team

Headcount

Quarterly Comparison Current Year 2025/26 Actual Headcount as at end of Q3 (31.12.25)			Quarterly Comparison Previous year 2024/25 Actual Headcount as at end of Q3 (31.12.24)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	181	171.4	172	164
Number of Temporary Staff (Agency Workers)	4	4	5	5
Zero Hours	5	0	0	0
Total	190	175.4	177	169

In addition to the agency workers listed above there were also 66 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	66
Annual Leave/Contractual Bank holidays in lieu	0
Replacement for Permanent Staff	0
Extra Agency staff to cover compost	0
Total	66

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.



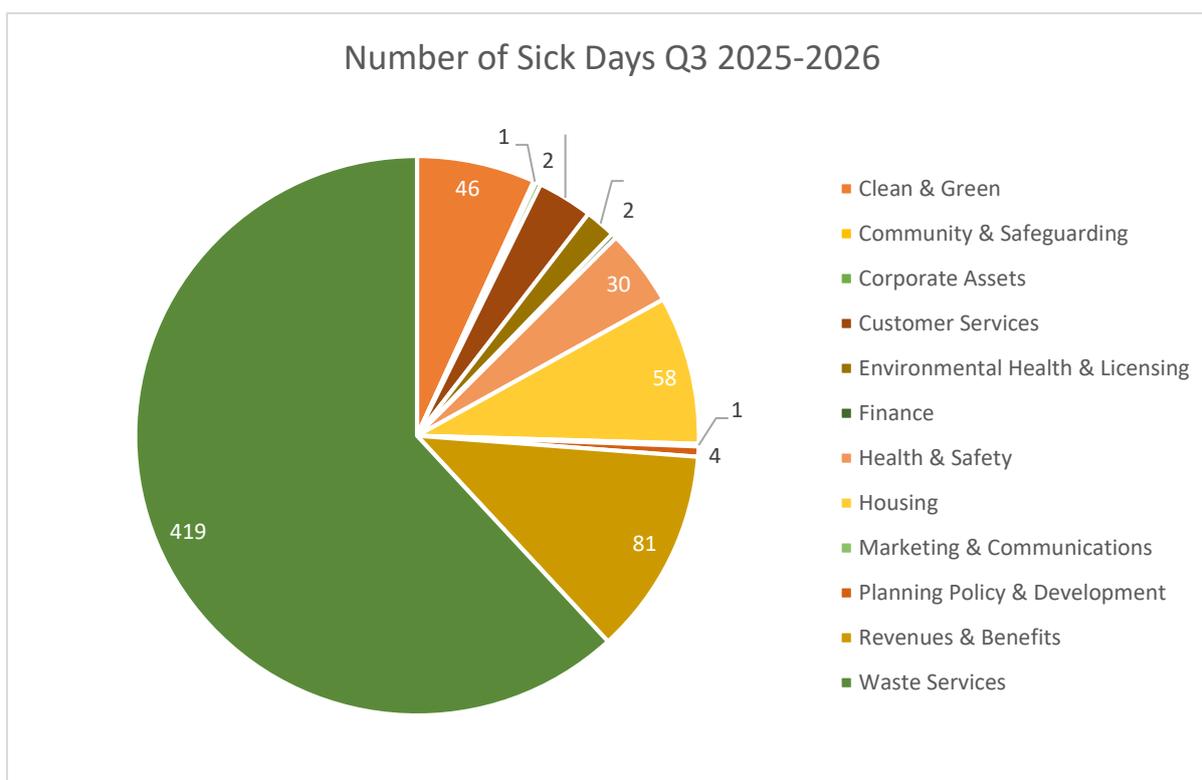
Staff Turnover

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

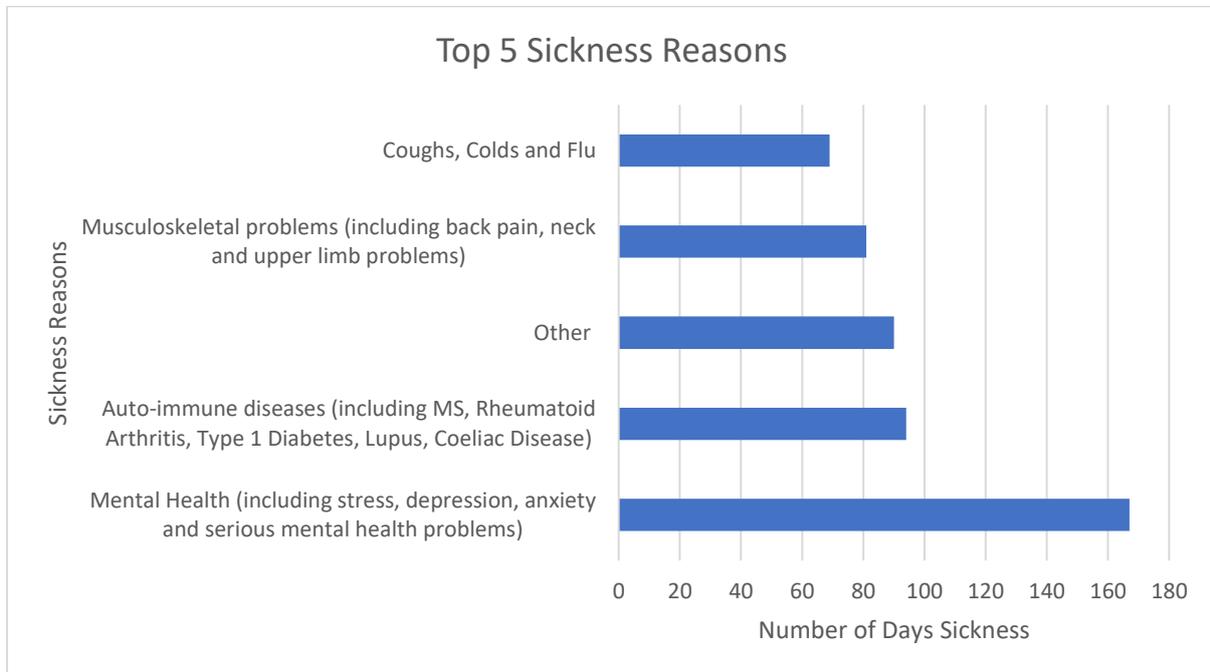
In Q3 2025-2026 our total number of days lost due to sickness were 677.50 days.



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 Q3 2025-2026 can be shown as follows:

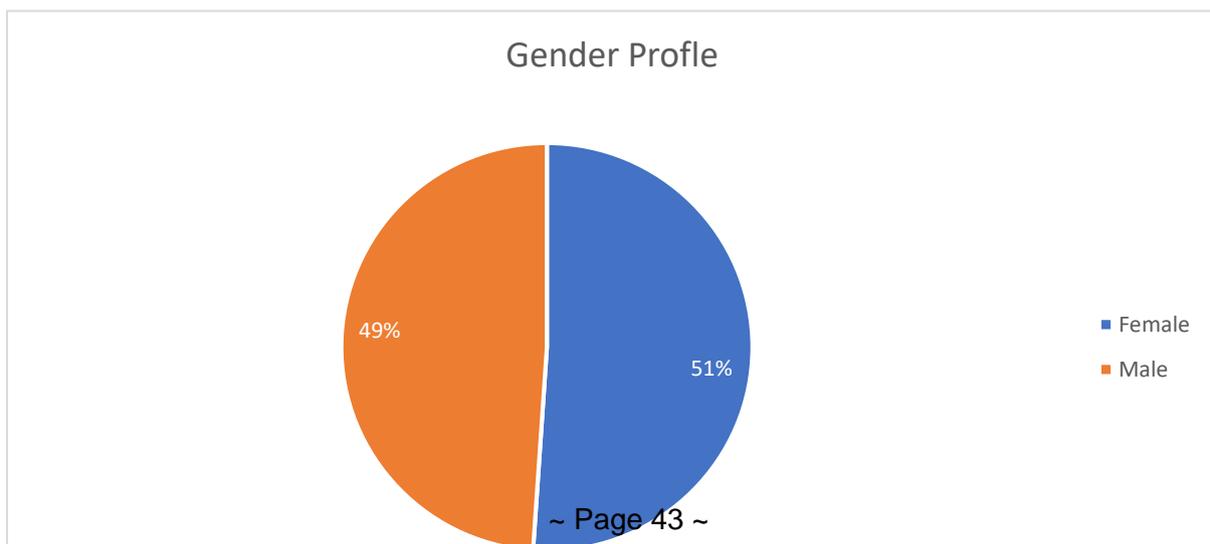


*Other category includes reasons that fall outside typical sickness issues, for example prolonged sickness after bereavement, or complications following surgery.

Equality, Diversity & Inclusion (EDI)

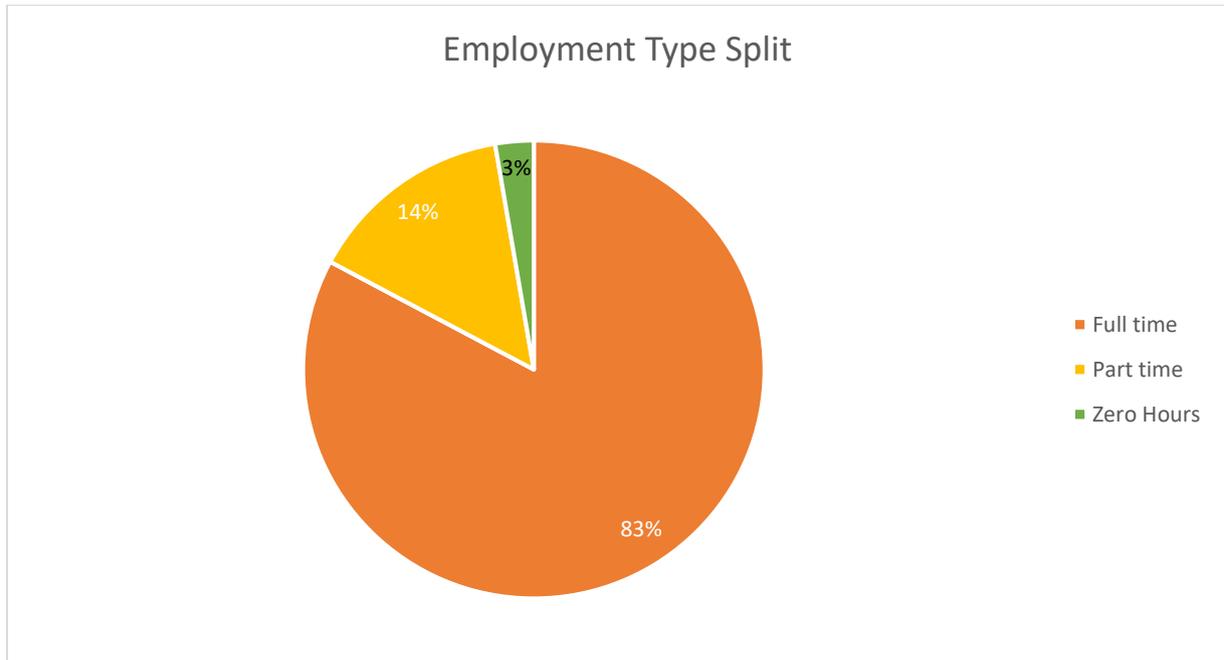
To better understand our employee profiles, we ask staff to provide us with their EDI information. Staff members do not have to provide this information, it is optional for them to do so. The data presented below is a snapshot of the information we currently have. The HR Team will continue to encourage 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.

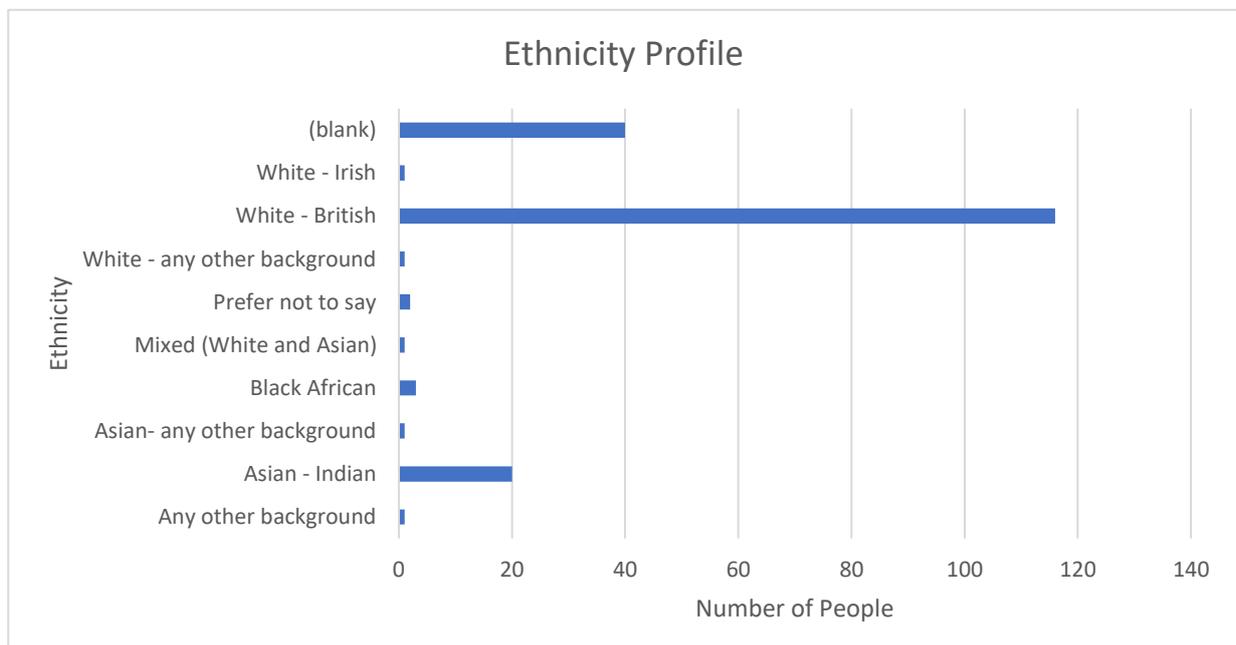




We have approximately 14% of employees who work part-time which is fairly low compared to the national average which is 24%. We have also recently recruited several zero hours contracts to supplement our core staff.

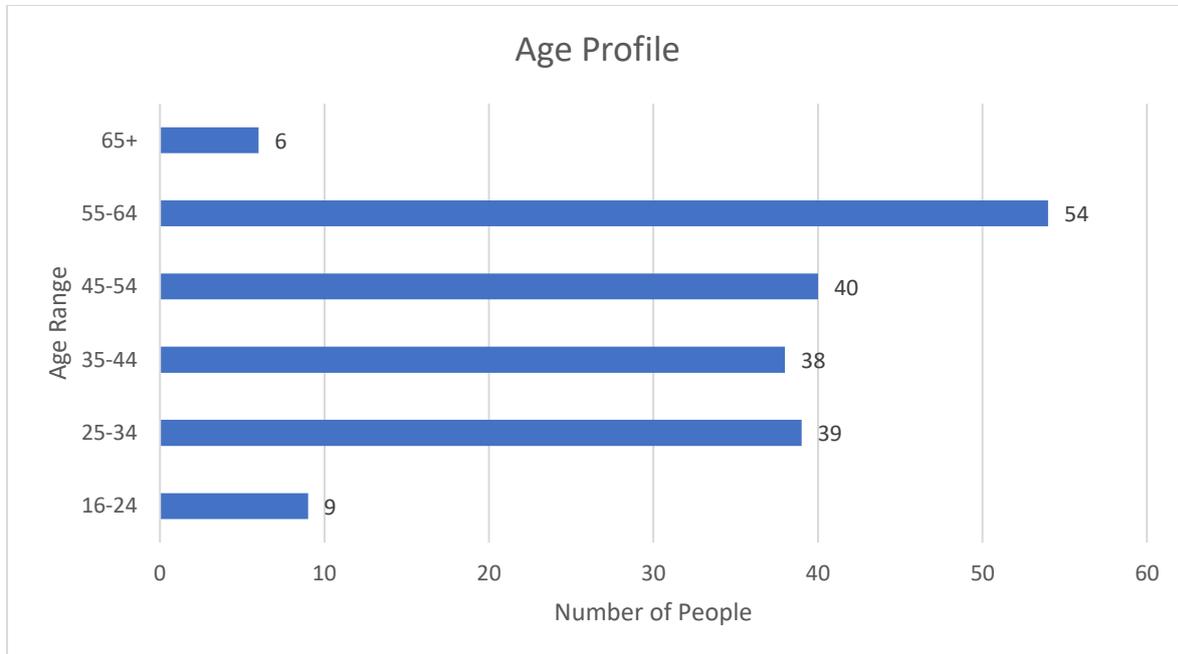


Our current data show that we have a high proportion of White British employees, followed by Asian employees with very few black employees. This may be due to our local demographics but also because some employees haven't disclosed their ethnicity. Nationally 89.9% of local government employees are White,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



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 focus during Q3 was to complete the roll out Two-Factor Authentication (2FA) to all our users, to create file automation for Revenue and Benefits, complete our Internal and External IT Health Check and run the second and third 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.

The rollout has been completed.

The Systems team automated the Revenues and Benefits UC/ATLAS, bailiff files, and daily totals file process, removing the need for manual intervention. This has increased accuracy, efficiency, and reduced repetitive workload for staff.

IT have completed their Internal and External IT Health Checks which resulted in excellent results, receiving only five major findings. This is an improvement compared to the previous year and will allow us to continue to meet PSN compliancy.



The Council’s second and third Cyber Security Business Continuity Planning (BCP) Workshops were successfully delivered by the Head of Policy, Performance & Transformation, the IT Operations and Security Manager, and the Safety and Resilience Officer. These sessions were Presented to members of the Senior Leadership Team (SLT), Corporate Management Team (CMT), and Team Leaders across the Council.

The two workshops received highly positive feedback. It provided valuable insights and guidance to support Managers and Team Leaders in reviewing and updating their Business Continuity Plans.

	Type	Oct	Nov	Dec
Number of contacts	Service Desk	66	68	46
	Email	24	26	30
	Walk in / Phone	99	86	67

PARTNERSHIP UPDATES

Leisure Contract – Provided by SLM

This report provides a comprehensive overview of operational performance across the Oadby and Wigston Leisure Contract for Contract Year 11, covering Parklands Leisure Centre and Wigston Pool & Fitness Centre.

Over the year, 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 previous years levels (a marginal variance of -0.8%), this stability reflects strong local engagement against the backdrop of national leisure industry challenges. Importantly, participation quality Social Value and community reach have strengthened across key programmes, underscoring the contract’s continued social value impact.

Highlights:

- **Membership stability:** Over 7,000 active members maintained across both sites, with gym membership growth slightly offsetting national trends of reduced swimming lesson participation.
- **Community engagement:** A 52% 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 72 hours (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.
- Social value impact up 10% Year on Year and sitting in the upper quartile for nationwide leisure providers
- Workforce development: Continued investment in local employment and skills through active apprenticeships and structured staff development programmes.
- Operational excellence: All planned preventative maintenance (PPM) completed on schedule with 100% statutory compliance with only minor short-term closures required for essential works, with no service delivery failures.
- Marketing reach: Integrated campaigns achieved over 2 million impressions, reinforcing visibility and engagement across the borough.

The SLM annual yearly review report can be found at Appendix 2

Helping Hands Update – Provided by Helping Hands

From the 1st October to 31st December 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 94 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 reporting period reflects some of our progress in improve our strategic plan and KPIs. We held our AGM in November, which marked a key milestone, with strong engagement and positive feedback from staff, partners, and stakeholders, reaffirming confidence in our refreshed brand and strategic direction. Together, these developments clearly signal an organisation that is purpose driven.

Our success at Stage 1 of an NHS Tender is a significant achievement, evidencing the quality, credibility, and relevance of our services within statutory systems. This progress positions the organisation for future commissioning opportunities and possible deeper partnership working with health and public sector partners. We look forward to seeing if anyone wishes to fund our projects via the framework.

At the same time, we are investing in visibility, influence, and sustainability. We have been confirmed as a partner for the 2026 CEO Sleepout, providing a high-profile platform to raise



awareness, some income, and engage new supporters. Early planning is also underway for our 30th Anniversary campaign, launching in Spring 2026, which will celebrate our impact over the last 30 years in the local community.

As demand for our services continues to increase, capacity remains a key challenge. While all current contracts are stable, a number are due to conclude in 2026/27, making forward financial planning essential. Our priority is to secure sustainable funding that allows us not only to maintain services, but to strengthen our organisational infrastructure. This includes increasing staff salaries, enhancing management capacity, and investing in systems that support quality, resilience, and staff wellbeing. Funding decisions currently pending will be critical in shaping this next phase.

Organisational Development

Operationally, our focus is on delivering our strategy with impact. Key priorities include a detailed budget review for 2026/27, targeted funding applications, and operational improvements to ensure we can meet growing needs without compromising quality.

We are also expanding our fundraising and community engagement capacity. We are actively seeking corporate sponsorships and have created our Fundraising Group (a mix of trustees, staff and CEO trying to do fundraising in their spare time!), which meets quarterly. Our ambassador programme is strengthening our reach, with a Corporate Ambassador supporting promotion and events, and a Community Ambassador commencing outreach from January 2026, attending key business and community networks to increase awareness and partnerships.

Finally, we are piloting work within schools in 2026, reflecting our strategic commitment to prevention and early intervention. This initiative aims to reduce future need by supporting young people earlier, strengthening community resilience, and extending our impact beyond crisis response.

Summary

In summary, the organisation is delivering strong impact, gaining external recognition, and building momentum. Our focus now is on securing the funding, capacity, and infrastructure needed to sustain and scale this impact into 2026 and beyond, as funding continues to be a challenge.

Number of Clients – Oadby & Wigston

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

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	20
Oadby Grange	10
Oadby St Peter's	21
Oadby Uplands	13
Oadby Woodlands	11
South Wigston	96
Wigston All Saints	27
Wigston Fields	45
Wigston Meadowcourt	42
Wigston St Wolstan's	33
Report Total	318



The full Helping Hands report can be found at Appendix 3 with supporting data at Appendix 4, 5 & 6.

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

1. Sport and Physical Activity

Referral Data

This quarter, we have processed 67 physical activity referrals from Oadby and Wigston residents. 52 of these referrals have been from our self-referral pathway and 15 have been direct from local health care professionals.

Compared to last quarter, where males made up just 24% of self-referrals in the local area, quarter 3 was composed of 40% males.

Walking sports and Health walks

We have continued our 4 health walks across the borough as well as our 4 walking sports sessions that run on a weekly basis reaching 122 local residents in the last quarter. As well as the physical side, groups often meet socially outside of the weekly physical activity sessions for dinners, games or other physical activities.

Our walking Netball group regularly play against Active Blaby's group to incorporate those that do want a bit of healthy competition. More than 10 of the ladies that attend our cricket sessions completed the 'Shine Night walk' raising money for life-saving cancer research. Many of our groups went out for a festive dinner in the week leading up to the Christmas break, showing once again the importance of the social support these walks, and walking sport groups have on members of the local community.

In November, we trained up an additional 14 walk leaders to be able to further support with our current walking groups or look at setting up new ones, dependant on demand.

Steady Steps and Steady Steps Plus

In quarter 3 we started an additional Steady steps course at St Pauls Church in Oadby with a newly qualified PSI. The class has 14 participants attending on a weekly basis. In addition to the Wigston course that started in September, we now have 32 participants attending our Steady steps courses with an attendance of 166 to date.

Steady steps plus sessions have seen a participant increase of 62.5% from the last quarter, this has resulted in an attendance of 199 over the quarter, a 26% increase.

On Tuesday, 23 December, we invited all our instructors and volunteers to Blaby District Council for an event to express our appreciation and to celebrate their dedication and hard work throughout the year. The occasion provided us an opportunity to highlight achievements over the past year and to thank our wider workforce for their continued support, which enables us to deliver a positive and valuable service to the local borough. The event was very well attended, and many expressed their appreciation for the strong and



supportive team working behind the scenes to coordinate the sessions. Following its success, we would very much like to make this an annual event.

Q3 Attendance

There has been a total of **1506** attendances across our programmes (level 2, 3 and 4) this quarter. This is made up of our community programmes such as health walks and walking sports, health specific sessions (ESCAPE pain and exercise referral) and our falls preventions courses (steady steps). During quarter 3, we have had **299** residents taking part in our sessions. The breakdown of these figures can be found in the tables below.

Participation Numbers - Level 2 Programmes

Session	Location	Participants	Attendance
Walking Football	Wigston Academy	15	79
Walking Netball	Wigston Academy	19	99
Walking Cricket	Beauchamp College	16	46
Walking Hockey	Beauchamp college	13	68
Health Walks	4 x walks across borough	59	299
Total		122	591

Participation Numbers- Level 3 Programmes

Activity	Location	Participants	Attendance
Seated Activity	Freer Centre	24	131
Easy Movers	Freer Centre	23	125
Escape Pain	Parklands Leisure Centre	13	134
Escapees	Parklands Leisure Centre	30	160
Exercise Referral - Leisure Facility	Parklands Leisure Centre	6	N/A
Steady Steps Plus x 2	Oadby and Wigston	39	199
Total		135	749

Participation Numbers- Level 4 Programmes

Steady Steps		Participants	Attendance
Two programmes	St Pauls Church Oadby and Freer Centre Wigston	32	166 (to date)

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	10



Additional Information

HLT Service Manager attended the Cultural Services Chief Officers Partnership (CSCOPS) meeting on 12th December, the one prior to this was the 26th of September which gave the opportunity to share best practice and learning with colleagues across the County.

Active Together hosted their annual conference on 6th November. The collective actions that Blaby / Oadby & Wigston submitted on the day were to focus on and implement (where possible):

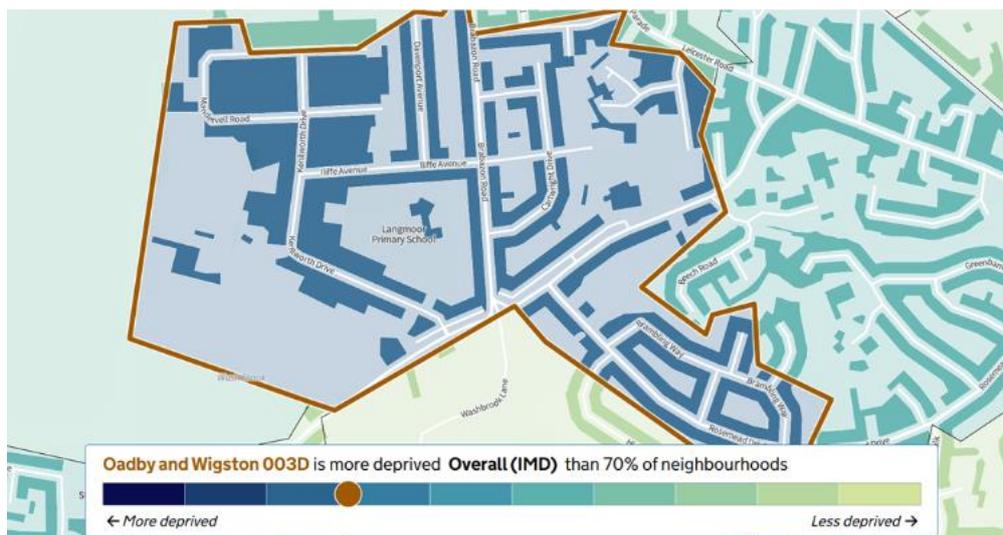
- Local Active Practice Awareness Session
- Just Get Involved 10-year impact report
- Insight report to support programme / impact / community engagement / consultation

The Service Manager also attended the Active Partnership Director Stakeholder Event on 21st November which was part of the formal recruitment process for the new Director position.

2. Health

Following the completion of the in-depth desk-based research and survey design from last quarter, this quarter saw a push on getting the local community to complete the survey to help us better understand their barriers to physical activity.

Members of the team set out across the targeted area to promote the survey and the consultation evening at Brock's Hill later in the quarter. One member of the team focused on the LSOA with the highest level of deprivation in the area, as pictured below:



In order to ensure the survey results were a true representation of the local area, another member of the team focused on the areas that had the least white population in the MSOA according to census data. See image below.



The survey and Brocks Hill consultation evening were also promoted via our social media channels (Active Oadby and Wigston and main OWBC) additionally, it was put in our newsletter to try to reach a wider audience. Finally, in terms of promotion, the team spent time at Oadby high street promoting, speaking to local people and asking local shops and organisations to put up posters to get people to complete the survey and attend the consultation evening.

As previously mentioned, we held a consultation evening at Brocks Hill on 3rd December (poster below) to better understand the local community and their barriers to being physically active in the local area. We used the socio-ecological model as a framework for the evening by dedicating a table to each stage of the model. We used appreciative inquiry as prompts for the participants to find out what they value most in their community. We were able to spend a significant amount of time with each attendee discussing their individual situation and relationship with physical activity. We were able to have conversations about broader factors and whether they noticed any trends in people close to them.

In addition to the consultation evening held at Brocks Hill in December, we are working in partnership with the OWBC housing team to put on another consultation event at the Oadby Youth centre on 5th February to again gather more in-depth information from residents about the barriers they face to being physically active locally.

We also have started making plans to attend local groups/coffee mornings and community facilities to get their feedback. We plan to attend these sessions throughout the final quarter of the financial year.

From these consultations and local community group connections, we are planning to create a working group made up of key local partners and stakeholders that will meet regularly to discuss local issues, barriers and opportunities to being active locally.



Oadby South Physical inactivity survey and consultation event promotion

Let's Get Oadby South Moving – We Need Your Voice!

Did you know that Oadby South is currently the **least active** area in Leicestershire?

We want to change that – **but we can't do it without your voice.**

We're asking local residents to take just **5 minutes** to complete a short survey about what challenges you face and what would support you to be more active.

Whether you walk the dog daily, play sports, or haven't exercised in years, **your voice matters.**

Your feedback will **help us create new opportunities** and shape activities that work for you and your community.

Take the survey. Shape the future. Help Oadby South get moving

Active Blaby
Supporting you across Blaby, Oadby & Wigston

Oadby & Wigston | Our borough - the place to be

Let's Get Oadby South Moving – We Need Your Voice!

Complete our **5 minute survey** for a chance to win **One4All vouchers worth £200!**

Take the survey. Shape the future. Help Oadby South get moving

Active Blaby
Supporting you across Blaby, Oadby & Wigston

Oadby & Wigston | Our borough - the place to be

LET'S GET MOVING

Prizes to be won on the night!

Let's Get Oadby South Moving – We Need Your Voice!

Come along to our **consultation evening** to share your thoughts on **being active in your community!**

Wednesday 3rd December 17:30 - 19:30pm
at Oadby & Wigston Borough Council Offices

Attend the consultation. Shape the future. Help Oadby South get moving.

Active Blaby
Supporting you across Blaby, Oadby & Wigston

Oadby & Wigston | Our borough - the place to be

Jennos coffee vouchers,
Amazon vouchers
and much more!

Additional Information

HLT Service Manager represented OWBC at the District Health Leads meeting on 16th October and 18th December. Also attended the Joint Local Health and Wellbeing Strategy delivery planning workshop for the Staying Healthy Partnership. The workshops took place at County Hall on 7th and 8th January with a focus on developing high level actions for the 'Staying Healthy Safe and Well', 'Health Protection' and 'Health inequalities' commitments.



Light Bulb Partnership update - Provided by Lightbulb



Lightbulb Executive Board met on the 2nd February, performance dashboards for quarter three were shared including performance data for all the pilots, this information can be found from Appendix 7 to Appendix 12.

- Lightbulb Dashboard
- Home Gadgets Dashboard
- Home Support Grant
- Hospital Discharge Dashboard
- Housing & Respiratory Pilot
- Safe Spaces Dashboard

Overall Children's cases and cases where a family or individual has asked for an equivalent cost adaptation to their property are taking longer which are skewing the figures. Completion times are longer than the Lightbulb Service want them to be. The highest demand areas are for level access showers and stair lifts.

In terms of the new Caseworker role, it is early days yet but signs are good that this is helping individuals to progress their case as they have a single point of contact and their interventions can help move cases forward specifically with helping finding suitable contractors and obtaining quotes.

In summary for Oadby & Wigston Borough Council there was eight disabled facilities grants during this period, 42 referrals for the home gadgets, 6 for home support grant, 1 for the hospital discharge, three for the Housing & respiratory pilot and five for safe spaces.

Following discussions with Leicestershire County Council it has been agreed that at the current time there will be no change to the process for providing ceiling track hoists to individuals. Work is ongoing to look at the possibility of these becoming part of the Lightbulb Service.

Blaby District Council has asked all partners to agree a two-year commitment to being part of the Lightbulb Service, this will take us up to Local Government Reorganisation and thus March 2028. We have agreed this in principle, and this will be agreed formally by members as part of the budget report that goes to Full Council.

Lightbulb performance dashboards can be found at appendix 7, 8, 9, 10, 11 & 12.



Leicestershire Building Control Partnership

In quarter three of this year there has been forty-one fee earning applications for the Oadby and Wigston area. There have been no dangerous buildings reported. In terms of our market share this is detailed below as is the market share for the whole of the Leicestershire Building Control Partnership (LBCP).

Month	OWBC	LBCP
October	42%	64%
November	49%	59%
December	39%	61%

Our market share continues to be lower than some of the other partners within the Partnership, but work continues to increase this.

The Building Safety Levy comes into effect in October 2028, as reported in the last Service Delivery Committee it has been agreed that Blaby will run this on behalf of all authorities who are part of the partnership. In readiness for this Blaby have written to our planning department and asked for details of housing planning applications submitted over the last two years that involve more than ten dwellings and therefore would be liable for the levy. Oadby and Wigston Council have been allocated £111, 800 new burdens funding to set up the building safety levy collection system. This funding will be passported to Blaby for them to establish this.

As with Lightbulb, Blaby District Council has asked all partners to agree a two-year commitment to being part of the Leicestershire Building Control Service, this will take us up to Local Government Reorganisation and thus March 2028. We have agreed this in principle, and this will be agreed formally by members as part of the budget report that goes to Full Council.



Year 11 Review

December 2024-November 2025

Parklands Leisure Centre

Wigston Pool and Fitness Centre

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



YEAR 11 OPERATIONAL REPORT DECEMBER 24-NOVEMBER 25

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Everyone Active – Oadby & Wigston Contract

Contract Year 11 Operational Report (December 2024-November 2025)

1. Executive Summary

This report provides a comprehensive overview of operational performance across the Oadby and Wigston Leisure Contract for Contract Year 11, covering Parklands Leisure Centre and Wigston Pool & Fitness Centre.

Over the year, 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 previous years levels (a marginal variance of – 0.8%), this stability reflects strong local engagement against the backdrop of national leisure industry challenges. Importantly, participation quality Social Value and community reach have strengthened across key programmes, underscoring the contract's continued social value impact.

Highlights:

- **Membership stability:** Over 7,000 active members maintained across both sites, with gym membership growth slightly offsetting national trends of reduced swimming lesson participation.
- **Community engagement:** A 52% 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 72 hours (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.
 - Social value impact up 10% Year on Year and sitting in the upper quartile for nationwide leisure providers
- **Workforce development:** Continued investment in local employment and skills through active apprenticeships and structured staff development programmes.

- Operational excellence: All planned preventative maintenance (PPM) completed on schedule with 100% statutory compliance with only minor short-term closures required for essential works, with no service delivery failures.
- Marketing reach: Integrated campaigns achieved over 2 million 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 new year, the focus will be on building 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 Year 11 of the Contract between Sports and Leisure (Everyone Active) and Oadby and Wigston Borough Council.

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 year, 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 **Contract Year 11 (December 2024 – November 2025)** has remained stable when compared with the previous contract year.

Despite continued economic pressures on household expenditure and increasing competition from low-cost operators, both centres have sustained strong levels of usage. Total attendances for the year reached **839,099**, representing a marginal year-on-year decrease of **0.8%**.

Participation trends across the year demonstrate a positive shift in the *type* of engagement taking place. **Sports and Activities** recorded significant growth, increasing by **32,499 visits (+52%)** compared with the previous year. This reflects growing demand for structured, social and community-based activity, much of which is delivered through the Active Communities programme and directly supports the Council's physical activity and wellbeing priorities.

Gym and Fitness Classes performance remained robust, with a modest increase of **2,089 visits (+1%)**, underpinned by consistent membership retention and sustained interest in group exercise provision.

Swimming experienced a reduction of **32,966 visits (-10%)** over the year. This trend reflects a combination of national participation patterns, changes in swimming lesson demand, and reduced competitive and event-based usage, rather than any decline in core customer engagement.

Spectator attendances also reduced slightly year-on-year, in line with changes particularly in relation to Swimming Lessons.

Contract Year 11 Usage Summary (Dec 2024 – Nov 2025)

Description	CY11 Total	Previous Year	Variance
Swimming	307,463	340,429	-32,966
Gym / Fitness Classes	307,206	305,117	+2,089
Sports / Activities	94,964	62,465	+32,499
Activity Total	709,633	708,011	+1,622
Spectators	129,466	137,537	-8,071
Grand Total	839,099	845,548	-6,449

While overall attendance shows a small year-on-year reduction, this is more than offset by the **quality, purpose and community impact of participation**, particularly within health-led, inclusive and community-focused activities. These outcomes continue to support the Council’s wider objectives around physical activity, wellbeing and social inclusion

3.2 Targeted Participation Groups

Targeted participation remains a fundamental element of contract delivery, ensuring services are inclusive and directly support the health and wellbeing of residents across Oadby and Wigston. Throughout **Contract Year 11**, a clear focus has been maintained on engaging priority groups and reducing barriers to participation.

Performance across targeted participation categories shows **strong year-on-year growth**, with overall participation increasing by **7%** compared with Contract Year 10. Positive trends were recorded across all active targeted groups, demonstrating the effectiveness of community outreach, partnership working and accessible programme design.

Exercise Referral activity increased by **19%**, reflecting the continued success of the revised self-referral pathway. This approach has improved accessibility for residents, reduced traditional entry barriers, and enabled earlier intervention for individuals seeking support to improve their health. Ongoing collaboration with GP practices, community health partners and the Active Together programme has been central to sustaining this growth.

Participation among **Children and Young People** rose by **5%**, supported by structured activities, holiday provision and partnerships with schools and community organisations. This growth reinforces the role of leisure services in promoting positive activity habits from an early age.

The **Community** participation category recorded the largest proportional increase, rising by **46%** year-on-year. This reflects the expansion of community-led sessions, inclusive activity offers and

targeted engagement within local neighbourhoods, particularly among residents who may not traditionally access leisure facilities.

Engagement with **Older Adults** remained strong, increasing by **2%** over the year. This stability highlights the continued demand for age-appropriate, social and wellbeing-focused activity, supporting independence, mobility and social connection.

Activity aligned to **Reducing Health Inequalities** is embedded across multiple programmes rather than captured as a standalone category, ensuring targeted support is integrated within wider delivery and reflected across participation outcomes.

Contract Year 11 Targeted Participation Summary

Targeted Group	CY10	CY11	Variance	% Variance
Exercise Referral	8,646	10,248	+1,602	+19%
Children & Young People	66,107	69,171	+3,064	+5%
Community	2,871	4,191	+1,320	+46%
Older Adults	9,001	9,223	+222	+2%
Total	86,625	92,833	+6,208	+7%

Overall, Contract Year 11 demonstrates sustained and meaningful growth in targeted participation, reinforcing the contract’s contribution to preventative health, community wellbeing and the Council’s wider public health objectives

4. Membership

Membership performance across the contract has remained stable during **Contract Year 11**. Overall membership levels remain resilient, supported by targeted retention activity, localised marketing and continued investment in the customer experience.

As at **November 2025**, total membership across both Parklands Leisure Centre and Wigston Pool & Fitness Centre stood at **7,084**, representing a modest year-on-year decrease of **258 members** compared with the same point in the previous year. This is largely due to the reduction in swimming lesson users reflecting national trends in this area.

Membership Breakdown

Membership Type	Parklands	Wigston	Total	Previous Year Total	Variance
Gym	2,866	1,647	4,512	4,426	+86

Membership Type	Parklands	Wigston	Total	Previous Year Total	Variance
Swim Lessons	1,643	928	2,572	2,916	-344
Total	4,509	2,575	7,084	7,342	-258

At **Parklands Leisure Centre**, membership levels have largely plateaued. Key barriers to further growth include the additional cost associated with car parking and increased competition from nearby operators. However, customer feedback and sentiment have improved during the year, particularly following upgrades to the free weights area and enhancements to the group exercise programme with additions such as Sound Bath. These improvements have contributed positively to member satisfaction and retention.

At **Wigston Pool & Fitness Centre**, gym membership has continued to grow steadily, supported by accessible pricing, improved facility availability and a strong value proposition for local residents.

Swimming lesson memberships have reduced across both sites, reflecting wider national participation trends. Despite this, continuation rates among older children remain relatively strong, with performance tracking only marginally below expected levels. Targeted work is ongoing to improve lesson retention and support long-term participant progression.

Overall, membership performance during Contract Year 11 demonstrates a stable and resilient position. Continued focus on customer experience, retention initiatives and facility enhancements will support sustainable growth moving into the next contract year.

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 the year 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 South Leicestershire Schools Partnerships *Lads & Gals Days*, OWBC Jobs Fair and Easter and Christmas Craft Fayres.
- **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 £8,000 through the year 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 significant community benefit through a comprehensive programme of free and subsidised access initiatives across Parklands Leisure Centre and Wigston Pool & Fitness Centre. Throughout Contract Year 11, these initiatives have played a key role in reducing barriers to participation, supporting health equality and widening access to physical activity for local residents.

Over the year, thousands of free and discounted visits, passes and memberships were provided, representing a substantial investment in community wellbeing and inclusive access. Support has been targeted towards children and young people, residents with additional needs, vulnerable groups and those who may not otherwise be able to access leisure facilities.

Children in the Community

During the school summer holidays, 1,831 free swims were delivered for under-16s. This initiative provided safe, accessible and affordable opportunities for children and young people to remain active during the holiday period, supporting both physical wellbeing and positive use of leisure time.

Inclusive Access

To ensure facilities remain accessible to all, free swimming opportunities continued to be provided for less-abled residents. Across the year, over 4,000 supported swimming sessions were delivered, promoting inclusion, confidence and improved wellbeing for participants with additional needs.

Local Community Passes and Trial Access

A range of free and discounted passes and memberships were offered to encourage first-time use and ongoing engagement. This included day passes, family swim passes and short-term memberships, enabling residents to experience facilities and activities in a supported and low-risk way before committing longer term.

Targeted Support for Vulnerable Groups

Everyone Active maintained strong partnership working with local organisations and support groups, including Supporting Leicestershire Families, Parkinson's groups and Ukrainian residents. As part of this targeted approach, a significant number of 12-month memberships were allocated during the year, providing long-term access to physical activity and wellbeing support for individuals most in need.

Collectively, these initiatives represent a considerable community investment and demonstrate Everyone Active's ongoing commitment to social value, preventative health and inclusive leisure

provision. The continued delivery and expansion of free and supported access schemes ensures that leisure facilities remain welcoming, accessible and relevant to all sections of the community

Organisation	Description	Total	Cost per unit	Total Cost	Annual Cost
Children in the community	Free Swimming in the School Summer Holidays for under 16's	1,831	£3.50	£6,409	£59,811
Local community	Family Swim Pass	240	£15.00	£3,600	
	Free swimming session for less abled	4,175	£3.50	£14,613	
Local community	Day Passes	485	£6.00	£2,910	
	1 week membership	112	£10.00	£1,120	
	1 month membership	3	£40.00	£120	
	3 month membership	14	£120.00	£1,680	
	6 month membership	5	£240.00	£1,200	
	12 month membership	11	£440.00	£4,840	
Ukranian / Parkinsons	12 month membership	52	£440.00	£22,880	

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, Two Senior Managers left the contract with the Operations Manager at Parklands and General Manager at Wigston leaving for improved roles within Everyone Active locally, whilst this resulted in the appointment of a new operations Manager at Parklands from internal promotion. 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 four 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. The company saw a major change in our apprenticeship delivery with the previous deliverer moving out of the leisure market, however a new contractor was appointed towards the end of the year and a new program of recruitment is being developed for the 2026 contract year.
- **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.

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 the year, 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 the year reaffirmed our 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	<i>Client Inspection Quarterly</i>	<i>Client Inspection Quarterly</i>
Local Authority Food Hygiene Inspection	<i>5 Star</i>	<i>N/A</i>
Statutory Inspections	<i>Fully compliant across all areas</i>	<i>Fully compliant across all areas</i>

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 Parklands Leisure Centre and Wigston Pool & Fitness Centre has remained at an **exceptionally high standard throughout Contract Year 11**. Robust safety management systems, proactive supervision and a strong safety culture continue to underpin operational delivery across both sites.

Across the full contract year, **no RIDDOR-reportable incidents** were recorded, demonstrating effective risk management and compliance with statutory health and safety requirements.

During the year, a total of **95 minor accidents** were recorded from **839,099 attendances**, resulting in an overall accident rate of **1.13 per 10,000 visits**. This performance remains **significantly below the leisure industry benchmark** of approximately 4 accidents per 10,000 visits and reflects consistent operational control across all activity areas.

Accidents and Incidents – Contract Year 11

Measure	Parklands (PKL)	Wigston (WIG)	Total
Site Attendance	550,106	288,993	839,099
Number of Accidents	40	55	95
RIDDOR Incidents	0	0	0
Accidents per 10,000 Visits	0.73	1.90	1.13

Both centres continue to operate with **robust safety controls**, supported by comprehensive staff training, daily operational and plant checks, and a programme of regular internal audits.

Accident investigation, near-miss reporting and continuous learning remain embedded within the management culture, ensuring that any issues are addressed promptly and that preventative measures continue to evolve. This approach supports the ongoing delivery of safe, well-managed and welcoming facilities for all users

8. Cleaning and Presentation

High standards of cleanliness and presentation have been consistently maintained across Parklands Leisure Centre and Wigston Pool & Fitness Centre throughout **Contract Year 11**. A strong focus on dedicated in-house cleaning teams, supported by specialist external contractors, has ensured facilities remain clean, safe and welcoming for all users.

Cleaning delivery is underpinned by a structured and proactive regime, with comprehensive **daily, weekly and monthly schedules** in place at both sites. These are supplemented by responsive cleaning activity aligned to operational demand, ensuring that hygiene standards are maintained throughout peak and off-peak periods.

In addition to routine cleaning, a programme of **planned out-of-service deep cleans** has been delivered across the year. These works have allowed areas to be cleaned thoroughly without impacting customer experience, while supporting long-term asset care and presentation standards. External contractors have been engaged where specialist equipment or expertise is required, ensuring consistent quality and compliance.

At **Wigston Pool & Fitness Centre**, annual deep-cleaning activity included comprehensive cleaning beneath gym equipment, full clearance and reorganisation of outdoor areas and car parks, along with

professional drain clearance works delivered by external contractors. Dryside floors and poolside spectator areas were a maintained focus throughout the year with specialist equipment purchased to help maintain standards. The introduction and continued enforcement of the “No Shoes” poolside policy has had a positive and sustained impact on cleanliness levels. Changing room showers and dryside drainage systems were also subject to planned deep cleaning including Contractor led chemical cleaning to ceilings and high level areas.

At **Parklands Leisure Centre**, cleaning and presentation works focused on both internal areas and external surroundings. Contractor Deep cleaning was completed in dryside changing rooms, Wetside Changing Village, Sports Hall, Soft Play, back-of-house corridors and service areas. External presentation improvements included management of the building frontage, clearance and reorganisation of bin storage areas, and removal of redundant structures to improve overall site appearance and support future works. The climbing wall received a comprehensive maintenance and high level clean by the instructor team, ensuring equipment and surfaces remain safe, presentable and well maintained.

Collectively, these activities demonstrate a sustained commitment to high presentation standards, effective asset care and a positive customer environment, supported by well-trained teams and structured oversight.

8.1 Cleanliness Audit Performance

Cleanliness standards across both centres have continued to perform strongly against internal quality benchmarks throughout Contract Year 11. Everyone Active Quality Audits consistently recorded **scores above 90%**, reflecting the effectiveness of the cleaning regimes, team accountability and management oversight.

Customer feedback throughout the year further reinforces this performance, with cleanliness regularly identified as one of the highest-rated aspects of the service through customer comments and Net Promoter Score (NPS) feedback. Particular positive feedback has been received in relation to changing areas, gym floors and high-use public spaces, all of which have benefited from the enhanced deep-cleaning programme. Occasional complaints are received however these are primarily based upon reactive issues due to the high footfall received on both sites and these are dealt with immediately to ensure continued high service level delivery.

The continued focus on inspection, quality assurance and staff ownership ensures that facilities remain clean, safe and well presented, aligning closely with the Council’s service expectations and community standards.

9. Safeguarding

No safeguarding incidents were recorded during the year, which is especially pleasing to report.

Previously reported issues at Wigston to manage and monitor site access challenges linked to local traveller community visits, have improved somewhat however this still does occasionally cause minor issues. The team continues to liaise closely as required with the local police to ensure an appropriate balance of inclusion and safety for all users.

10. Maintenance and Facility Management

Throughout **Contract Year 11**, maintenance and facility management arrangements across Parklands Leisure Centre and Wigston Pool & Fitness Centre have remained robust, with **all statutory compliance requirements achieved satisfactorily throughout the year**. A structured and well-governed approach to planned and reactive maintenance has ensured both facilities continue to operate safely, efficiently and in full accordance with legislative and industry standards.

All **Planned Preventative Maintenance (PPM)** activity has remained fully up to date across both sites and is aligned to Everyone Active's national compliance framework. This includes full compliance with key statutory and high-risk areas such as **Legionella management, electrical testing, gas safety, fire safety systems, pool plant operation, and building fabric maintenance**. Regular inspections, testing and servicing have ensured that critical systems remain safe, reliable and fit for purpose throughout the year.

The PPM programme is supported by the **Everyone Active Quality Management System (EQMS)**, providing comprehensive scheduling, tracking and verification of all statutory checks and maintenance activity. This ensures that compliance is not only achieved but continually monitored, reviewed and auditable, supporting both operational assurance and transparency for the Council.

In addition to planned works, **reactive maintenance** has been delivered promptly across the year to address operational issues and minimise disruption to customers. All reactive tasks have been logged, monitored and closed through the central maintenance system, ensuring full traceability and accountability. This responsive approach has supported service continuity while protecting the condition of the buildings and plant.

Maintenance delivery during the year has been further strengthened by the **Council's asset management investment at Parklands Leisure Centre**, which has enabled a number of internal and external building enhancements. These improvements have supported compliance, improved presentation and enhanced the long-term sustainability of the asset, reinforcing the Council's commitment to maintaining high-quality leisure infrastructure for the community.

Overall, Contract Year 11 has demonstrated strong and consistent performance in both preventative and reactive maintenance, with statutory compliance achieved throughout the year and effective stewardship of Council assets. This approach continues to underpin the safe operation of both facilities, a positive customer experience and the protection of long-term asset value.

11. Customer Feedback and Satisfaction

Customer satisfaction across Parklands Leisure Centre and Wigston Pool & Fitness Centre has remained **consistently strong throughout Contract Year 11**, reflecting high standards of service delivery, staff professionalism and a continued focus on customer experience.

Across the year, **customer satisfaction ratings remained above 70% at all times**, with an **average satisfaction score of 81% across both sites**. This sustained performance demonstrates consistent service quality and aligns positively with both contract expectations and sector benchmarks.

Customer complaints continue to remain exceptionally low. Across the full year, complaints represented **less than 0.01% of total visits**, highlighting the effectiveness of frontline service delivery, proactive issue resolution and positive customer engagement.

Both sites maintained a **100% response rate to customer feedback and complaints within 72 hours** throughout the year. In practice, response times were significantly better than the contractual requirement, with the **majority of customer correspondence responded to within 24 hours**, reinforcing a customer-focused and responsive management culture.

Feedback themes across the year included routine operational matters such as car parking pressures, class availability and short-term facility access issues. These were balanced by a high volume of positive feedback recognising the **quality of programmes, improvements to facilities and the approachability and professionalism of staff**.

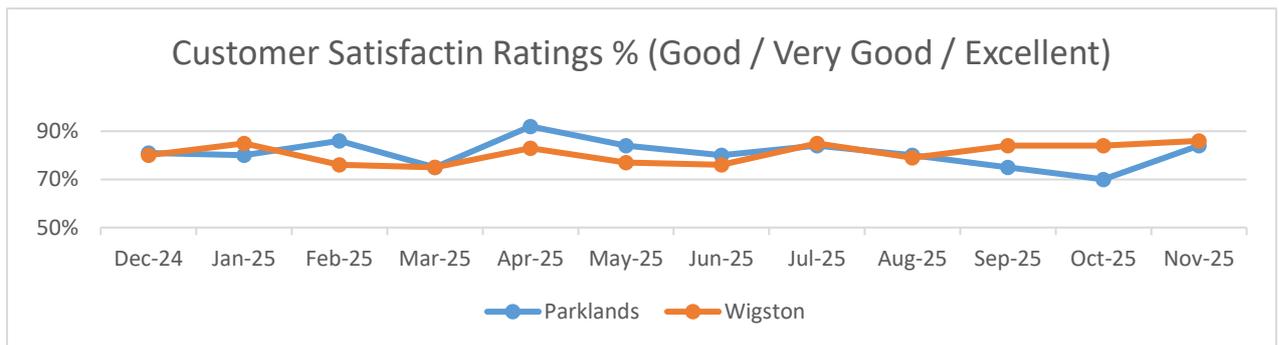
Customers regularly praised individual team members for their friendliness, expertise and willingness to go above and beyond, particularly within swimming lessons, group exercise, personal training and community-facing services such as the café.

Where feedback highlighted challenges — including temporary pool closures, car parking availability, or isolated site-specific issues — these were addressed promptly through local management action and, where appropriate, liaison with Council officers and external partners. This ensured that issues were resolved quickly and customer confidence maintained.

Overall, customer feedback during Contract Year 11 demonstrates **high and sustained satisfaction**, exceptionally low complaint levels and strong confidence in service delivery. Customers consistently value the welcoming atmosphere, staff engagement and ongoing investment in facilities, reinforcing the positive reputation of both centres within the community

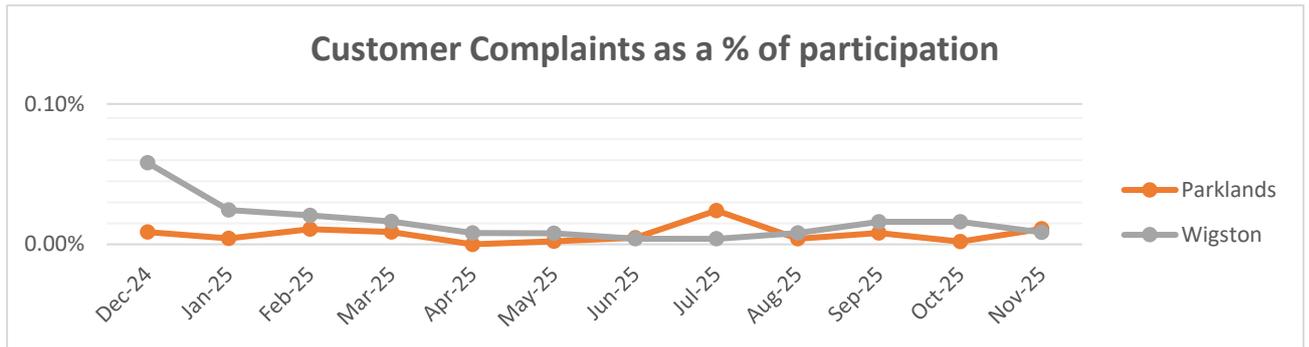
Customer Satisfaction Ratings

CY11	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Average
Parklands	81%	80%	86%	75%	92%	84%	80%	84%	80%	75%	70%	84%	83%
Wigston	80%	85%	76%	75%	83%	77%	76%	85%	79%	84%	84%	86%	79%



Customer Complaints

CY11	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Average
Parklands	0.01%	0.00%	0.01%	0.01%	0.00%	0.00%	0.00%	0.02%	0.00%	0.01%	0.00%	0.01%	0.00
Wigston	0.06%	0.02%	0.02%	0.02%	0.01%	0.01%	0.00%	0.00%	0.01%	0.02%	0.02%	0.01%	0.00



12. Marketing and Promotions

Marketing and promotional activity throughout **Contract Year 11** has focused on increasing awareness of leisure provision across the borough, driving participation in priority programmes and supporting sustained membership engagement at both Parklands Leisure Centre and Wigston Pool & Fitness Centre.

A **strategic, multi-channel marketing approach** has been delivered across the year, ensuring consistent visibility and engagement with a broad range of audiences. Campaigns have placed particular emphasis on family activity, swimming participation, soft play and inclusive community programmes, aligned to seasonal demand and local priorities.

Marketing delivery has combined **digital, broadcast, print and out-of-home advertising**, alongside direct community engagement, ensuring strong coverage across Oadby and Wigston and surrounding areas. This coordinated approach has maximised reach while reinforcing brand familiarity and accessibility across multiple touchpoints.

Key marketing activity delivered during the year included:

Transport Advertising

External advertising campaigns across Arriva buses and centre-operated vehicles promoted soft play, swimming and family activity offers. These campaigns provided high-frequency exposure along key commuter routes and within residential areas, supporting consistent brand recognition throughout the year.

Broadcast Media

Targeted regional radio advertising through Capital East Midlands and Hits Radio East Midlands was delivered during peak campaign periods. These campaigns promoted health, fitness and family-focused activities, reaching large audiences and supporting short-term programme uptake alongside longer-term awareness.

Out-of-Home Advertising

High-impact out-of-home campaigns included mobile advertising vans positioned at community hotspots, alongside digital advertising placements at Fosse Park Digital Six Sheets and Highcross Shopping Centre Panvision Screens. These locations provided high footfall exposure and strong visibility among leisure and family audiences.

Print and Community Publications

Regular features and advertising placements were included in family-focused publications such as *Lots for Tots Leicestershire* and *Primary Times*, alongside inclusion in school newsletters and

community bulletins. This ensured targeted engagement with parents, carers and schools across the borough.

Digital and Online Promotion

Ongoing digital promotion through website content, online event listings, community directories and local platforms ensured consistent online visibility throughout the year. This activity supported programme discovery, seasonal promotions and search accessibility.

12.1 Marketing Performance – Contract Year 11

Marketing performance across the year demonstrates **strong reach and engagement**, particularly through family-led campaigns and high-visibility outdoor and broadcast activity.

Channel / Campaign Type	Annual Activity Summary	Estimated Reach / Engagement	Key Outcomes
Transport Advertising	Bus and vehicle campaigns promoting family activities and soft play	>800,000 impressions	High-frequency exposure across key routes and residential areas
Broadcast Media	Capital & Hits Radio East Midlands campaigns	~150,000 listeners per week during campaign periods	Reinforced brand awareness and seasonal programme uptake
Out-of-Home Advertising	Ad vans, Fosse Park Digital Screens, Highcross Panvision	>1 million footfall exposures	Strong visual presence at high-footfall retail and leisure destinations
Print & Community Media	Lots for Tots, Primary Times, school newsletters	~60,000 annual circulation	Targeted engagement with families and school networks
Digital & Online Listings	Website, event listings, community directories	Ongoing engagement throughout the year	Continuous visibility supporting participation and enquiries

Estimated Total Annual Marketing Reach: In excess of 2 million local impressions across all combined channels.

Overall, the integrated marketing approach delivered throughout Contract Year 11 has strengthened brand awareness, increased engagement with priority audiences and supported sustained participation across programmes and memberships. The continued balance between traditional media, digital platforms and community outreach ensures leisure services remain visible, accessible and relevant to local residents.

12.2 Community Outreach and Engagement

Alongside formal marketing activity, **team-led community outreach** has played a key role in extending the reach and impact of leisure services throughout **Contract Year 11**. Teams have maintained a strong presence across **schools, sports clubs and community organisations**, ensuring direct engagement with residents and strengthening local relationships.

Centre teams regularly attended and supported **prominent community events**, including local festivals and **Christmas light switch-on events**, providing high-visibility promotion of leisure services while reinforcing Everyone Active's role as an active and engaged community partner. These events have helped raise awareness of facilities and programmes among residents who may not traditionally engage through digital or paid advertising channels.

A key strand of outreach activity has been the continued delivery of the **Adopt a School campaign**, which remains highly popular and well received. Through this initiative, local schools are partnered with leisure centres to provide **free access opportunities for children, school staff and parents**, supporting physical activity, wellbeing and positive relationships with leisure facilities from an early age.

The Adopt a School programme has supported:

- Free or supported access to swimming and physical activity for pupils
- Engagement opportunities for teachers and school staff
- Increased confidence and familiarity for parents accessing facilities
- Stronger links between schools, centres and the wider community

In addition, outreach work with local clubs and community groups has helped promote inclusive activity opportunities, signpost targeted programmes and encourage sustained participation beyond initial engagement.

Overall, community outreach activity throughout the year has **complemented wider marketing campaigns**, increased local visibility and strengthened trust and connection within the community. This direct, people-focused approach continues to play an important role in widening access, supporting participation growth and reinforcing the social value of the contract.

13. Physical Activity and Sports Development

The **Active Communities Team** continues to deliver a broad, inclusive and impactful programme of physical activity, sport, health and wellbeing initiatives across Parklands Leisure Centre and Wigston Pool & Fitness Centre. Throughout **Contract Year 11**, this work has played a central role in supporting the Council's public health priorities by promoting active lifestyles, improving wellbeing and strengthening community connections.

Delivery has focused on reducing barriers to participation, supporting priority groups and providing accessible opportunities for residents of all ages and abilities to engage in regular physical activity.

Funding and Programme Development

Across the year, the team successfully secured £14,531 in external funding to support the development and delivery of community and family-based activity programmes across Oadby and Wigston.

This funding enabled the delivery of a parent-led Holiday Activities and Food (HAF) programme at Parklands Leisure Centre, combining swimming, soft play and healthy eating. Delivered over school holiday periods, the programme supported young people across many activity places, receiving high positive feedback from both participants and families.

Further funding supported a Junior Gym HAF programme for young people aged 11–16, engaging with children and providing structured, supervised access to fitness facilities during the school holiday period's.

Funding was also achieved to help run pilot sessions for walking sports looking to help active ageing participants in improving health and wellbeing.

Children and Young People

Engagement with children and young people continued to grow throughout the year, supported by targeted initiatives, free access schemes and school partnerships.

- **Free access for care-experienced children and young people** who currently access free gym memberships across both sites, supporting confidence, wellbeing and long-term engagement with physical activity.
- The **Adopt a School initiative** was launched, partnering with schools such as St John Fisher Catholic Voluntary Academy, St Thomas More Catholic Voluntary Academy and Parkland Primary School. The programme provided free access and activity opportunities to nominated pupils, strengthening links between schools and leisure facilities.
- The **Free Summer Swimming Programme** supported **1,831 children** during the school holidays, providing safe, accessible and affordable opportunities to stay active.

Collectively, these initiatives support the development of healthy habits, improved confidence and positive engagement from an early age.

Healthy Lives and Community Health

The **Healthy Lives programme** continued to support residents referred for physical activity and lifestyle improvement throughout Contract Year 11, with over 10,000 visits catered for throughout the year.

- **Exercise referral pathways** remained effective, with new referrals progressing into structured activity programmes.
- The **Parkinson's membership offer** remained strong, supporting **members** through tailored sessions.
- The **HeartSmart cardiac rehabilitation programme** recorded **record attendances**, delivered across four weekly sessions.
- **Steady Steps Maintainers** classes supported post-rehabilitation participants, delivering **sessions** promoting balance, mobility and independence.
- **Registered carers** provided with free access to support participants to access activities safely and confidently.

These programmes continue to contribute to preventative health outcomes and improved quality of life for participants.

Healthy Ageing

Participation among older adults remained strong across the year, with **9,223 attendances** recorded across a range of age-appropriate and socially focused activities, including Active Life sessions, Walking Football, Senior Kurling and Senior Badminton.

These sessions provide important opportunities for gentle exercise, social interaction and confidence building, supporting both physical and mental wellbeing among older residents.

Healthy Workplaces

Wellbeing promotion extended beyond customers, with Everyone Active staff encouraged to engage in healthy workplace activity initiatives throughout the year.

Highlights included:

- Community Football Matches
 - Canoeing sessions at Kilby Bridge
 - Charity Challenges.
-

Healthy Communities

Community engagement continued to strengthen through partnership working and outreach activity across the year.

- Support was provided to **Fosse Park's "Try Something New" campaign**, delivering four full-day taster events featuring Pickleball, Soft Archery and dance activities. The campaign engaged **over 1,870 people**, distributed **100 free day passes**, and shared **more than 1,000 promotional items**.
 - **Pickleball sessions, Ladies No Strings Badminton, walking football, Soft Ball Walking Cricket** were all delivered with session's launched through the Community Champions initiative, supported by **three months of free sports hall hire**. Participation continues to grow as awareness increases.
-

Overall, delivery throughout Contract Year 11 demonstrates a **strong and sustained contribution to physical activity participation, health improvement and community wellbeing**. Through targeted programmes, partnership working and inclusive delivery, the Active Communities Team continues to generate measurable social value and support residents of all ages to lead more active, healthier and more connected lives.

14. Social Value and Community Impact

Social value sits at the heart of leisure service delivery across Parklands Leisure Centre and Wigston Pool & Fitness Centre. It represents the **wider benefits created for individuals, communities and**

the local economy beyond traditional service outputs — including improvements to physical and mental health, wellbeing, social connection, skills development and community resilience.

Throughout **Contract Year 11**, the contract has delivered a **significant and measurable social value impact** for residents across the Oadby and Wigston borough, reinforcing the role of leisure centres as key community assets and preventative health partners.

Social Value Performance and Growth

Total social value generated during **2024–25** reached **£3,439,910**, representing a strong year-on-year increase from **£3,142,505 in 2023–24**. This reflects a **9.24% increase** in social value delivery across the contract, with an average site contribution of **£1,719,995**.

Both sites continue to perform exceptionally well at a national level, sitting within the **top quartile of leisure operators for social value delivery**, achieving a **score of 90 out of 100**. Notably, **Wigston Pool & Fitness Centre** recorded the strongest year-on-year growth, with an increase of **over 10%**, highlighting the continued impact of targeted community and health-focused interventions.

Breakdown of Social Value Impact

The social value generated across the year reflects a broad range of positive outcomes for local residents:

- **Physical and Mental Health: £679,722**
Improved health outcomes through regular physical activity, exercise referral, rehabilitation programmes and inclusive access.
- **Subjective Wellbeing: £1,881,383**
Enhanced happiness, confidence and quality of life through social connection, participation, enjoyment and reduced isolation.
- **Individual Development: £19,308**
Skills development, confidence building and personal progression through volunteering, training and supported participation.
- **Social and Community Development: £859,487**
Stronger community networks, inclusion, volunteering and engagement through outreach, partnerships and accessible provision.

Reach and Community Benefit

Over **23,000 people** across the Oadby and Wigston borough have been positively impacted by the social value delivered through the leisure centres during the year. This includes children and young

people, older adults, individuals managing long-term health conditions, carers and residents who may otherwise face barriers to participation.

The scale and consistency of this impact demonstrates how leisure services contribute directly to **preventative health, reduced demand on public services and stronger, more connected communities.**

Overall, social value delivery during Contract Year 11 highlights the **broader role of leisure services beyond activity provision alone.** Through targeted programmes, inclusive access, partnership working and community engagement, the contract continues to deliver meaningful outcomes that align closely with the Council's health, wellbeing and social inclusion priorities.

15. Service Delivery Exceptions

Service delivery standards across Parklands Leisure Centre and Wigston Pool & Fitness Centre remained **consistently strong throughout Contract Year 11**, with **all contractual service obligations met** and only a small number of short-term operational interruptions recorded.

Where service interruptions were required, these were **planned or unavoidable in nature**, managed efficiently and resolved within agreed timescales. Clear and timely communication was provided to customers, and no extended closures or breaches of contractual performance standards occurred during the year.

Parklands Leisure Centre

During the year, minor and **planned service interruptions** were recorded to enable essential maintenance and protect long-term facility quality:

- **Soft Play Area** – A short-term closure was required to facilitate scheduled maintenance and safety inspections. The area was reopened promptly following completion, with no ongoing impact on service delivery.
- **Sports Hall / Function Room** – Temporary closure took place to allow planned floor resurfacing works to be completed. The works were delivered within the planned programme, and the facility returned to full operational use without disruption to scheduled activities.
- **Soft Play and Climbing Annual Maintenance** – temporary closures to allow for contractor access to review facilities and complete minor remedial works along with programmed deep cleans.

These closures were proactively planned to minimise customer impact and ensure facilities continued to meet required safety and quality standards.

Wigston Pool & Fitness Centre

Two **short-duration pool closures** occurred during the year through maintenance issues:

- **Water Quality Management** – A temporary closure was implemented following a chlorine imbalance alert. Corrective action was taken immediately, with the pool reopened the same day following rebalancing and retesting.
- **Technical Plant Issue** – A filtration system fault required a brief pool closure. Repairs were completed within 24 hours, enabling swimming sessions to resume the following day.

Both incidents were managed in line with operational and quality management procedures, ensuring customer safety remained the priority and disruption was kept to an absolute minimum.

Preventative Actions and Continuous Improvement

To further strengthen operational resilience and minimise future disruption, a number of **preventative and improvement measures** have been embedded across the year:

- **Enhanced plant and water quality monitoring**, including increased inspection frequency and early-warning alerts
- **Refined Planned Preventative Maintenance scheduling**, aligned to avoid peak usage periods wherever possible
- **Improved contractor coordination and oversight**, enabling faster response times and assured quality delivery
- **Enhanced customer communications**, using on-site messaging and digital channels to provide timely updates during planned or reactive works
- **Continuous improvement reviews**, ensuring lessons learned from any service interruption are captured and applied through regular operational review meetings

Overall, Contract Year 11 demonstrates a strong and reliable service delivery position, with minimal disruption, effective management of unavoidable interruptions and a clear commitment to continuous improvement. This approach continues to support the delivery of safe, dependable and high-quality leisure services for the local community.

Review and Forward Look: 2025–26

The Contract Year continued to demonstrate a **stable, high-performing leisure contract**, underpinned by strong operational delivery, positive customer engagement and a mature, collaborative partnership between Everyone Active and Oadby & Wigston Borough Council.

Against a challenging national backdrop for the leisure sector, both **Parklands Leisure Centre** and **Wigston Pool & Fitness Centre** have sustained healthy participation levels and strong community engagement. This has been supported by consistently high standards of safety, compliance and customer satisfaction, alongside positive independent audit outcomes.

Performance across the quarter — including record levels of Exercise Referral participation, resilient membership figures and strong social value delivery — reflects a **well-managed, resilient service** that continues to deliver tangible benefits for residents across the borough.

Investment and Service Development: 2025–26

Looking ahead to **2025–26**, Everyone Active is committed to **continued investment in both facilities**, with a clear focus on enhancing the customer experience, modernising fitness provision and expanding targeted community activity programmes.

Planned investment priorities include:

- **Proposed gym improvements** across both sites, focused on refreshing and enhancing fitness equipment, improving gym layouts and ensuring facilities remain contemporary, inclusive and aligned to changing customer needs.
- **Targeted community programme development**, building on the success of existing health, wellbeing and inclusion initiatives. This includes further expansion of referral-based activity, programmes for older adults, children and young people, and tailored sessions for under-represented groups.
- Continued support for **preventative health and wellbeing pathways**, ensuring leisure provision plays a central role in supporting the Council’s public health objectives and long-term health outcomes.

These planned investments reflect a shared commitment to **future-proofing the leisure offer**, maintaining high levels of satisfaction and ensuring facilities continue to meet the needs of a growing and diverse community.

Key Priorities for the Remainder of 2025 and Into 2026

Sustaining Membership and Participation

Maintaining strong retention while driving sustainable growth through targeted campaigns, seasonal programming and community-led engagement, particularly through winter and New Year periods.

Strengthening Community Impact

Further development of inclusive, accessible activity programmes for older adults, young people and those accessing health referral pathways, building on the success of Active Communities and HAF delivery.

Operational Excellence and Reliability

Continued focus on preventative maintenance, plant monitoring and operational planning to maximise facility uptime and minimise disruption.

Customer Experience and Quality

Ongoing investment in cleanliness, presentation, staff development and service culture, ensuring consistently high standards across all customer touchpoints.

Partnership and Strategic Alignment

Close collaboration with Oadby & Wigston Borough Council to ensure delivery remains aligned with borough-wide health, wellbeing and inequality reduction priorities.

Outlook

As the contract moves into **2025–26**, the service is well positioned to build on its strong foundations. With planned investment in facilities, enhanced fitness provision and an expanding programme of targeted community activity, Everyone Active remains fully committed to delivering a **high-quality, inclusive and sustainable leisure service** that continues to support the health, wellbeing and vibrancy of communities across Oadby and Wigston.

Appendix 3



Executive Summary

Reporting Period – 1st October – 31st December 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 October to 31st December 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 94 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 reporting period reflects some of our progress in improve our t strategic plan and KPIs. We held our AGM in November, which marked a key milestone, with strong engagement and positive feedback from staff, partners, and stakeholders, reaffirming confidence in our refreshed brand and strategic direction. Together, these developments clearly signal an organisation that is purpose driven.

Our success at Stage 1 of an NHS Tender is a significant achievement, evidencing the quality, credibility, and relevance of our services within statutory systems. This progress positions the organisation for future commissioning opportunities and possible deeper partnership working with health and public sector partners. We look forward to seeing if anyone wishes to fund our projects via the framework.

At the same time, we are investing in visibility, influence, and sustainability. We have been confirmed as a partner for the 2026 CEO Sleepout, providing a high-profile platform to raise awareness, some income, and engage new supporters. Early planning is also underway for our 30th Anniversary campaign, launching in Spring 2026, which will celebrate our impact over the last 30 years in the local community.

As demand for our services continues to increase, capacity remains a key challenge. While all current contracts are stable, a number are due to conclude in 2026/27, making forward financial planning essential. Our priority is to secure sustainable funding that allows us not only to maintain services, but to strengthen our organisational infrastructure. This includes increasing staff salaries, enhancing management capacity, and investing in systems that support quality, resilience, and staff wellbeing. Funding decisions currently pending will be critical in shaping this next phase.

Organisational Development

Operationally, our focus is on delivering our strategy with impact. Key priorities include a detailed budget review for 2026/27, targeted funding applications, and operational improvements to ensure we can meet growing needs without compromising quality.

We are also expanding our fundraising and community engagement capacity. We are actively seeking corporate sponsorships and have created our Fundraising Group (a mix of trustees, staff and CEO trying to do fundraising in their spare time!), which meets quarterly. Our ambassador programme is strengthening our reach, with a Corporate Ambassador supporting promotion and events, and a Community Ambassador commencing outreach from January 2026, attending key business and community networks to increase awareness and partnerships.

Finally, we are piloting work within schools in 2026, reflecting our strategic commitment to prevention and early intervention. This initiative aims to reduce future need by supporting young people earlier, strengthening community resilience, and extending our impact beyond crisis response.

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.

Summary

In summary, the organisation is delivering strong impact, gaining external recognition, and building momentum. Our focus now is on securing the funding, capacity, and infrastructure needed to sustain and scale this impact into 2026 and beyond, as funding continues to be a challenge.

Demographics

Please see separate report #1

Quantitative data

Council Area - Number of NEW Clients

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	25
Charnwood Borough Council	8
Harborough District Council	19
Hinckley & Bosworth	1
Leicester City Council	81
Melton	3
North West Leicestershire District Council	2
Oadby & Wigston Borough Council	94
Out of Leicestershire	3
Report Total	236

Report Filters (All Conditions must be met):

Client Details > Date First Seen From 01/10/2025
Client Details > Date First Seen To 31/12/2025

Council Area - Number of Clients (New & Existing)

Client Address Council Area	Client Details Count Number of Clients
Blaby District Council	62
Charnwood Borough Council	19
Harborough District Council	44
Hinckley & Bosworth	8
Leicester City Council	179
Melton	3
North West Leicestershire District Council	5
Oadby & Wigston Borough Council	323
Out of Leicestershire	6
West Oxfordshire District Council	1
Report Total	650

Report Filters (All Conditions must be met):

Client Details > Date Last Updated From 01/10/2025

Client Details > Date Last Updated To 31/12/2025

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
	2
Knighton	2
Oadby Brocks Hill	9
Oadby Grange	5
Oadby St Peter's	8
Oadby Uplands	3
Oadby Woodlands	5
Saffron	1
South Wigston	19
Wigston All Saints	11
Wigston Fields	19
Wigston Meadowcourt	9
Wigston St Wolstan's	1
Report Total	94

Report Filters (All Conditions must be met):

Client Details > Date First Seen From 01/10/2025

Client Details > Date First Seen To 31/12/2025

Client Address > Council Area In List Oadby & Wigston Borough Council

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

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	20
Oadby Grange	10
Oadby St Peter's	21
Oadby Uplands	13
Oadby Woodlands	11
South Wigston	96
Wigston All Saints	27
Wigston Fields	45
Wigston Meadowcourt	42
Wigston St Wolstan's	33
Report Total	318

This report shows 94 clients from the above electoral wards were new clients, with a total of 318, where 224 were existing or repeat clients

Please Note: Helping Hands closed for a 2-week period over the Christmas and New Year period, which would explain a slightly lower figure than of previous quarters.

As you can see, Helping Hands Community Trust continue to support many people beyond Oadby and Wigston, with 327 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.

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	5
	Consumer/General Contract	50
	Debt	50
	Education	1
	Employment	13
	Family	9
	FOODBANK	24
	General	1
	Housing	35
	Legal Advice - Solicitor	13
	Mental Health	3
	Miscellaneous	36
	Personal (Self)	1
	Taxation	2
Welfare Rights	310	
Report Total	553	

Report Filters (All Conditions must be met):

Case Details > Date of Last Update From 01/10/2025
 Case Details > Date of Last Update To 31/12/2025
 Client Address > Council Area Is Oadby & Wigston Borough Council

For Work Completed items and time spent, see separate report #2

You will see from the attached report it shows all matter categories (issues) that those 318 clients across all electoral wards within Oadby & Wigston have presented to us. It clearly states that we have dealt with 553 separate issues from 318 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 1764 work completed items have taken 41928 minutes (approx. 699 hours).

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

Total number of client (New & Existing) = 318

Total number of Issues/categories/matters = 553

Total number of work completed items (everything done for each case) = 1764

Total time spent = 41928 minutes

We are spending approx. 2 hours 20 minutes with each client.

The financial Outcomes report is attached #3

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.

Please see the 3 case studies below to reflect on the extra mile and person-centred approach that the team take in helping individuals and families across LLR.



Case Study 1

Client Seen By: Ketna

Date: 31/10/25

Location: South Wigston

Client Profile & Case Background:

Client retired and started getting her State Pension. She came in to see us in April and we applied for CTS and HB.

The council kept asking for further information as she got a small lump sum of Private Pension they wanted to see letters and then we had to re submit all of her bank statements.

Months had gone by and due to LCC back log we were still waiting for decision.

Finally in Oct client heard back after us chasing again and client was awarded £430 per month on HB and a backdated amount of HB £2500 and CTS received a backdated amount of £700.

Summary of Issues & Needs Assessment:

Benefit check was done and applied for CTS and HB.

Client is now receiving HB and CTS.

By doing a benefit check we have maximised his income.

Resources:
Internal-
External-
Gov.uk

Options Discussed, Advice Given & Actions Taken:
Helped client to apply for HB and CTS to maximise his income.

Outcome:
Client is now on SRP, HB and CTS.

Any Unusual Factors or Difficulties For Client:

Only difficulty client had was trying to get the benefits sorted and the Council constantly asking for proofs and supporting evidence.
The frustration was trying to get answers from the Council. Client happy with the outcome and thanked us for our help.

What Was Learned:

A lot of people do not know what they are eligible for and if people don't go to organisations like ourselves they would miss out on what they should be getting. We learned that we have to keep chasing LCC to get the outcomes.



Case Study 2

Client Seen By: Halimah

Date: November 2025

Location: South Wigston

Client Profile & Case Background:

The client lives with his wife and 17yr old son.
The client is too sick to work and his wife is his carer. The client stopped working in July/Aug '25.
Their income is Personal Independence Payment (PIP), Carers Allowance (CA), Universal Credit (UC) and Child Benefit (CB). His wife also gets a foreign pension.
He is still waiting for his Limited Capability for Work (LCW) assessment.

Summary of Issues & Needs Assessment:

The client wanted to know why his Council Tax changed twice and he is not eligible for Council Tax Support (CTS). They had brought a bunch of Council Tax bills and CTS letters. The didn't understand how CTS worked or how it was calculated.

Resources:

Internal-

External-

<https://www.turn2us.org.uk/>

Options Discussed, Advice Given & Actions Taken:

He confirmed the figures used by CTS were correct.

I explained to the client that when they started receiving the pension, the CTS was recalculated and reduced, which increased the CT to be paid. The client had also worked during this period, which would have been included.

When the CA started, this was also included in the CTS calculation, which reduced their eligibility to zero so they no longer get CTS.

The client wanted to know why the amount owed was higher in the later Council Tax bill. I explained that it was for a shorter period of time, therefore, the payment per month is higher. I highlighted on the bills that the new bill had deducted the amount already paid. Also, neither bill brought in had CTS as the first was before they had applied and the other was after they were ineligible.

The client also wanted a benefit check to see if he was eligible for CTS now.

A benefit check was completed and they were eligible for NSESA and CTS. I explained NSESA but the client did not want to apply as it would reduce his UC.

He already knew how to apply for CTS and after our session, felt confident in applying by himself.

Outcome:

The client understood his Council Tax bill and why it kept changing. He understood his CTS better and is confident in handling it by himself now. He became aware of what benefits he was eligible for and made decision on whether or not he wanted to make a claim.

Any Unusual Factors or Difficulties For Client:

The client was confused about how his CTS worked and felt lost with all the letters that he had received. I had to go through all his paperwork and clarify his timeline multiple times to understand what changes were happening and why. This took a long time as the client was very confused throughout.

What Was Learned:

The client learnt how CTS worked and how to read his Council Tax bill.

Case Study 3

Client Seen By: Halimah

Date: December 2025

Location: South Wigston

Client Profile & Case Background:

The client was reaching state retirement age but his wife would remain under SP age for another year. They did not have any dependents. They lived in a rented accommodation. They currently receive UC. The client had received an SP invitation letter.

Summary of Issues & Needs Assessment:

They wanted help applying for SP. They wanted to know if they can apply for PC and how this change will affect their UC, especially their housing element.

Resources:

Internal-

External-

Options Discussed, Advice Given & Actions Taken:

I helped the client apply for State Pension, which was successful.
I explained that they cannot apply for Pension Credit until both have reached state retirement age.
I explained that their Universal Credit entitlement will remain the same e.g. they will still get the housing element, however, their deductions will change as it will include State Pension.
I reminded them that their Universal Credit will end when the client's wife reaches state retirement age. Housing Benefit was explained as a replacement for help with their rent.
They agreed to return when the wife is near to or has reached state retirement age, for a benefit check to check eligibility for Housing Benefit and Pension Credit and if eligible, help applying. She will also be helped in applying for State Pension.

Outcome:

State Pension claim was successful.
Both have a better understanding of Universal Credit, Housing Benefit, Pension Credit and State Pension.
They will return for a benefit check next year at the wife's change of circumstance and possibly benefit applications.

They were very thankful for the support and wanted to continue with our support in the future.

Any Unusual Factors or Difficulties For Client:

The client and wife were older, did not know benefits and struggled with the internet and computers. Information had to be repeated multiple times for them to understand, especially the client.

What Was Learned:

The client and wife learned more about their current and potential future benefits so they have more control over their finances.

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

Appendix 4

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	14
		Male	13
	Asian or Asian British	Female	1
	English	Male	3
	Indian	Male	1
0 - 16	White & Asian	Female	1
17 - 24	Asian or Asian British Indian	Female	1
		Male	1
	White British	Female	5
		Male	6
25 - 34	[Not Specified]	Female	2
		Male	1
	African	Female	1
	Caribbean	Female	1
	Eastern European	Female	1
		Male	3
	English	Female	3
		Male	3
	White British	Female	9
		Male	3
White Other	Female	1	
35 - 49	[Not Specified]	Female	3
		Male	1
	African	Female	1
		Male	3
	Asian or Asian British	Female	2
		Male	2
	Asian or Asian British Indian	Female	1
		Male	1
	Asian or Asian British Pakistani	Female	1
	Black or Black British	Male	3
	Black or Black British African	Female	1
	Chinese	Female	2
	Client will not provide information	Female	1
	Eastern European	Female	1
		Male	3
	English	Female	3
		Male	4
	Indian	Male	1
	Mixed	Female	1
	Other	Male	1
	Other Asian	Female	2
	Other White (non British)	Male	1
	Pakistani	Female	1
		Male	1
	White & Black Caribbean	Female	2

	White British	Female	23
		Male	10
	White Other	Male	1
50 - 64	[Not Specified]	Male	1
	Asian or Asian British	Female	2
		Male	8
	Asian or Asian British Indian	Female	1
	Asian or Asian British Pakistani	Female	1
	Black or Black British	Female	1
		Male	1
	Black or Black British African	Female	1
	Chinese	Female	1
	Eastern European	Female	1
		Male	1
	English	Female	9
		Male	3
	Indian	Female	3
		Male	2
	Other Asian	Male	1
	Other Black	Male	1
White British	Female	23	
	Male	30	
65 - 70	[Not Specified]	Female	1
	Asian or Asian British	Female	3
		Male	2
	Asian or Asian British Indian	Female	1
		Male	1
	Asian or Asian British Pakistani	Male	1
	Black or Black British	Male	1
	Black or Black British Caribbean	Female	1
	English	Female	1
		Male	3
	Indian	Female	2
		Male	1
	Other	Female	1
		Male	1
Scottish	Female	1	
	Male	1	
White British	Female	12	
	Male	9	
71 - 75	Asian or Asian British	Female	1
	Asian or Asian British Indian	Female	2
	Caribbean	Female	1
	English	Female	1
		Male	2
	Indian	Female	2
	White British	Female	4
Male		3	
	[Not Specified]	Male	1
	Asian or Asian British	Female	1
		Male	2

76 - 80	Asian or Asian British Indian	Male	1
	Bangladeshi	Male	1
	English	Male	2
	Not Answered	Male	1
	White British	Female	3
Male		2	
81 - 85	Asian or Asian British Indian	Female	1
	Not Answered	Female	1
	White British	Female	1
		Male	2
86 - 90	[Not Specified]	Female	1
	Bangladeshi	Male	1
	English	Female	1
	Not Answered	Female	1
	White British	Female	2
91 - 95	White British	Female	2
96+	Asian or Asian British	Male	1
Report Total			323

Report Filters (All Conditions must be met):

Client Details > Date Last Updated From 01/10/2025
Client Details > Date Last Updated To 31/12/2025
Client Address > Council Area Is Oadby & Wigston Borough Council

Report Generated on Tuesday, 20 January 2026 at 10:19pm

Appendix 5

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	Adaptations & Disabled Facilities Grant	2	11
	Care Home Fees	8	187
	Care Home Fees - Financial Assistance	1	82
	Community Care	2	105
Sub-Total for Community Care		13	385
Consumer/General Contract	Car Insurance	1	3
	Clothing & Footwear	1	5
	Credit Card- Arrears	3	29
	Electricity	23	385
	Fraud/Scams	4	273
	Furnishings & Floor Coverings	2	10
	Gas	22	334
	Governmental Agency	1	30
	Life Insurance	1	45
	Meter Readings	4	106
	Mobile Phone - Contract Issues	11	221
	Other goods+services	2	10
	Other household goods and services	2	90
	Other Utility Grant	5	40
	Payments	8	126
	Private Pension	1	5
	Second-hand Vehicles	1	45
	Severn Trent - Big Difference Scheme	10	256
	Sky TV	3	14
	TV Licence	1	5
Utilities	2	20	
Utility Trust Fund	8	126	
Warm Home Discount Scheme	1	20	
Water	3	75	
Sub-Total for Consumer/General Contract		120	2273
Debt	3rd pty debt coln excl bailiffs	1	5
	Budgeting	2	10
	Credit Reference Agencies	6	237
	Credit,store+chg card debts	2	125
	Dealing w/debt repayments	2	250
	Debt Assessment	94	1921
	Debt mngmnt svcs+credit repair	7	238
	Debt Relief Order (DRO)	7	174
	Fuel debts	5	173
	Liability for debt	1	2
	Other credit,fin.+ins.issues	1	3
	Possession claim for arrears	1	5

	Rent arrears-LAs or ALMOs	2	95
	Water supply+sewerage debts	9	100
Sub-Total for Debt		140	3338
Education	FE/6th form colleges	2	120
	Mental health	2	120
Sub-Total for Education		4	240
Employment	ACAS	1	4
	CV Writing	12	276
	Disability excl.Mental Health	5	13
	In Work	9	143
	Looking for Work	6	48
	Seeking/Obtaining - Employment	1	20
	Self employment	2	6
	Sick Leave & Sick Pay	15	249
Sub-Total for Employment		51	759
Family	Birth certificates	1	5
	Calculation	2	40
	Child Support/Maintenance	3	85
	CSA/Child Maintenance	1	30
	Death of Spouse/Partner	2	47
	Execution of wills	1	15
	Financial liabilities+settlements	1	30
	General adv - divorce,sep,diss.	6	17
Sub-Total for Family		22	276
FOODBANK	Food Parcel - Bell St Community Hub	1	3
	Food Parcel - Salvation Army	12	164
	Goldhill	1	25
	LEICESTER SOUTH TRUSSELL TRUST	14	193
	LEICESTER STH TRUSSELL TRUST	6	234
	The King's Centre	3	16
Sub-Total for FOODBANK		37	635
General	Appropriate service n/a	3	135
Sub-Total for General		3	135
Housing	Actual homelessness	10	199
	Cost of deposits	13	114
	Council/HA allocns/xfers/exchgs	5	170
	Deposit return issues	7	30
	Disputes	7	30
	Ending tenancy	7	30
	Form completion	8	36
	General Advice	3	30
	Housing Allocation	15	184
	Housing Options - Bidding	2	6
	Improvement grants	1	30
	Local Authority housing	2	50
	Notice to quit	3	53
	Other housing issues	4	40
	Problems with letting agencies	1	1
	Rent Arrears	4	20
Repairs/Maintenance	6	141	

	Seeking/Obtaining - Accommodation	17	154
	Suitability of accommodation	1	20
	Tenancy deposit protection	5	16
	Threatened with Eviction	1	25
Sub-Total for Housing		122	1379
Legal Advice - Solicitor	Against Individuals	1	20
	Solicitor - Civil	5	38
	Solicitor - Family Law	21	269
	Solicitor - Wills/Probate/PoA	2	29
Sub-Total for Legal Advice - Solicitor		29	356
Mental Health	Issues of choice	3	41
	Liaison with other agencies	9	63
Sub-Total for Mental Health		12	104
Miscellaneous	Billing/meter reading	2	75
	C/Tax Arrears	3	75
	Charity Link	10	162
	County Court - Court Forms	1	30
	County Court - Small Claims	1	30
	Discounts,reductions,exemptions	1	14
	Driving Licence	5	96
	Driving Offences	2	25
	Form filling+checking	1	6
	Government Services	2	15
	HMRC	2	65
	Hotels & Other Holiday Accommodation	1	45
	Immigration Advice	6	56
	Income tax coding+allowances	1	30
	Parking Fines	7	192
	Parking Permit	2	12
	Passport Eligibility	1	5
	Passport Form Filling	2	78
	Payment disputes	2	2
	payment methods	1	3
Photo I.D	2	66	
Self assessment+tax returns	3	320	
Tax: Income Tax	5	124	
Tax: Other Tax Issues	5	26	
TV Licence	1	15	
Sub-Total for Miscellaneous		69	1567
Personal (Self)	Health & Body - Self	1	1
Sub-Total for Personal (Self)		1	1
Taxation	Income Tax	1	19
Sub-Total for Taxation		1	19
	Additional Element	5	119
	Admin Error	6	112
	Advance Payment	1	5
	Alleged Fraud	2	73
	Appeals	29	2207
	Apply to be reinstated	1	60
	Attendance Allowance	4	87
	Backdating	3	20

	Blue Badge	26	560
	Change of Circumstances	7	53
	Checking Journal/To-do	5	125
	Claiming Process	11	176
	Complete Benefit Check for all Benefits	172	3960
	Concessionary Travel Pass	8	98
	Council Tax Reduction	1	65
	Direct Deductions	4	80
	Discretionary Payment	16	360
	DLA - Both Components	5	58
	Eligibility/Entitlement Check	117	2294
	ESA	1	30
	Form Filling	17	744
	Form Filling - Online	38	1253
	Form Filling - Over Phone	1	5
Welfare Rights	Form Filling/Checking	215	6221
	Form Ordered over the Phone	16	466
	Fuel Vouchers	5	45
	Household Support Fund - LA	119	1617
	Letter Explained	3	100
	MR	49	2407
	New Claim	81	3077
	Other Benefits	4	262
	Overpayment	4	136
	Payment	12	326
	Payment to Bank	1	30
	Payments	30	479
	Pension Credit	4	72
	Pension Forecast	3	14
	PIP - Both Components	8	139
	Prescriptions	6	18
	Renewals/Reviews	28	982
	Revisions/Supercessions/Change of Circumstances	7	127
	Sanction	6	283
	Social Fund - Budgeting Loan	1	25
	Social Fund - Funeral Payment	1	1
	UC50	13	428
	Universal Credit	43	648
	Winter Fuel Payment	1	14
	Sub-Total for Welfare Rights	1140	30461
	Report Total	1764	41928

Report Filters (All Conditions must be met):

Work Completed > Work Completed Date From 01/10/2025
 Work Completed > Work Completed Date To 31/12/2025
 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 Tuesday, 20 January 2026 at 10:21pm

Client Address Electoral Ward	Financial Gains Gain Type	Financial Gains Sum Calculated Financial Gain
Oadby Brocks Hill	Additional Benefit	£187.45
	Council Tax Reduction	£2,435.58
	Food Vouchers	£110.00
	Fuel Vouchers	£98.00
	Housing Benefit / Local Housing Allowance	£8,825.81
Oadby Grange	Additional Benefit	£2,604.00
	Fuel Vouchers	£58.00
Oadby St Peter's	Additional Benefit	£2,000.00
	Debt Write Off	£13,180.73
	Employment Support Allowance	£7,308.60
	Food Vouchers	£80.00
	Fuel Vouchers	£98.00
Oadby Uplands	Additional Benefit	£1,278.00
	Employment Support Allowance	£10,296.96
	Food Vouchers	£120.00
	Fuel Vouchers	£252.00
South Wigston	Additional Benefit	£23,909.00
	Backdated Award	£400.00
	Benefit/tax credit - ongoing confirmed (annual gain)	£1,289.49
	Debt Managed	£6,801.35
	Debt Write Off	£31,007.21
	ESTIMATE - DEBT MANAGED	£33,066.80
	ESTIMATE - HHSF	£198.00
	ESTIMATE - WELFARE BENEFITS	£9,823.46
	Financial gain - Child support/maint payments	£6,281.64
	Financial gain other	£11,900.00
	Food Vouchers	£680.00
	Fuel Vouchers	£616.00
	Household Support Fund - LA	£106.00
	Other (including Universal Credit)	£9,528.00
	Universal Credit	£9,528.00
Wigston All Saints	Additional Benefit	£721.35
	ESTIMATE - WELFARE BENEFITS	£1,405.56
	Financial gain other	£8,100.00
Wigston Fields	Additional Benefit	£7,974.72
	Debt Managed	£120.00
	Food Vouchers	£50.00
	Fuel Vouchers	£56.00
Wigston Meadowcourt	Additional Benefit	£17,345.40
	Benefit/tax credit - ongoing confirmed (annual gain)	£5,740.80
	ESTIMATE - HHSF	£106.00
	ESTIMATE - WELFARE BENEFITS	£9,588.28
	Food Vouchers	£360.00

	Fuel Vouchers	£258.00
	Personal Independence Payment - Both	£10,189.00
Wigston St Wolstan's	Additional Benefit	£10,256.80
	Benefit/tax credit - one off confirmed (gain)	£75.80
	Benefit/tax credit - ongoing confirmed (annual gain)	£40,828.44
	Debt Write Off	£8,670.62
	Financial gain other	£100.27
	Food Vouchers	£50.00
	Fuel Vouchers	£56.00
	Universal Credit	£13,992.00
Report Total		£330,113.12

Report Filters (All Conditions must be met):

Client Address > Council Area Is Oadby & Wigston Borough Council
 Financial Gains > Date of Gain From 01/10/2025
 Financial Gains > Date of Gain To 31/12/2025

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

Report Generated on Tuesday, 20 January 2026 at 10:29pm

Enquiry Date

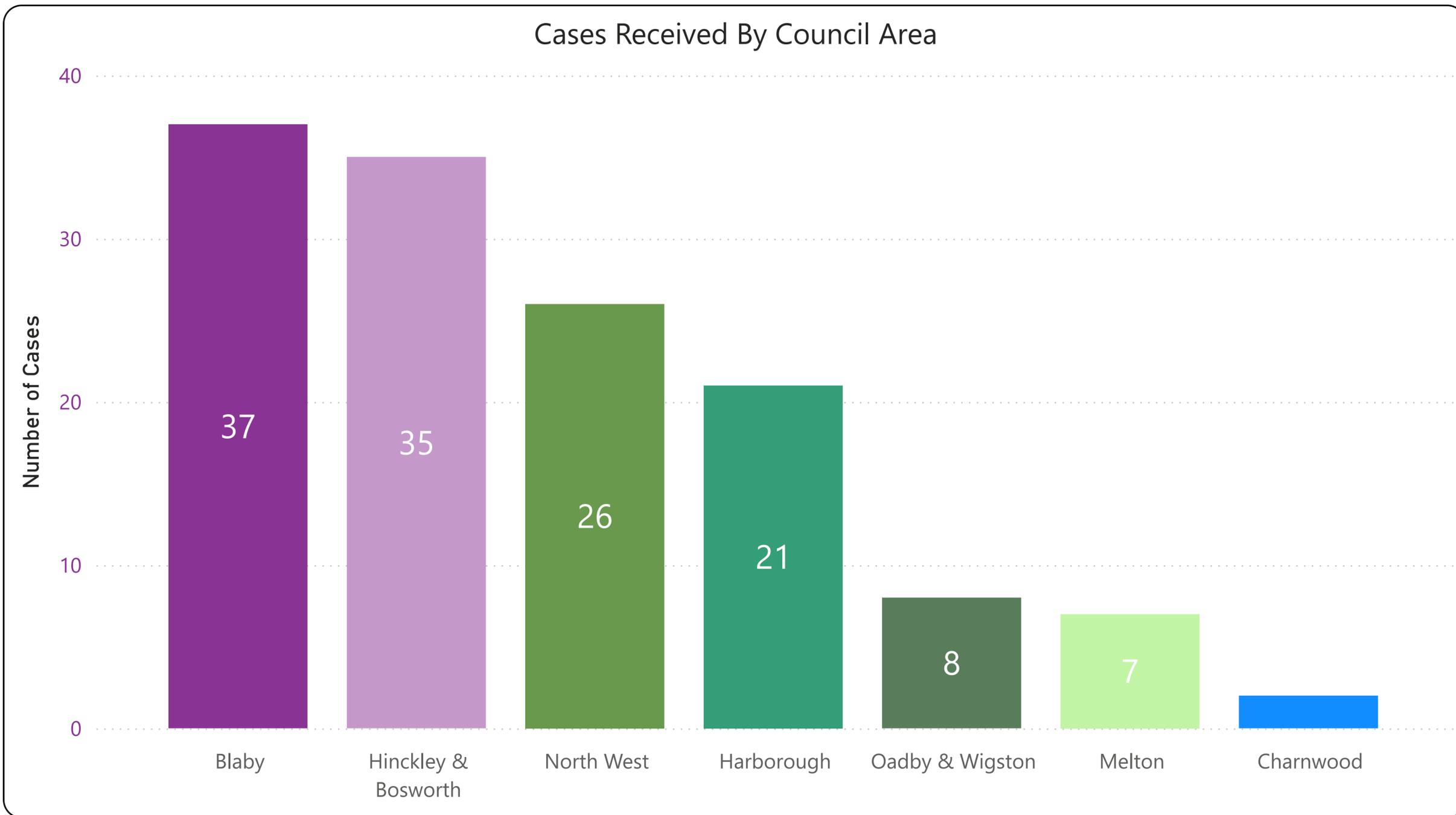
01/10/2025 

Case Type

Multiple selections 

Status

All 



Approved Date

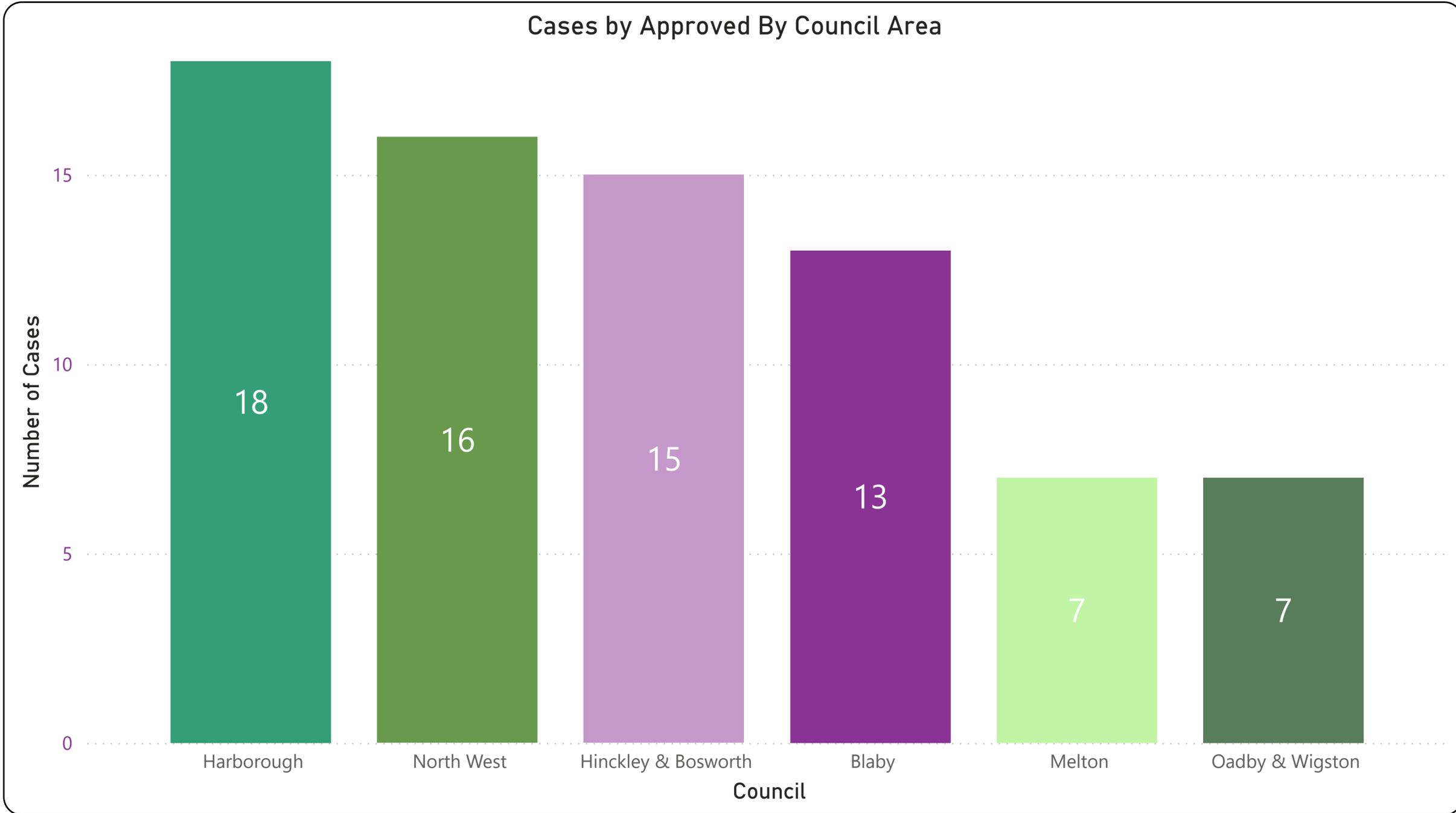
01/10/2025 

Case Type

DFG 

Status

All 



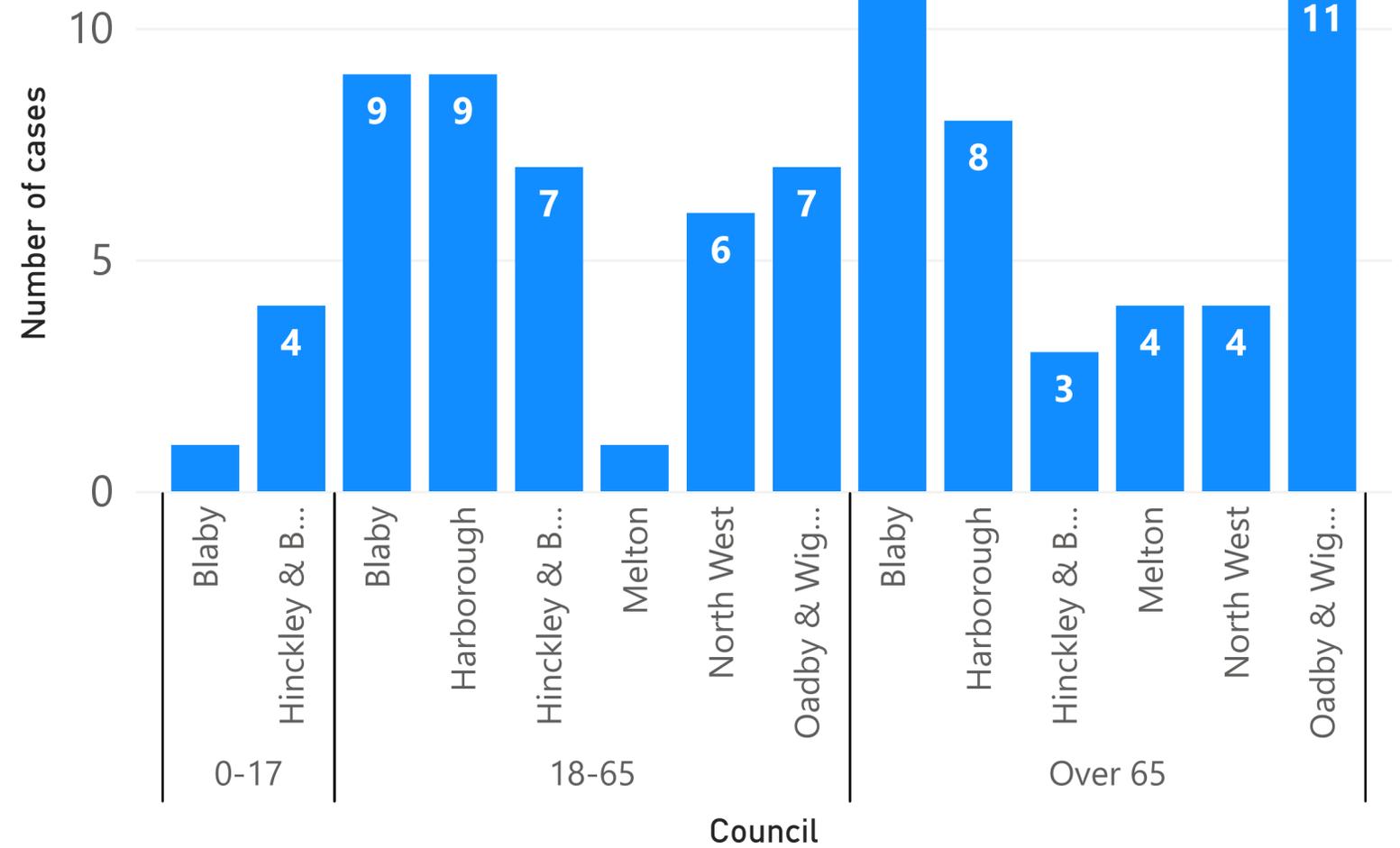
Cases Completed By Council Area



Case Type

DFG

Cases Completed by Age Group & Council Area



Signed off (Completed) Date

01/10/2025



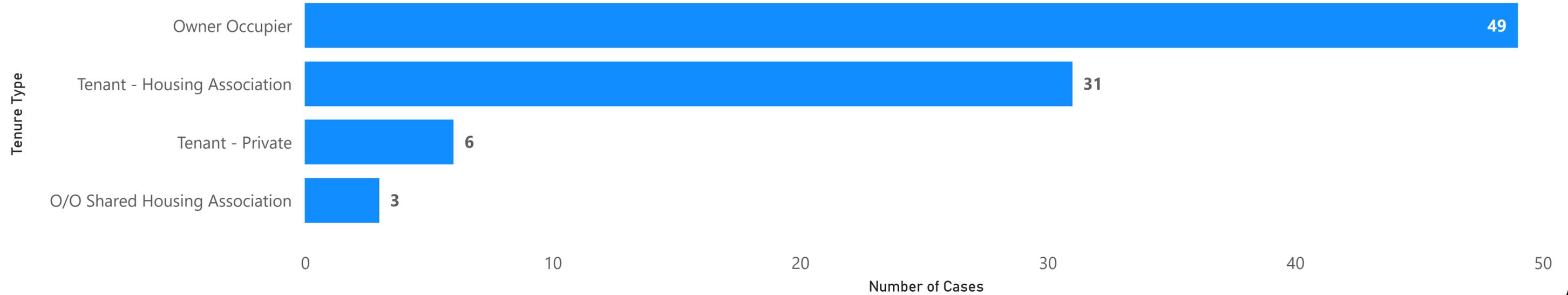
Signed off (Completed) Date

01/10/2025

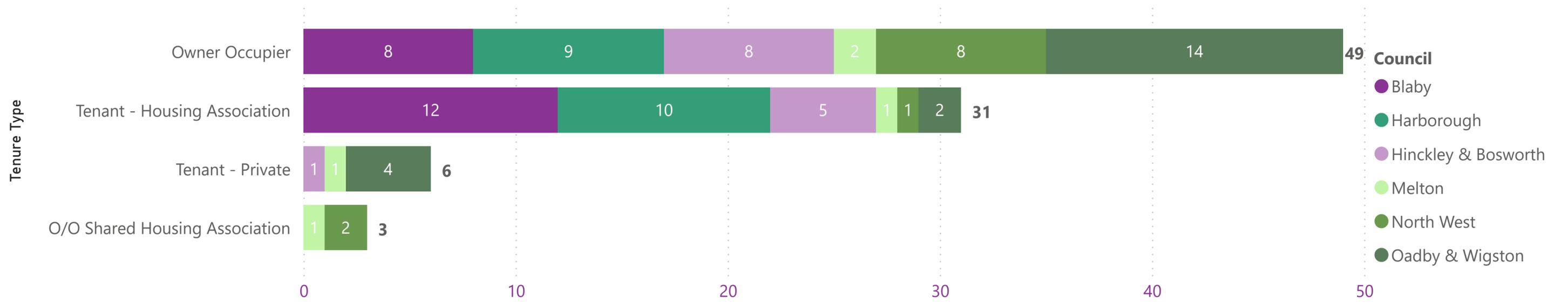
Case Type

DFG

Cases Completed by Tenure Type



Cases Completed by Tenure Type & Council Area



Enquiry Date

01/10/2025



31/12/2025

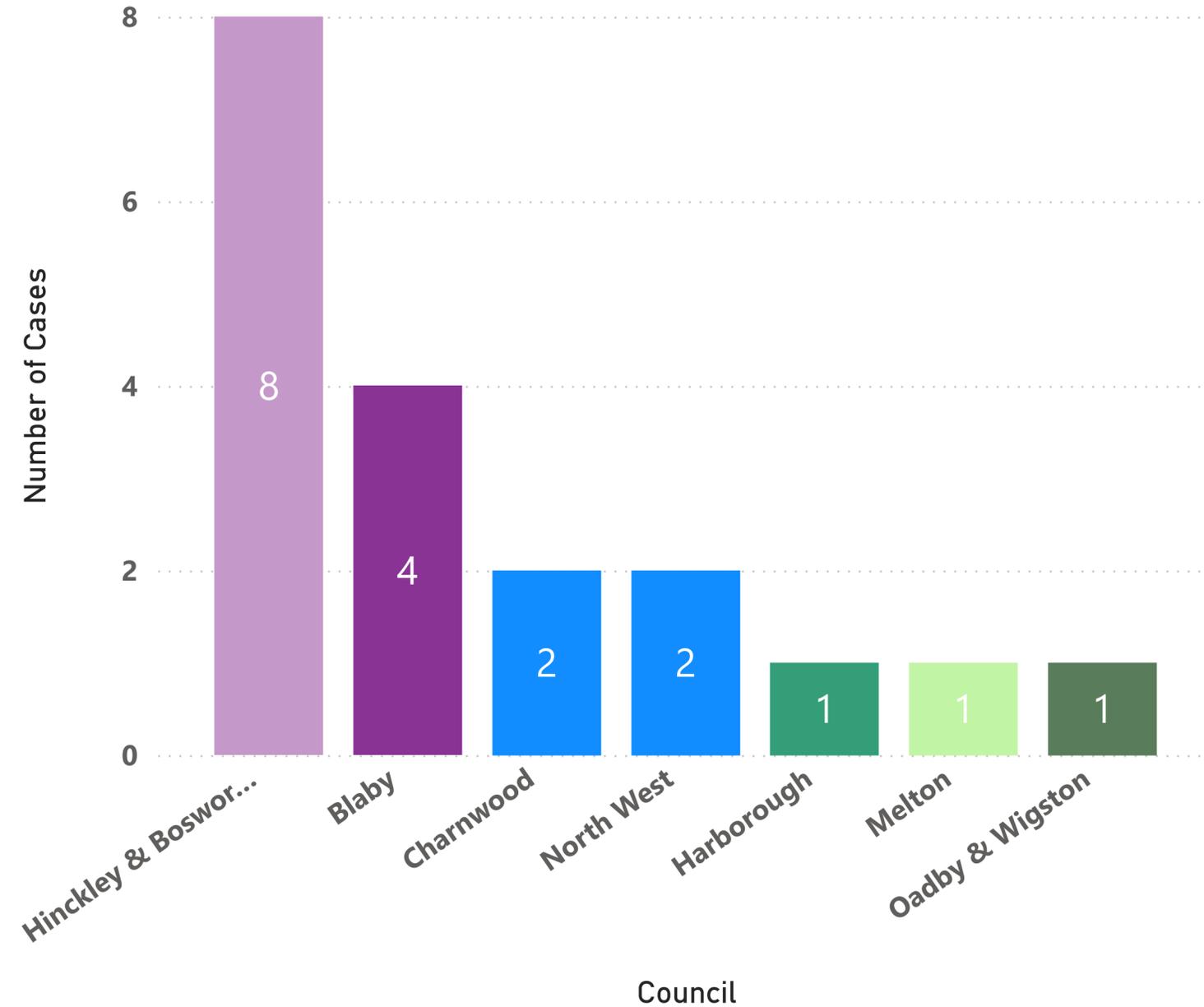


Case Type

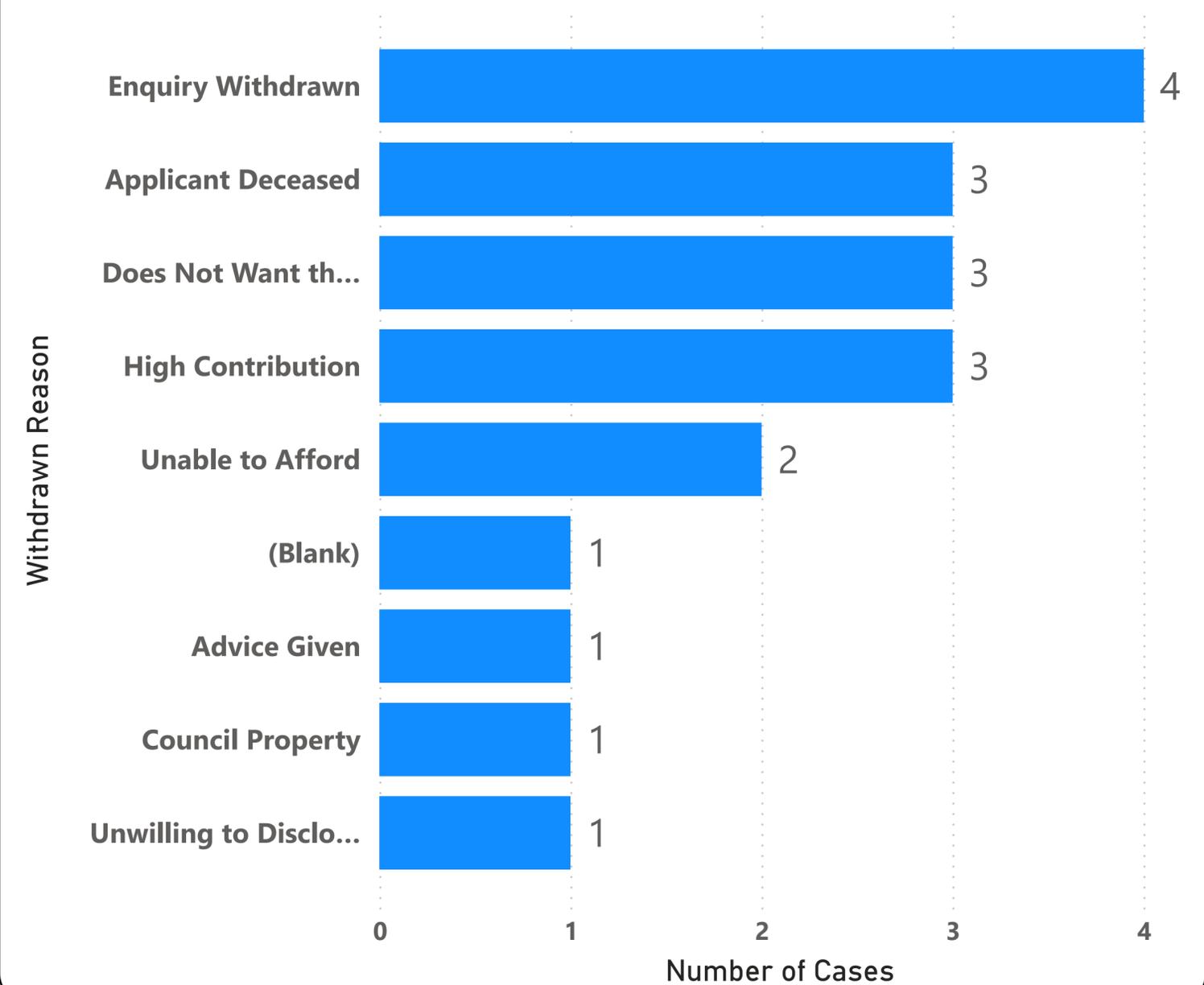
DFG



Cases Withdrawn by Council Area



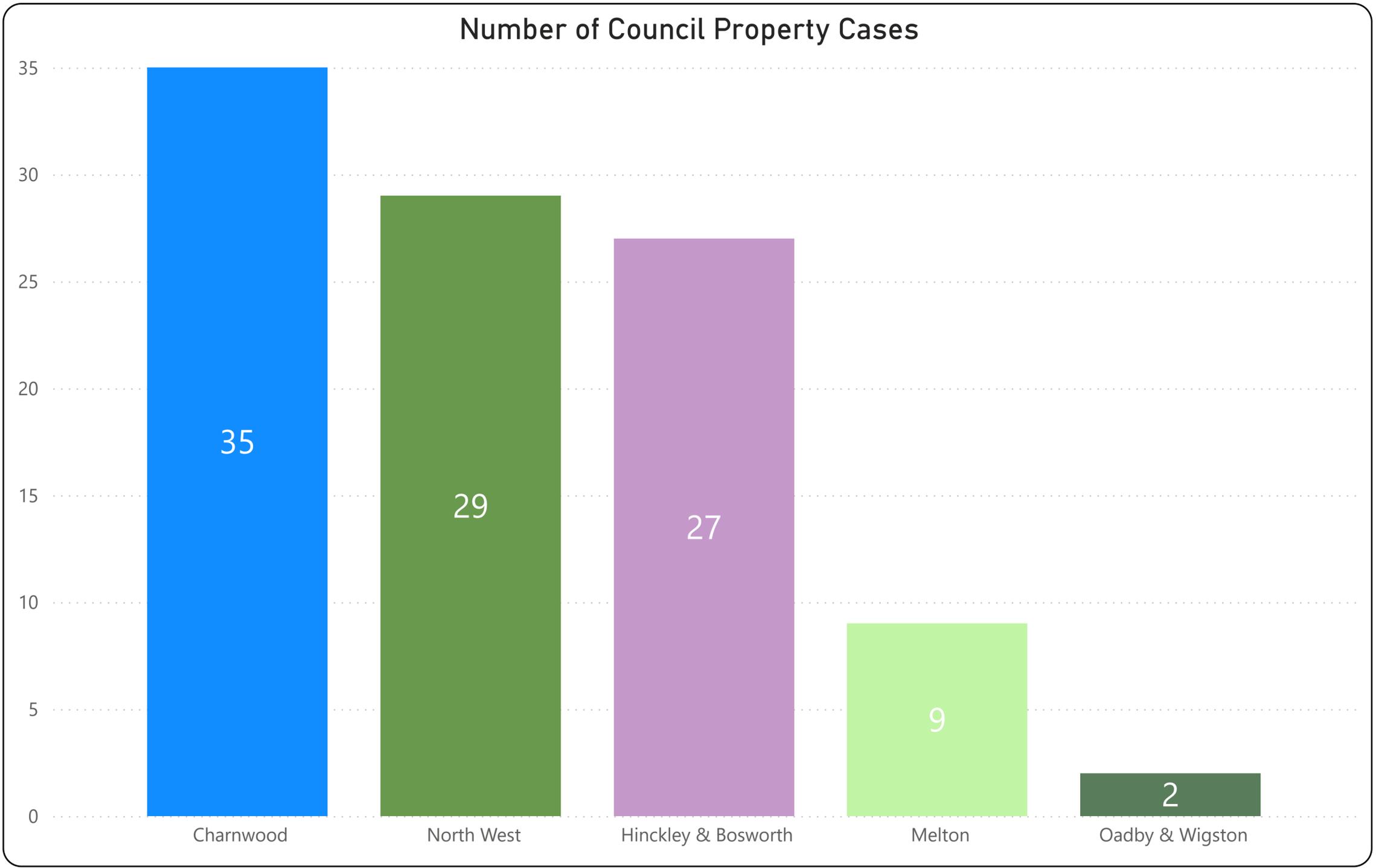
Cases Withdrawn by Withdrawn Reason



Enquiry Date

01/10/2025  31/12/2025 

Number of Council Property Cases



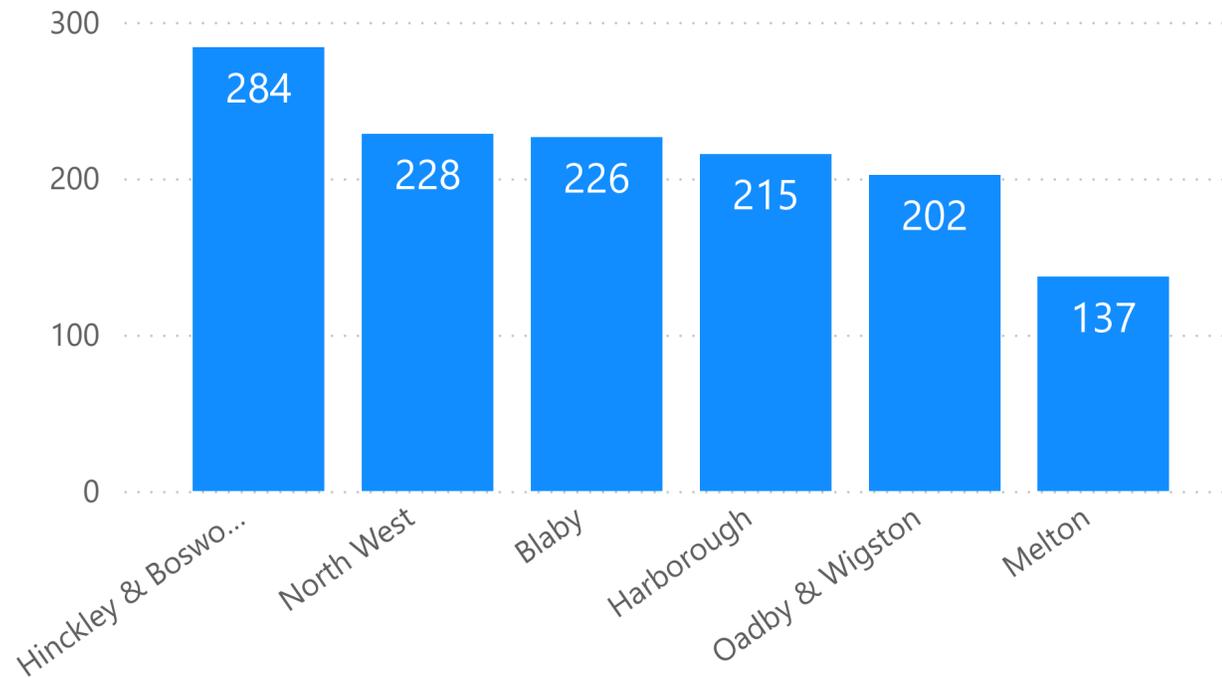
These visuals relate to DFG's and DDFG's only

Date Work Complete

01/10/2025 

31/12/2025 

Average Days From Enquiry to Work Complete (HAWORKPACK)



Council	Average number of days from enquiry date to work complete	No of Workpacks
Melton	136.80	5
North West	228.25	12
Hinckley & Bosworth	283.62	13
Oadby & Wigston	202.14	14
Harborough	215.35	20
Blaby	226.00	22
Total	223.48	86

Assistance Type	Blaby	Harborough	Hinckley & Bosworth	Melton	North West	Oadby & Wigston	Total
Level Access Shower	4	6	6	2	5	9	32
Stair Lift	4	8	3	2	4	3	24
Other	8	4				1	13
Wash/Dry Toilet	2		3		1		6
Level Access Shower - Child	3				1	1	5
Modular Ramp				1	1		2
C_Access Ramp			1				1
Door Widening	1						1
Lift - Child		1					1
Other - Child		1					1
Total	22	20	13	5	12	14	86

Enquiry Date

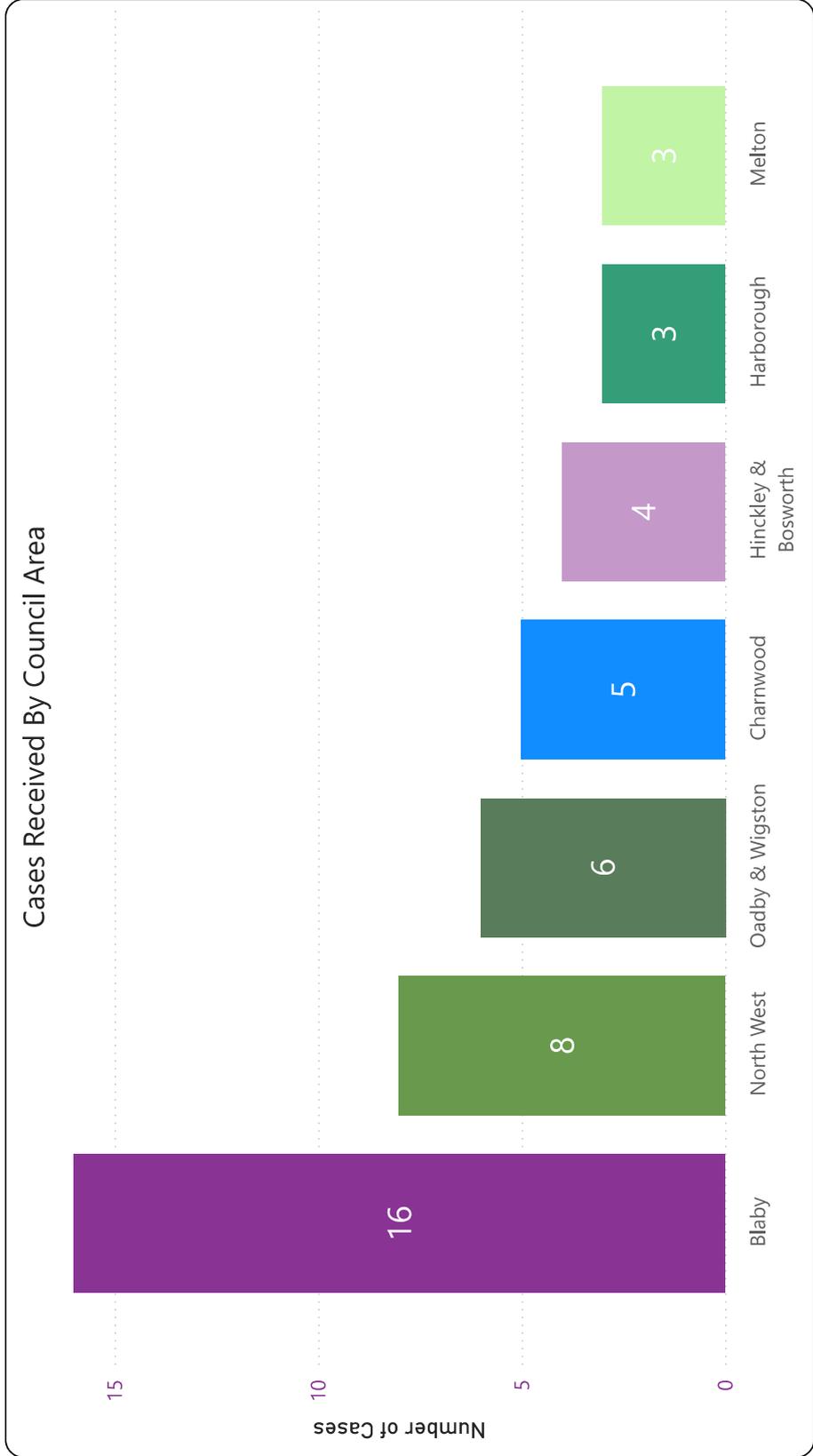
01/10/2025

Case Type

Multiple selections

Status

All



Approved Date

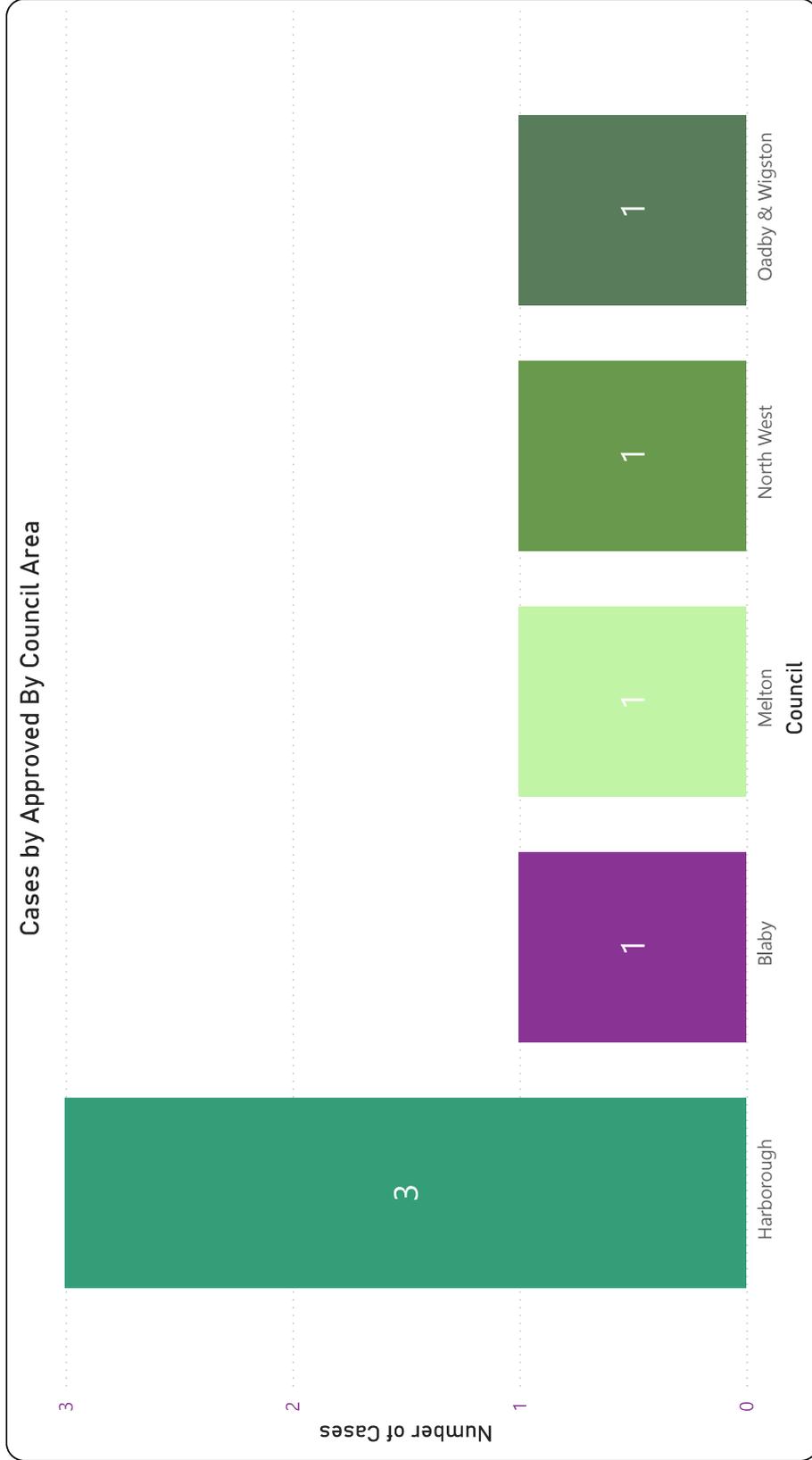
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Case Type

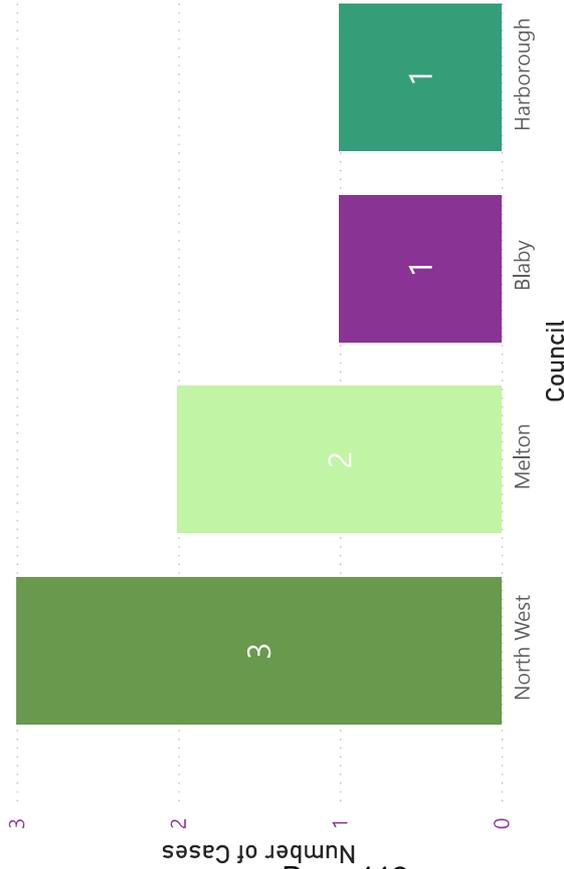
HSG

Status

All



Cases Completed By Council Area



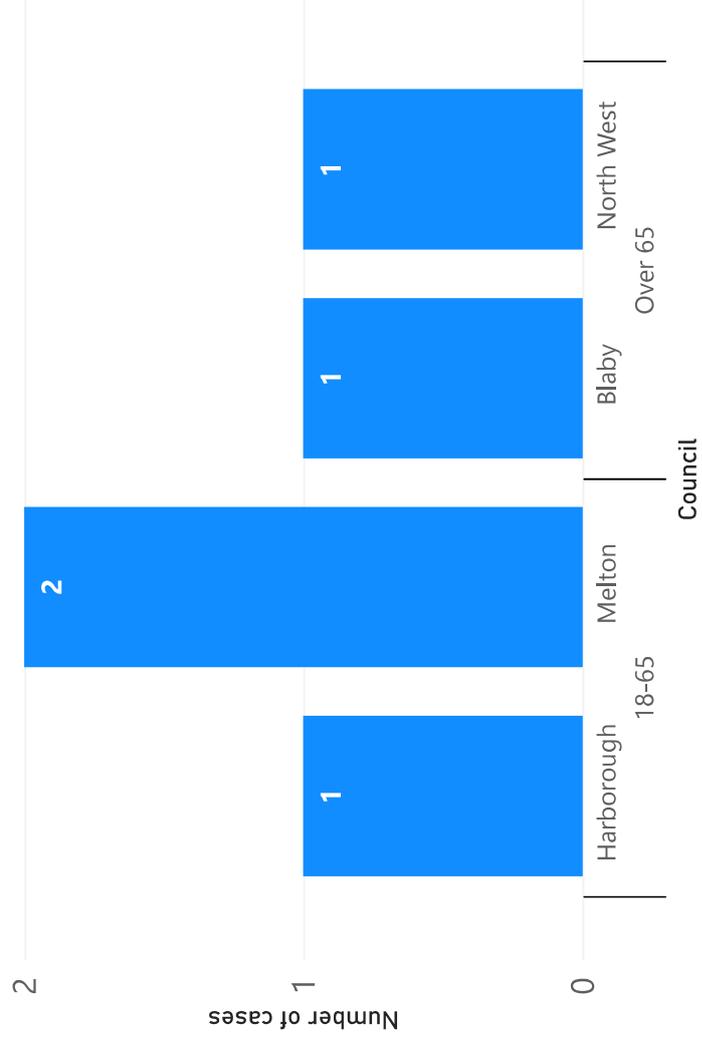
Signed off (Completed) Date

01/10/2025

Case Type

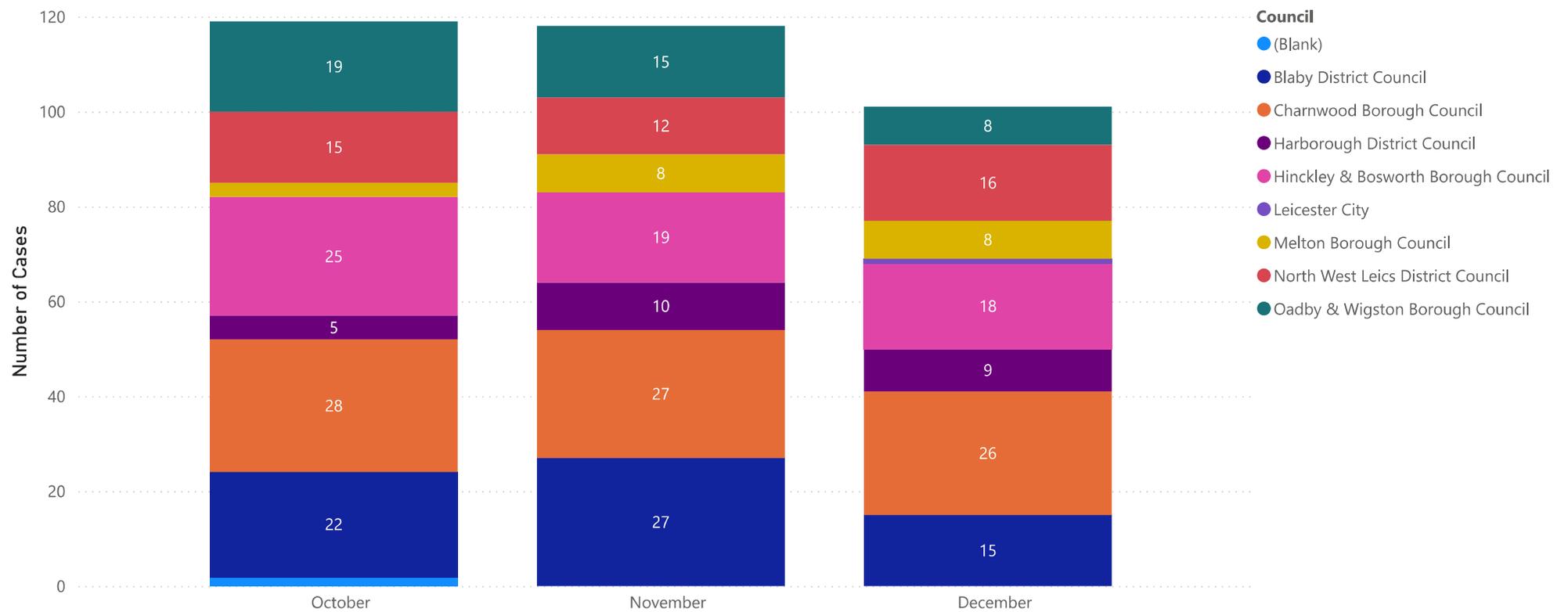
HSG

Cases Completed by Age Group & Council Area



Date Received
01/10/2025

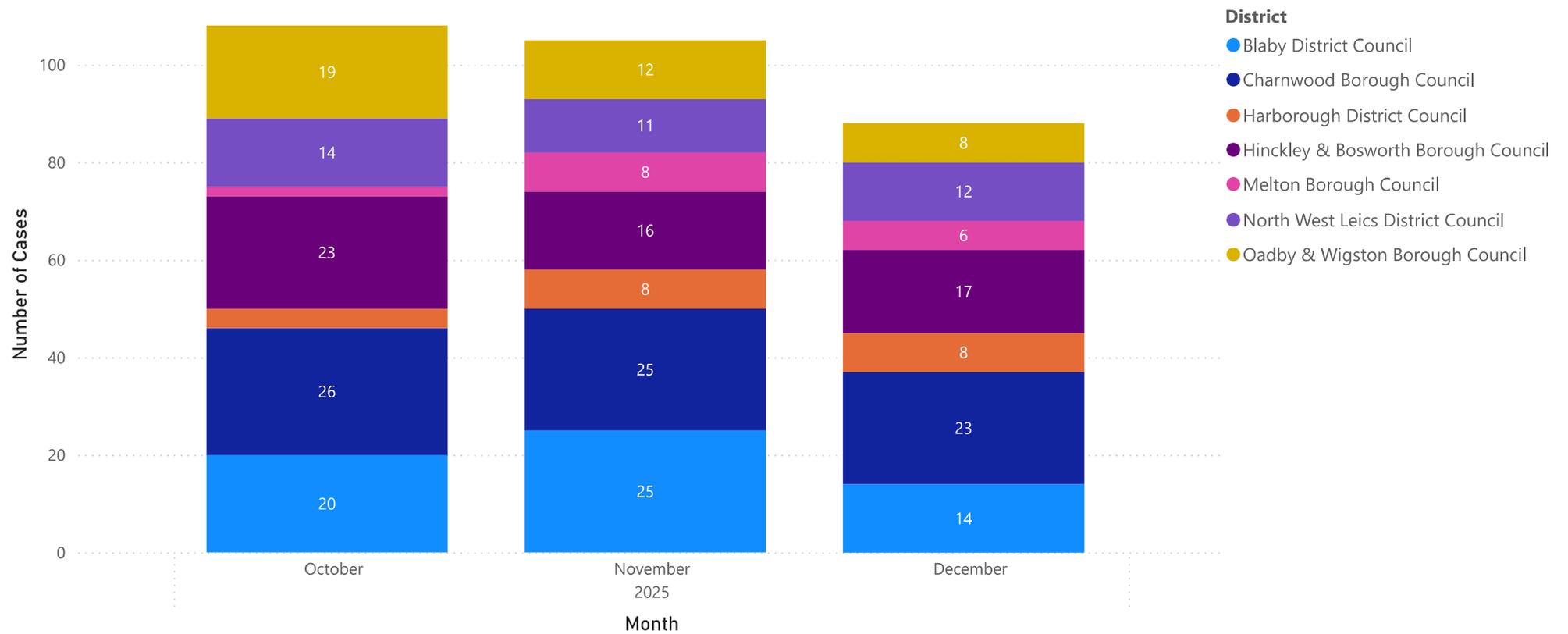
Number of Cases by District



Date Received

01/10/2025  31/12/2025 

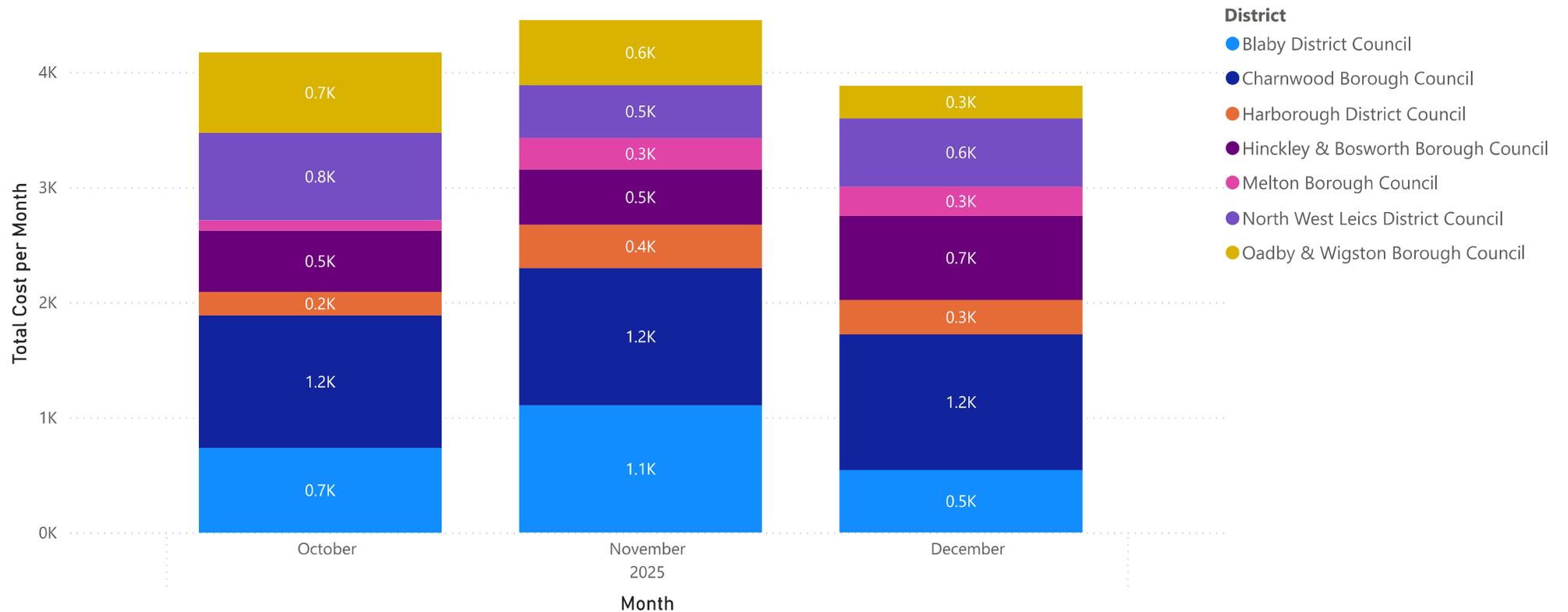
Number of Cases Provided with Equipment by District



Date Received

01/10/2025 

Total Cost by District



Enquiry Date

01/10/2025

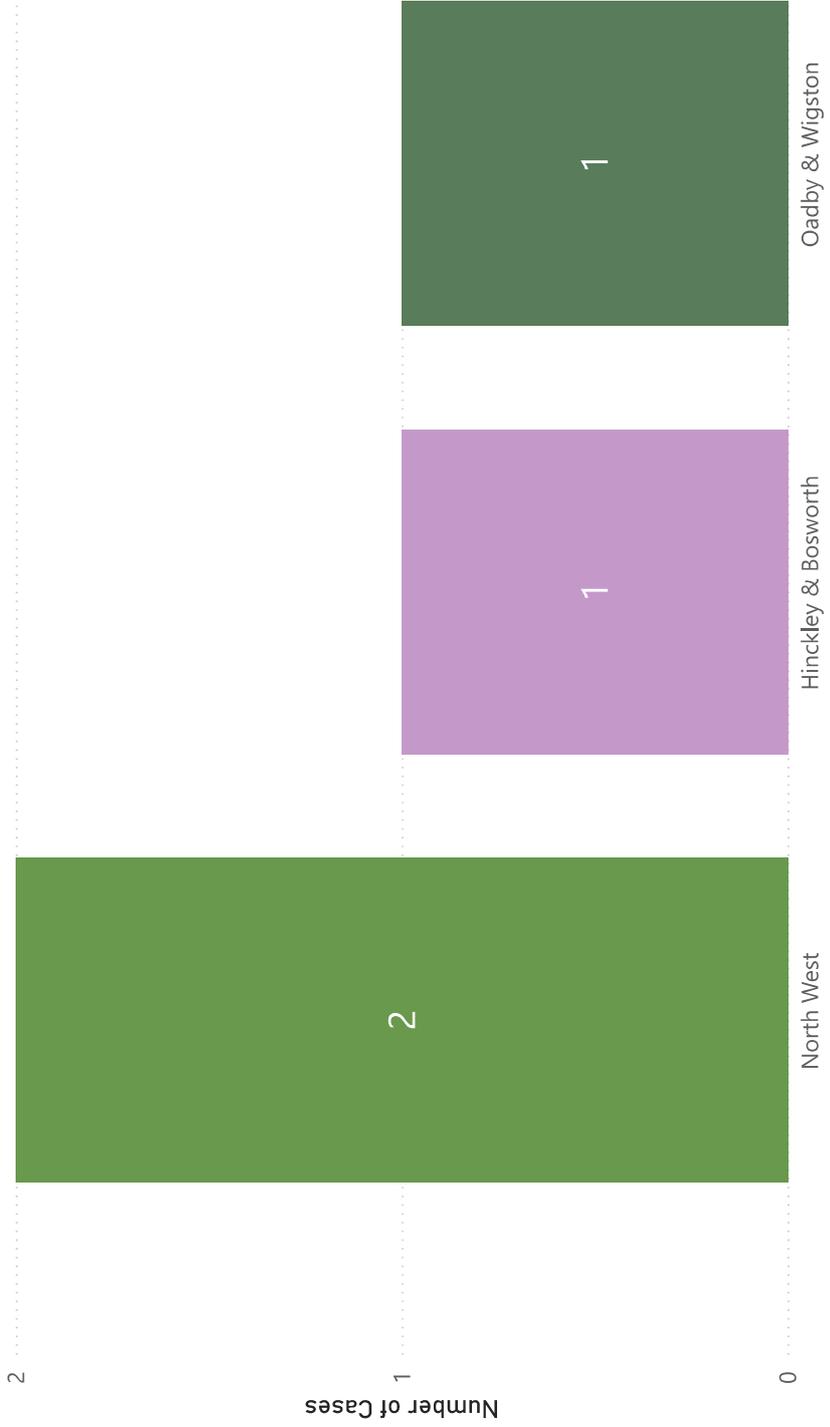
Case Type

Multiple selections

Status

All

Cases Received By Council Area



Approved Date

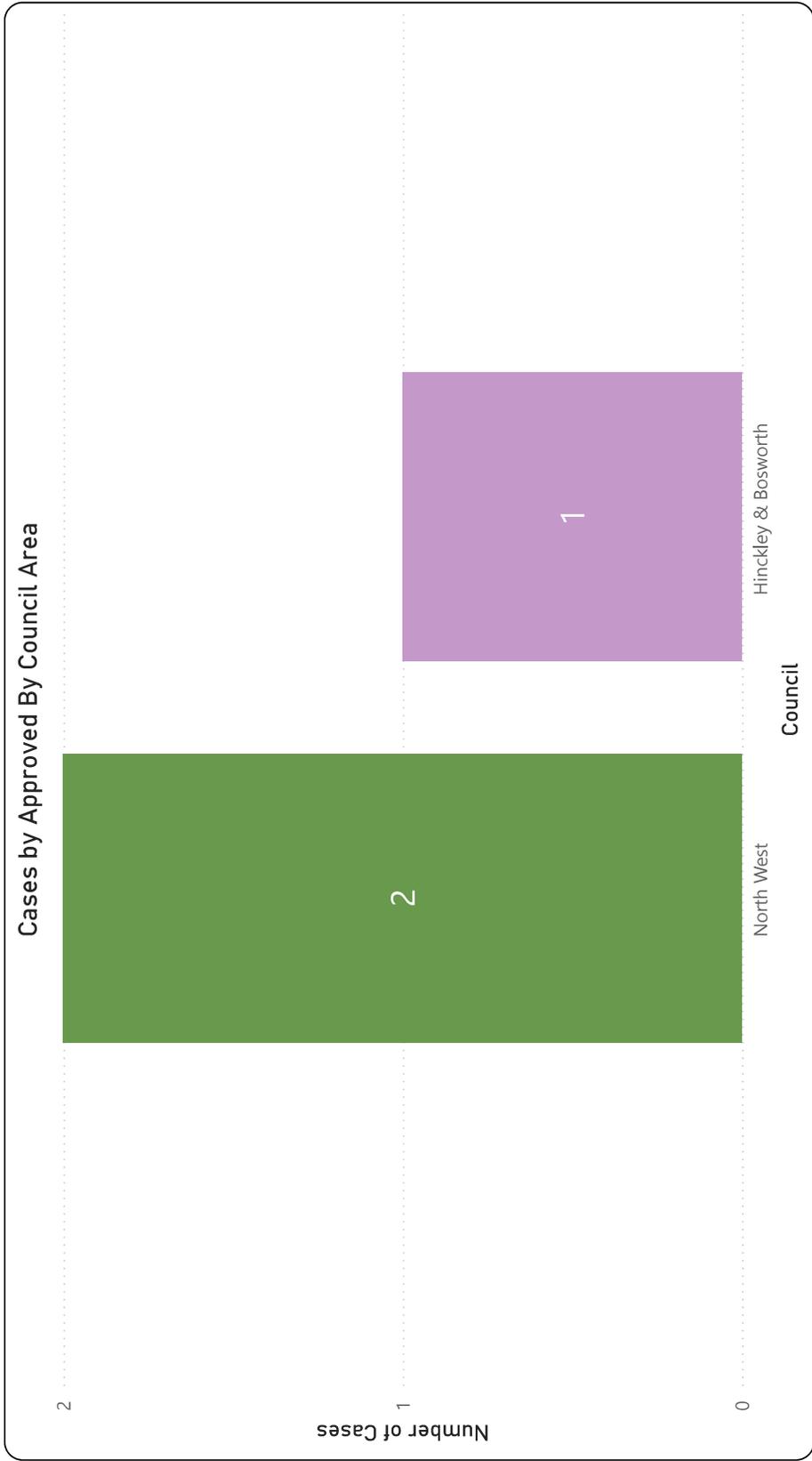
01/10/2025

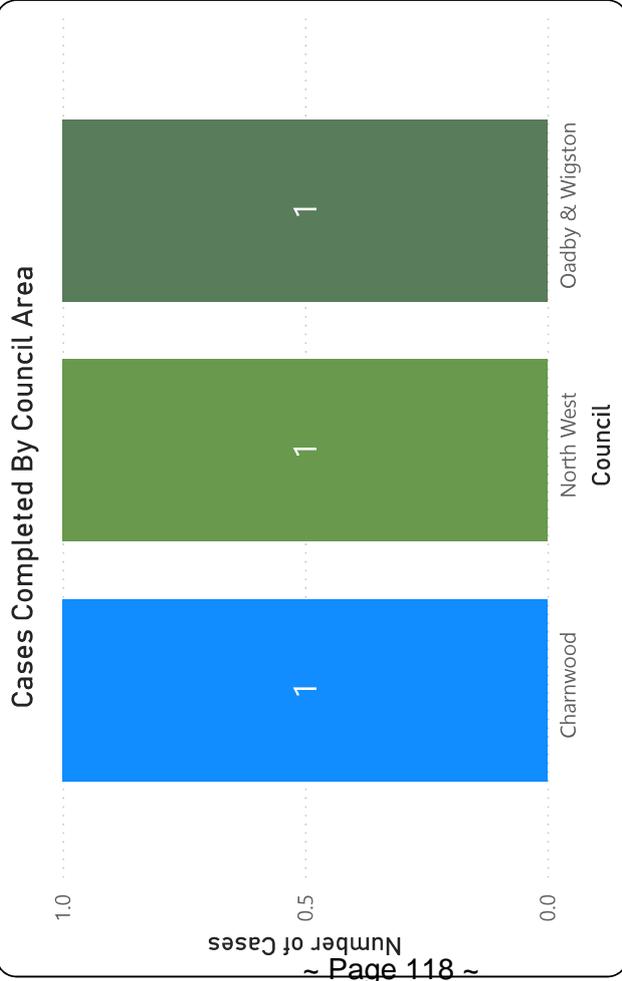
Case Type

HDISC

Status

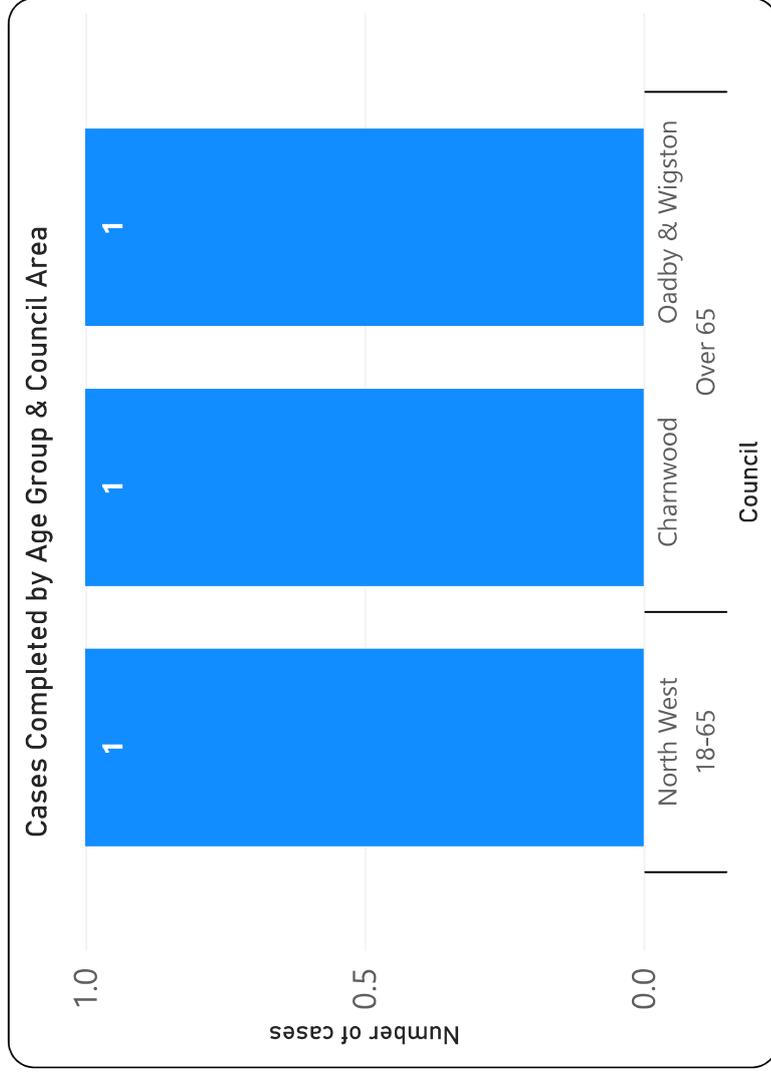
All





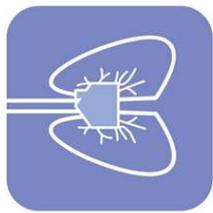
Case Type

HDISC



Signed off (Completed) Date

01/10/2025



Housing & Respiratory Illnesses
Leicestershire

Date Range

01/10/2025

31/12/2025



Cases by Tenure



Cases Referred To



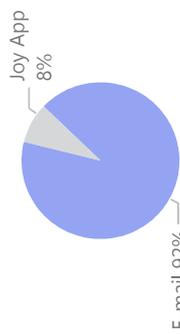
Total Referrals

24

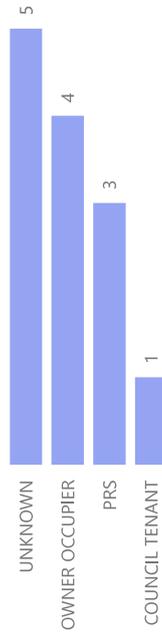
Resolved Cases

13

Cases Through Referral Type



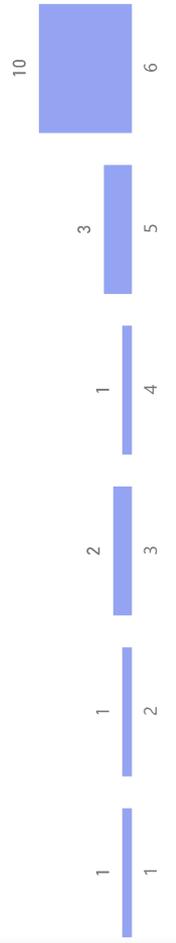
Repairs Raised by Teure



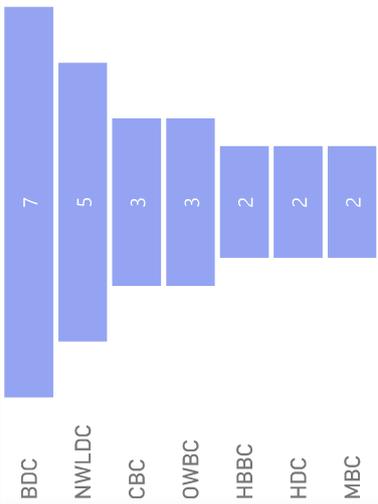
Cases by Referring Organisation

Referring Org	Count
WAS	14
SOCIAL PRESCRIBERS	3
FAMILY HELP	2
EARLY HELP	1
HEALTH VISITORS	1
LAC	1
LCC ADULT SOCIAL SERVICES	1
WARM HOMES	1

Cases by Mould Rating



Cases by District



Cases by District and Mould Rating

District	1	2	3	4	5	6	Total
BDC			1	5			6
CBC				1			1
HBBC				1			1
HDC		1					1
MBC				1	1		2
NWLDC	1	2	2				5
OWBC				1	1		2

Safe Spaces Quarterly Dashboard.

Hinckley & Bosworth
Borough Council

Select Date Range

01/10/2025

23/12/2025

Total Referrals

60

Referrals By Status

Waiting List

39

Closed

12

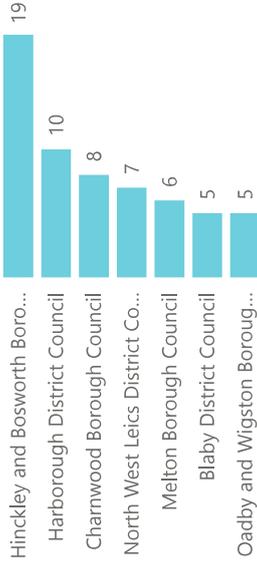
Commenced

6

Withdrawn

3

Referrals By District

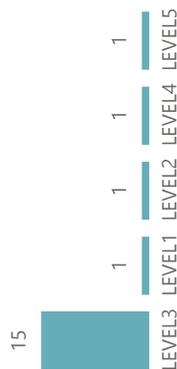


Referrals By Type of Case

● Hoarding ● Self Neglect ● Hospital Enablement Team Cases



Referrals By Complexity Level



Visits & Contacts Date Range

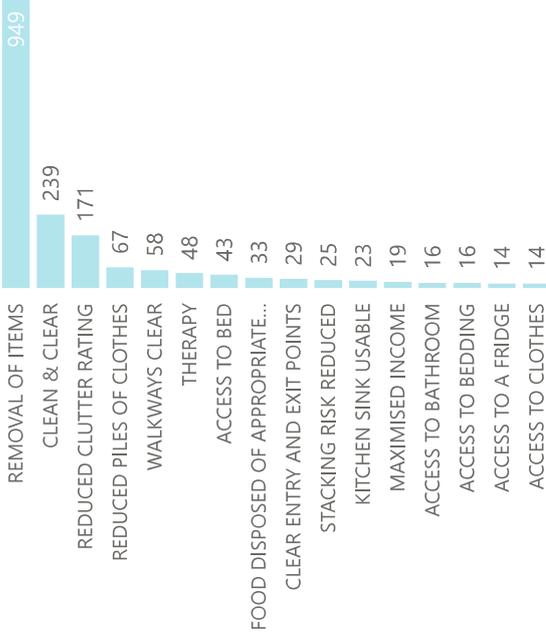
01/10/2025

01/12/2025

Contact Attempts

798

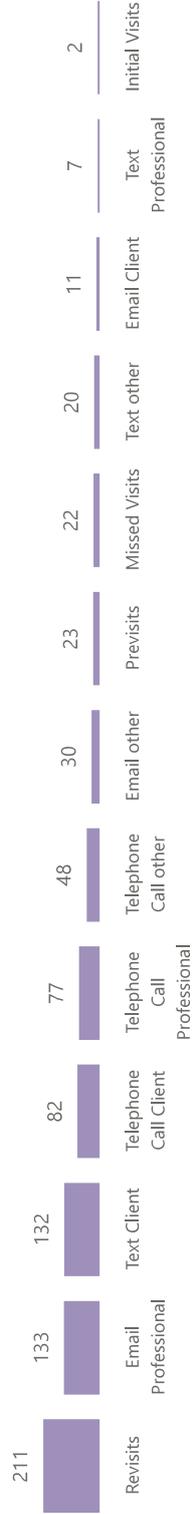
Referral Outcomes



Referrals By Agency



Visits and Contacts





OWBC Event Calendar – Coming up in 1 March -30 September 2026

Events			
Date	Overview	Type	Details
Monday 22 June	Armed Forces Flag Raising	Ceremonial council event.	11am at council offices in Brocks Hill Country Park
Saturday 30 May TBC	St. Wistan's Pilgrimage Walk and Medieval Festival	Council community focused event on Bell Street, Wigston.	TBC
Sunday 5 July	Music in the Country Park – currently in development	Council family friendly community music event.	12pm-4pm Brocks Hill Country Park amphitheater
June/July date TBC	Summer of Sport	Town centre shop front competition tying into Wimbledon, football World Cup.	TBC
Date TBC	Oadby Food Festival	Festival showcasing local food businesses and local community groups.	TBC

Observance *will be acknowledge on the council's social media channels		
Date	Overview	Details
4 March	Holi Festival	Spring festival Celebrated by the Hindu community, Sikh community celebrate, Hola Mohalla
20 March	Muslim festival	Eid-UI-Fitr, marking the end of Ramadan
2 April	Passover	1 st day of the Jewish Passover festival
5 April	Easter Sunday	
14 April	Vaisakhi	Start of the Sikh New Year
8 September	Paryushan	The Jain festival of Paryushan, the most important festival of the year. Ends 15 September.

Agenda Item 8



Service Delivery Committee	Tuesday, 10 March 2026	Matter for Decision
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Report Title: **Appointment Hub Review**

Report Author(s): **Trish Hatton (Head of Policy, Performance & Transformation)**

Purpose of Report:	To review the current utilisation of the Appointment Hubs and to determine the strategic requirement for their continued operation in the future.
Report Summary:	The report provides an overview of the usage statistics for the Appointment Hubs, and the Reception Point at Brocks Hill. It outlines the ongoing requirement for the provision of in-person support and invites Members to consider options for the future delivery model.
Recommendation(s):	That the contents of the report be noted, and that the Council adopt the approach outlined in Option 2, to discontinue the provision of Appointment Hubs in the three town centre locations and instead deliver in-person appointments from the Brocks Hill Council Offices.
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)
Vision and Values:	"Our Borough - The Place To Be" (Vision) Customer & Community Focused (V1)
Report Implications:-	
Legal:	There are no implications arising from this report.
Financial:	There are no implications arising from this report.
Corporate Risk Management:	No corporate risk(s) identified
Equalities and Equalities Assessment (EA):	There are no implications arising from this report. EA not applicable
Human Rights:	There are no implications arising from this report.
Health and Safety:	There are no implications arising from this report.
Statutory Officers' Comments:-	
Head of Paid Service:	The report is satisfactory.

Chief Finance Officer:	The report is satisfactory.
Interim Monitoring Officer	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	None.

1. Background

- 1.1 The Council's Customer Experience Strategy was developed in 2023, following a comprehensive consultation that directly shaped its priorities and actions. In response to the feedback received, the Council expanded its face-to-face service offer in June 2023.
- 1.2 To improve access to in-person, face to face support, the Council opened a new Reception Point at our Council Offices located at Brocks Hill Country Park. Additionally, Appointment Hubs were introduced at central locations within each of our town centres.

2. The Reception Point

- 2.1 The Council's Reception Point opened in June 2023 following the relocation of our main Council Offices to Brocks Hill. Since opening, the reception has proved highly successful.
- 2.2 A significant number of customers visit each day to receive face-to-face help and advice. The chart below provides a breakdown of the customer enquiries received.

Reception Stats			
Enquiry Type	2023 (June – Dec)	2024 (Jan – Dec)	2025 (Jan – Dec)
Number of Quick Enquiries	2589	4517	4520
Number of Full Enquiries	640	502	753
Total	3229	5019	5273

- 2.3 Initially there was a concern that customers might not travel to Brocks Hill, but the data show that this is not the case and this is a very well used service.

3.0 Appointment Hubs

- 3.1 The Appointment Hubs are located in the following locations on the following days/times:

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

- 3.2 The Councils has proactively promoted the Appointment Hubs in a variety of ways including:

- Prominent signage and information leaflets provided in all hub locations.
- Council contacts 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
- Including information about them in "Our Borough" newsletter

3.3 Despite this, the Appointment Hubs have not proved to be popular. The chart shows the yearly usage breakdown:

Appointment Hub Stats			
Appointment Hub Location	2023 Number of Appointments (June – Dec)	2024 Number of Appointments (Jan – Dec)	2025 Number of Appointments (Jan – Dec)
South Wigston Elliot Hall	0	0	0
Oadby Trinity Methodist Church	2	0	0
Wigston King's Centre	7	2	1
Total Number of Appointments	9	2	1

3.4 Customer feedback shows that the main reason for the low usage is that when the customers call to make an appointment, our phone service is so effective, that the Customer Service Officer resolves their enquiry over the telephone which negates the need for the appointment. Customer feedback has been very positive relating to this.

3.5 Another reason for the lack of use, is that our digital channels continue to grow, with many customers choosing to deal with their enquiry via email and online.

3.6 The cost of the appointment hubs is £1800.00 per year. This is to secure the room hire at the locations listed above.

4. Summary

4.1 The Customer Experience Strategy consultation highlighted the importance customers place on accessing in-person support.

4.2 The reception point at Brocks Hill now provides face-to-face help and advice every working day, and the data indicates that this is the preferred method of contact for customers seeking in-person assistance.

4.3 In contrast, usage of the Appointment Hubs has been extremely low.

4.4 The Appointment Hubs contract expires in May 2026, it is now necessary to consider and determine the future arrangements for their provision.

5. Options

5.1 Option 1

- Continue providing appointment hubs at a cost of £1800.00 each year.

5.2 Option 2

- Discontinue the Appointment Hubs at the end of their contract in May 2026 and instead offer customer appointments at Brocks Hill Council Offices.

Where a customer is housebound or unable to travel to Brocks Hill, alternative options would be offered, including a telephone or virtual appointment. In some cases, a home visit may also be considered.

Agenda Item 9



**Service Delivery
Committee**

**Tuesday, 10 March
2026**

**Matter for
Information**

Report Title: Housing Management Performance and Compliance 2025-26 Quarter 3 Report

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

Purpose of Report:	To inform Members on the current position in respect of 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):	<p>Teresa Neal (Strategic Director) (0116) 257 2642 Teresa.Neal@oadby-wigston.gov.uk</p> <p>Adrian Thorpe (Head of The Built Environment) (0116) 257 2645 Adrian.Thorpe@oadby-wigston.gov.uk</p> <p>Chris Eyre (Housing Manager) (0116) 257 2726 Chris.Eyre@oadby-wigston.gov.uk</p>
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.
Interim Monitoring Officer:	The report is satisfactory.
Consultees:	None.
Background Papers:	None.
Appendices:	<ol style="list-style-type: none"> 1. Compliance Performance 2025-26 Q3.docx 2. Responsive repairs 2025-26 Q3.docx 3. MRC Report 2025-26 Q3.docx

1. Introduction

- 1.1 This Quarter 3 (Q3) performance report provides an overview of the housing service's delivery against key operational objectives for the 2025–26 reporting year. It is designed to support transparency, regulatory compliance, and accountability in line with the Safety and Quality, Transparency, Influence, and Accountability Standards.
- 1.2 Performance information will be shared with the Tenant and Leaseholder Group and published to ensure residents can hold the Council to account for its performance as a landlord.
- 1.3 Quarterly goals for each KPI contribute toward the annual targets, with expected performance thresholds of 25%, 50%, and 75% for Q1, Q2, and Q3 respectively.
- 1.4 The purpose of this report is to highlight key achievements, identify areas requiring improvement, and support informed decision making to enhance service quality and tenant satisfaction.

2. Housing Compliance

- 2.1 Housing compliance measures the extent to which the Council's housing stock meets statutory health and safety requirements. The Council manages 1,167 residential/domestic sites, each assessed across six key compliance areas:
 - Legionella Control
 - Asbestos Management
 - Fire Safety
 - Gas Safety
 - Electrical Safety
 - Lift Management
- 2.2 The compliance position for all areas at Q3 2025–26 is provided in Appendix 1.

3. Housing Repairs

- 3.1 The delivery of housing repairs is undertaken by an external contractor. Performance is measured against 10 key performance indicators (KPIs), including the contractor's response times for emergency and non-emergency repairs.

- 3.2 Housing repair targets ensure homes remain safe, secure, and well-maintained. Repairs are categorised into
- Emergency Repairs – works required to address immediate health and safety or security concerns
 - Non-Emergency Repairs – works that can be safely scheduled within agreed timeframes

3.3 A summary of repair performance is detailed in Appendix 2.

4. Housing Complaints

4.1 The housing complaints management report is at appendix 3. This report outlines the number of complaints received in Q3, themes, and resolution performance to comply with the Housing Ombudsman's Complaint Handling Code.

4.2 These reports are used to demonstrate transparency, track performance and drive service improvements.

Appendix 1

Table 1 Compliance Performance Q3 (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% (1054 out of 1054 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	100% (88 out of 88 blocks)	n/a
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	91.6% (1069 out of 1167 properties)	Of the remaining 98 properties - 29 appointments booked, 7 with contractor to be booked, 30 completed awaiting certification, 17 passed back, 11 queried, and 4 remedial works outstanding
OCOM 18 (s)	Ensure all Council buildings are compliant with electrical safety in terms of a valid electrical certificate	100%	Annual	100% (88 out of 88 blocks)	n/a
OCOM 19 (s)	Ensure all Council properties have working smoke detection installed	100%	Annual	93.83% (1095 out of 1167 properties)	72 properties with detectors past their expiry date, a reduction from the 113 reported in Q2, contractors are continuing to work through individual orders to resolve this and we will aim to be 100% compliant by

					31/03/2026 subject to being able to gain access to properties without legal remedy
OCOM 20 (s)	Ensure all Council properties with gas installed have working carbon monoxide detectors	100%	Annual	98% (1033 out of 1054 properties)	21 properties with detectors past their expiry date, a reduction from the 71 reported in Q2, contractors are continuing to work through individual orders to resolve this and we will aim to be 100% compliant by 31/03/2026 subject to being able to gain access to properties without legal remedy

Table 2 Responsive Repairs Performance Q3 (2025-26)

KPI Ref	Measure	Target	Frequency	Performance	Notes
Housing Management	Ensure we complete emergency repairs within the target timescale of 4 hours	95%	Annual	97.53% (79 out of 81 repairs)	
OCOM 11 (s)	Ensure we complete routine (non-emergency) repairs within the target timescale 25 working days	85%	Annual	95.15% (373 out of 392 repairs)	

Member Responsible for Complaints (MRC) Report

Quarter 3
2025-26

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1. Introduction

- 1.1 This report provides a summary of the housing complaints received during Q3 2025-26. This includes an analysis of 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's Complaint Handling Code requirement to report and publish data and information relating to housing complaints handling, management, and performance.
- 1.2 During this quarter how complaints are reported has been amended to report how many complaints were responded to rather than how many complaints were made in the period. This change will help to get to a position of working within housing ombudsman guidelines and be able to provide more accurate reporting about the complaints received.

2. Stage 1 complaints

- 2.1 The Housing Team responded to 8 complaints in quarter 3.
- 2.2 All 8 complaints were acknowledged within 5 working days.
- 2.3 7 of the complaints were responded to within 10 working days. 1 complaint took 11 working days to respond to.
- 2.4 The average time to respond to stage 1 complaints was 9 working days (Total 74 days divided by 8 complaints).
- 2.5 6 complaints were made against the housing repairs service with 2 complaints being made against the tenancy services team.
- 2.6 Table 1 provides a summary of the complaint and the outcome, in addition to the finding and details of any compensation that was awarded to the tenant.

Complaint	Team	Summary of Complaint	Outcome	Finding	Compensation
COM-25-071	Repairs & Maintenance	Residents unhappy with condition of Marriott House	Repair responded to within the required timescale and arranged an inspection, however communication with residents fell short. A review of repairs procedure to be completed within 4 weeks	Partially Upheld	0
COM-25-074	Tenancy	Chartwell House residents claim tenancy agreements are being breached as 3 families have been placed in the block without consultation	All families have been assessed for the suitability to reside in Chartwell House	Not Upheld	0

COM-25-075	Repairs & Maintenance	Customer is unhappy with service from Sureserve regarding flooding in kitchen and damaging items	Sureserve failed to carry out adequate post installation inspection, and to take appropriate care in home	Partially Upheld	£150
COM-25-076	Repairs & Maintenance	Customer is unhappy with issues with bath which was replaced as it is too small	No service failure in relation to bath installation or conduct of the surveyor	Not Upheld	0
COM-25-078	Tenancy	Customer is unhappy with communication, unauthorised financial deductions on rent account, safeguarding concerns relating to a housing officer, and queried housing banding	A home visit completed to discuss the complaint in detail. The unauthorised holding fee credited back to rent account, UC deductions cancelled, Housing Options asked to review Occupational Therapist report	Partially Upheld	0
COM-25-079	Repairs & Maintenance (GAP)	Customer is unhappy with repairs at the property, claims damp and mould in every room, contractors are rude, and does not feel safe in the property	Apology that contractors have left the customer feeling this way. An appointment booked to conduct damp and mould inspection. Steps taken to ensure visits to property are carried out following correct procedures	Upheld	0
COM-25-080	Repairs & Maintenance	Customer is unhappy with follow up since issues reported in July 2025 leaking bath/sink seals, no bathroom extractor fan, and ceiling above stairs coming loose.	Repairs were not raised promptly following inspections, an appointment was missed by the repairs team, and communication fell below expected standards.	Upheld	0
COM-25-081	Repairs & Maintenance (Sureserve)	Customer is unhappy with Sureserve regarding an ongoing complaint with a repair and issue with pipework	Radiator installation was not completed to acceptable standard and repeated attendances failed to fix issue. Compensation issued for inconvenience and loss of time from work	Upheld	£100

Table 1

2.7 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. Table 2 provides a summary of the areas where service improvements have been identified as needed following a stage 1 complaint investigation.

Complaint	Identified Issue	Action	Date
COM-25-071	Communication	Review our repairs procedure to ensure that where inspections are carried out under communal areas, residents are still contacted with the outcome	
		Ensure that residents are kept updated, and information to be provided through letters and displayed on the communal noticeboards so that all tenants are aware of the planned works and progress	
	Repairs service	Ensure that remedial works are carried out, and that the lounge roof replacement and redecoration are included in the planned programme. Interim arrangements will be made to improve the appearance of the lounge	
COM-25-075	Contractor service	Meet with Sureserve to discuss complaint and lessons taken from investigation, in particular seek assurance through a copy of the quality assurance report	
		Put in place a quality control check on Sureserve following an installation	
	Repairs service	Commission a drain survey of the pipework and drains connected to block and inform tenant of the outcome	
COM-25-076	Communication	Aids and Adaptations Officer to contact tenants and explain the referral process and support tenant in arranging an OT assessment	
COM-25-078	Communication	Keep the tenant updated on the situation regarding UC deductions, and our requests for these deductions to be cancelled	
		Provide the outcome of our review of the contents of the OT report, in connection with the current housing application	
		We will monitor ongoing communication to ensure that tenant is receiving the service and communication required	
COM-25-079	Contractor service	Ensure that our contractors are fully aware of the Code of Conduct expected by our contractors when visiting OWBC properties, when speaking with tenants and residents	
	Repairs service	Re-book a suitable appointment to conduct the damp, mould, and condensation inspection	
	Communication	Ensure that the tenant is fully updated about when tenant can expect to receive the drain repair	
COM-25-080	Procedure	Repairs Team to go through the Repairs Procedure as a refresher	
	Communication	Speak with both the Tenancy Team and the Repairs Team to reinforce that communication across different service areas is essential	
	Repairs service	Extractor fan installation to be fitted the same time as an electrical shower to avoid disruption and the fan being installed and not conflicting with the position of a shower	
COM-25-081	Contractor service	Sureserve to arrange for compensation of £100 to recognise the disruption and inconvenience caused	

		Sureserve to ensure that only suitable engineers are allocated to radiator installations, rather than boiler-only engineers	
		Sureserve to reinforce standards of workmanship, including ensuring radiators are installed level and that available pipe clips are used	
		Sureserve to address the issue of pipework being forced into position when replacement radiators are of a different depth	
	Communication	Sureserve to improve communication with tenants and the council	

Table 2

3. Stage 2 Complaints

- 3.1 The Housing Team responded to 2 complaints in quarter 3.
- 3.2 Both complaints were acknowledged within 5 working days.
- 3.3 Both complaints were responded to within 10 working days.
- 3.4 The average time to respond to stage 2 complaints was 20 working days (Total 40 days divided by 2 complaints).
- 3.5 Both complaints were made against the housing repairs service.
- 3.6 Table 3 provides a summary of the complaint and the outcome, in addition to the finding and details of any compensation that is awarded to the tenant.

Complaint	Team	Summary of Complaint	Outcome	Finding	Compensation
COM-25-075 (A)	Repairs & Maintenance	Customer is unhappy with service from Sureserve regarding flooding in kitchen and damaging items			Total of £450, including the £150 issued at Stage 1
COM-25-079 (A)	Repairs & Maintenance (GAP)	Customer is unhappy with repairs at the property, claims damp and mould in every room, contractors are rude, and does not feel safe in the property			0

Table 3

- 3.7 Table 4 provides a summary of the areas where service improvements have been identified as needed following a stage 2 complaint investigation.

Complaint	Identified Issue	Action	Date
COM-25-075 (A)	Service failure	For service failure 1 increase the award from £75 to £150	16/12/2025
		For service failure 2 increase the award from £75 to £150	16/12/2025

		For service failure 3, award tenant £150	16/12/2025
	Repair	To commission a drain survey	
	Communication	To inspect tenant's property and provide a written report of the findings and any actions to be taken going forward	
	Information sharing	Sureserve to review this complaint	
COM-25-079 (A)	Training	Complaints training to be completed by complaint investigating officer	
	Communication	Officer visit to discuss connected with feeling safe in the home and to discuss tenancy issues	

Table 4

4. Housing Ombudsman

- 4.1 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.
- 4.2 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.
- 4.3 Oadby & Wigston Borough Council received no Housing Ombudsman determinations in this quarter.