



Service Delivery Committee Operational Updates – Quarter Two – 2022 – 2023

BUILT ENVIRONMENT UPDATE

Planning

In recent months there has been a significant increase in customer satisfaction in relation to planning applications and decision making. Initial customer satisfaction surveys undertaken in March 2022 highlighted a 62 per cent satisfaction in the service provided. This has now increased to over 80 per cent customer satisfaction in the latest September surveys. The team is committed in continuing the upward trend in customer satisfaction. In addition, during this 2nd quarter, all of the statutory Government targets have been exceeded as well as local Key Performance Indicators, with 89 per cent of all non-major planning applications determined in time against the Government target of 70 per cent.

Economic Regeneration

Economic Growth continue to engage with business enquiries promptly and well above the five-day target – currently averaging 1 day to respond. An internal measure to capture traffic going to the new InvestOW microsite (www.investow.co.uk) is being set up, currently the site has had over 1000 views; as more information is included on the site and it is promoted it is anticipated that traffic to it will increase. The site has been used to assist with the UK Shared Prosperity Fund consultation and will be developed further over coming months and work has been undertaken to prepare for the release of this funding.

Furthermore, the Levelling Up Fund Round II proposal for the Paddock Street car park and town centre work was submitted and an outcome awaited. Work on bringing a resolution forward for the future of the Oadby Pool site is also progressing.

Town Centre Management

In terms of town centre management, we continue to monitor on a retrospective quarter the footfall and vacancy rates. Footfall in Wigton increased in Quarter 2 compared to Quarter 1 but remains below levels of 2021. Footfall monitoring in Oadby will commence in Quarter 3 as the equipment is now in place, and thereafter in South Wigston as the equipment is yet to be installed. Vacancy rates in all three towns were below the national average of 11.7% being respectively 11.1% in Wigston, 5.3% in Oadby and 5% in South Wigston.

As we move towards the Christmas period, we will be inviting all local businesses to enter their displays into our Shop Front Window Competition. The Competition will run through all of December, with judging and winners announced taking place on the week beginning the 19th December.

There will be a light switch on in each town centre, please see the events calendar in the appendices for more information.



Housing

Housing Capital Programme

The team is currently preparing and delivering on compliance projects. During Quarter 2 and ongoing this includes carrying out domestic electric installation inspections and upgrades; Fire Risk Assessment works to communal areas and blocks; and upgrading smoke and carbon monoxide detectors. This work includes:

- 500 Domestic electrical installation tests
- 28 Block electrical upgrades at Boulter Crescent
- 500 Carbon Monoxide and Smoke detectors installations

To support the Housing Team in the delivery of these works we have procured a number of major contracts through the EEM Procurement service. These include;

- **Dodd Group** to provide electrical installation services, facilities management, and major works project delivery.
- **UK Gas Services** to deliver a void property repair services.
- **Arron Services** to deliver gas service, heating repairs and maintenance and heating replacement projects

Arron Services have taken over from Liberty Gas as the Council's gas and heating contractors. The takeover on the 3rd October 2022 has been a relatively smooth transition.

Day to Day Repairs -The team is also working on the contract for the delivery of the Day-to-Day repairs service as agreed at Policy, Finance and Development in December 2021.

This is being procured through a tender process with the administration being carried out by the Council in partnership with Welland Procurement. The target date for contract implementation is April 2023. Through this procurement process local based contractors will have the opportunity to bid for the day-to-day repairs contract.

Stock Condition Survey - The team is working to procure the services of a surveying contractor to carry out a full stock condition survey. The last stock condition survey was carried out in 2011 and this survey will provide a clearer understanding of the condition of the Council's housing and capture important information to enable the planning of future capital investment programmes, low carbon heating projects insulation of homes as well as kitchen and bathroom replacements. This will be funded through the Housing Revenue Account 2023-24. It is expected that work will commence in April 2023 and will be completed by June 2023.

Housing Options and Homelessness

Rough Sleeper Initiative (RSI) At the end of Q2 there was one person confirmed as sleeping rough in the Borough. This person was picked up by the RSI Outreach Team and referred through to the Council's Housing Options Team. This person was offered B and B accommodation, but this was refused. Since this interaction in July 2022, we have had no further interaction with the person as they are no longer rough sleeping however, they continue to bid for properties that become available to let.



Homelessness at the end of Q2 - The average number of households applying to the Council as homeless per week was 4.23. This is comparable to the same period last year.

The number of households in temporary accommodation is 31. Of this number 15 are single/couple households and 16 are families. The team is working closely to support households to secure accommodation both in the social and private sector.

Also, the team is monitoring the number of applicants applying direct to the housing register who are declaring the reason for applying for housing is due to financial reasons associated with the Cost of Living situation. At this stage there is no significant increase in the number of applicants applying for housing assistance.

As part of the Council's response to supporting people experiencing financial difficulties, the Housing team have launched a Private Sector Letting Scheme. The scheme is designed to encourage private sector landlords to work with the Council to provide accommodation to people who have a housing need. The scheme aims to create private sector tenancies and to support those tenancies going forward to ensure they succeed for both the tenant and landlord.

Private landlords can benefit from letting their property to people who have approached the council for housing assistance. The scheme offers landlords:

- Free services (which would normally be at cost through an agent)
- Free tenant matching
- Free advice and support
- Free welfare checks on your property
- Stable long-term tenancies
- Non-payment intervention

Homes for Ukraine

There are two schemes designed to help and support people fleeing the Ukraine.

The Ukraine Family Scheme is for families already resident in the UK and who have family members fleeing to the UK and the Homes for Ukraine Scheme was established for residents who have volunteered to take in and accommodate families fleeing the Ukraine.

The number of households in the Borough who have volunteered to house Ukraine guests is 10.

8 of these households are accommodating families from across the Ukraine which include 8 Adults and 6 Children.

Council Officers have been carrying out property inspections to ensure that the accommodation being offered is suitable. The officers have been providing advice and signposting hosts and guests to wider support service being provided by the County and the Voluntary sector.



Disabled Facilities Grants

Lightbulb

The Quarter Two Partnership Highlight Report and Disabled Facilities Grant Performance Reports are included in the appendices **(03 and 04)**

In summary the second quarter performance show that 10 DFG works have been completed.

The average number of weeks to complete these is disproportionately high due to one case taking 64 weeks to complete. This was largely due to matters and issues connected with Covid. All longstanding cases are subject to Lightbulb management processes in which cases are managed and scrutinised to identify barriers and implement solutions to achieve outcomes.

Setting this one case aside the average completion time for the nine completions was 18 weeks.

The total spend at Quarter Two was £273,000.

There are 22 grant requests that have been processed and are awaiting contractor sign off. The commitment for these works is £218,000.

There are 4 cases that are still waiting to be financially assessed.

In the second quarter four applications have been withdrawn. Three applicants did not qualify for works and were referred to housing. The remaining applicant failed to respond to lightbulb despite numerous attempts to establish contact.

The Home Gadgets Project continues to provide a range of housing support solutions, aiming to help older and vulnerable people stay safe and well in their own home for as long as possible.

Examples of equipment include:

- A digital calendar displaying the date and month
- Remote control blinds
- Smart hub
- Pill dispenser
- Pen reader

Safe Spaces supports people affected by hoarding. The project's aim to help achieve and maintain a safer and less cluttered home environment. In the first quarter one case from within the Borough was referred through to the scheme.



FINANCE UPDATE

Revenues and Benefits

Benefits

The Benefits team is responsible for the administration of Housing Benefit and Council Tax Support as well as facilitating the implementation of Universal Credit which will ultimately replace Housing Benefit for most working-age claimants. A key focus in this period has been the Discretionary Housing Payment scheme which supports those most vulnerable with their housing costs. Award criteria have been amended to look in much more detail at the wider circumstances of residents, including the longer-term sustainability of the tenancy and what steps they should be taking themselves to improve their financial situation. Awards are now much shorter, particularly in cases where the tenancy is not deemed to be sustainable. There is also a greater emphasis on providing signposting and support alongside financial help. Lots of work has been done to ensure that the right people are supported through the cost-of-living crisis, with members of the team integral to the cost-of-living focus group and associated report. Processing of change of circumstances documents by the team remains the fastest in Leicestershire.

Revenues

The Revenues team is responsible for administering and collecting £34.6m of Council Tax and £12.2m of National Non-Domestic Rates which is done on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council.

Two major projects have been completed in the last quarter, the main scheme energy rebates have seen almost £3m awarded to residents to support with their energy costs, and the Covid Additional Relief Scheme has provided almost £1m of relief to businesses affected by the pandemic. Both of these schemes have been administered within the Revenues team, with 89% of over 4200 calls answered in Q2, and all customer service performance indicators met.

At the end of September there were 17 unbanded properties awaiting banding by the Valuation Office Agency.

The table below is included for the first time following a request from members at the last Service Delivery Committee meeting. This information will be shared in every report moving forward, with trend analysis included also.

Revenues Calls

Quarter 2	July	Aug	Sept
Number of calls	1543	1487	1176
Number of calls answered	1358	1301	1068
Percentage answered	88%	87.5%	91%
Number of abandoned calls	185	186	108



Average wait time before abandonment	4:55	3:20	4:16
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Performance is measured through a comprehensive series of indicators which are reported to the appropriate management team. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

Collection Rates

Collection Rates for Council Tax were 1.31% lower than the target and 0.31% lower when compared to the previous year. Circa £85,000 was credited to council tax accounts at the end of September, adding approximately 0.2% to the collection rate. This remains the biggest focus in Revenues, the collection rate action plan action is now underway, a review of held accounts and associated procedures has been completed, and business rates empty property reviews have started.

Business Rates collection is up by 2.82% when compared to the target and up 13.81% compared to the previous year. Covid Additional Relief Fund (CARF) payments of around £950,000 were made to eligible businesses in September, adding around 4.6% to the collection rate.

Percentage of Debit Collected (Cumulative)	July	August	September
Council Tax			
Target Rate	38.71%	47.95%	57.31%
Actual Collection Rate	37.63%	46.80%	56.00%
Actual Collection Rate 2020/21	38.11%	47.19%	56.31%
National Non-Domestic Rates (NNDR)			
Target Rate	38.05%	46.83%	55.92%
Actual Collection Rate	36.56%	44.71%	58.74%
Actual Collection Rate 2020/21	26.37%	34.69%	44.93%

Property Statistics

Direct debit take-up remains high due to the energy rebate payments, which reduces the work required to collect payments. The drop in DD take-up expected post energy rebate has not materialised.

	July	August	September
No of Council Tax properties	23,909	23,919	23,946
No of Council Tax Direct Debits	18,679	18,613	18,671
No of Single Person Discounts	7,587	7,576	7,590
No of Businesses	1,420	1,419	1,420
No of Businesses in receipt of Small Business Rates Relief	672	671	677



CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Customer Service Improvement

Work continues on the development of the Customer Experience Strategy. A proposal has now been drafted and consultation on this will run from 2 November 2022 – 14 December 2022. All returns will be considered along with our existing information to form our Customer Experience Strategy.

Part 2 of our Customer Care training “Connecting with our Customers” is in development and will be rolled out to staff across the council in Q3.

Evidence gathering and preparation for the Customer Service Excellence award continues, and the assessment date has been set for Tuesday 6th December.

Communications and Marketing

Summary of GovDelivery email subscription service success when benchmarked against national average:

Measure	Oadby & Wigston	UK average
Total subscriptions	4,506	22,735
Subscriptions per subscriber	2.2	1.9
% of audience reached in past 90 days	86.7%	64.2%
Engagement rate (past 90 days)	75.3%	64.5%
Open rate	47%	38%

The benchmarking figures above demonstrate Oadby & Wigston is performing above average in all benchmarking measures using data supplied by Granicus. This includes the number of topics subscribers are signing up to, reach of the bulletins sent out, open rate and engagement rate. The only figure where we are behind is the total number of subscribers, which isn't comparable due to our recent acquisition of GovDelivery and the fact our population is one of the lowest in the country.

Bulletin/Email Data

Bulletins sent (since launch)	119
Emails sent (since launch)	61,317
O&W population (as of 2018)	57,700
OWBC households	23,500

Our Topics & Subscribers

Citizen's Panel	109
Community & Voluntary Sector	927
Consultations & Surveys	1,101
Council News & Information	1,165
Health, Wellbeing, Sport & Leisure	2,499



News for Businesses	638
News for Council Tenants	279
Private Sector Housing News	569
Recycling, Refuse & Bin Collections	998
Sports Clubs	13
What's On & Events	1,072

Press Releases – July 1 to September 30

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

[Innovative Oadby & Wigston council office move gets green light](#)

[Oadby and Wigston aim for Gold in East Midlands in Bloom competition](#)

[New electric vehicle charging points installed in South Wigston](#)

[Oadby & Wigston parks land Green Flag award for 15th time](#)

[Service of Commemoration and Thanksgiving for Her Majesty Queen Elizabeth II](#)

[Gold for Oadby & Wigston in East Midlands In Bloom competition](#)

Social Media

Our main social media presence is through Facebook and Twitter, where our accounts receive a lot of engagement and are vital for spreading news to local residents.

We currently have 3,700 followers on Facebook, and 2,536 on Twitter. This has increased from 3,500 and 2,500 respectively since April 2022.

It is also possible for people who don't actively follow us to see our posts, either by just browsing our pages or by seeing our content which their friends and family have interacted with or shared.

Our total post 'reach' for Facebook between 1 July and 30 September was 27,000.

This means that over 27,000 **unique** people have seen at least one of our Facebook posts during the last three months.

The team sent out 138 individual posts on Facebook during this time period.

IT Team

Throughout Q2 the IT team have completed some core changes to the infrastructure, but also have been able to focus on our day-to-day performance targets.

The most notable achieved target is the overall system uptime being at 100% and average response times to tickets being within 1 working day, something we are striving to maintain throughout Q3. See key information of service delivery below:



	Type	July	Aug	Sept
Number of contacts	Phone	12	10	9
	Walk-in	22	8	25
	Email	96	93	154

Standard	Target	July	Aug	Sept
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	1.4 days	0.9 days	1.1 days
Turn-around time for new starters set up	5 working days	All within 5 days	All within 5 days	All within 5 days
Overall system uptime	99.9%	100%	100%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

	July	Aug	Sept
Major changes completed by IT team	Orchard planning VPN work / Remote desktop & Terminal servers	Sophos Anti-virus / Building Control Partnership	SFTP / VPN site to site work carried out for Orchard

Refuse and Recycling

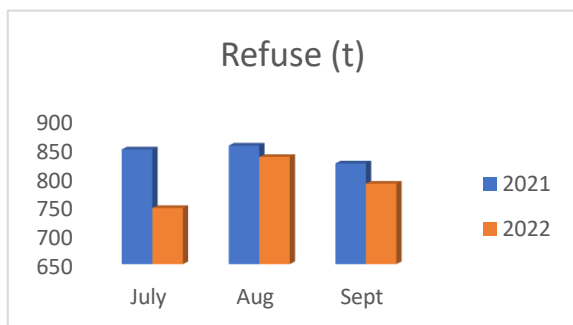
There has been an overall reduction of 156 tonnes in the refuse collected, this is a 6.2% reduction compared to Q2 2021.

For the recycling tonnages, there has also been a reduction of 65 tonnes in Q2 2022 compared to Q2 2021. This translates to a 5.3% reduction of recycling collected between these periods.

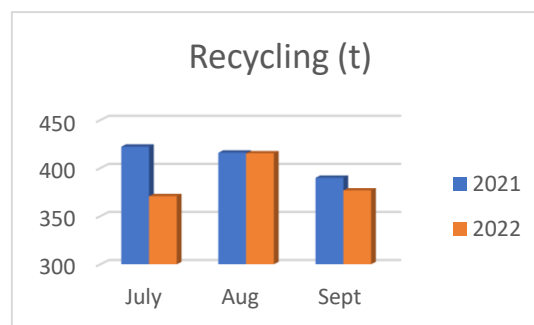
Finally, the amount of green waste collected has also reduced by 460 tonnes over the same period. Compared to Q2 2021, there was a 39.4% reduction.



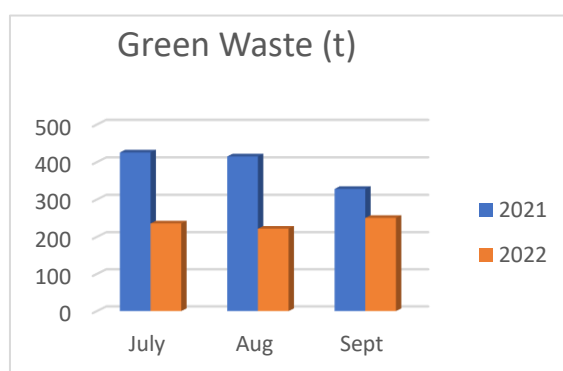
Refuse



Recycling



Green Waste



Ratio Materials for Q2

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

Waste Type	Jul 22		Aug 22		Sept 22	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	235.9	16.84	221.8	14.56	250.9	17.10
Recycling	370.74	26.47	415.32	27.27	376.72	25.68
Refuse	746.92	53.32	835.16	54.84	789.00	53.78

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

Food inspections continue with the support of Officers from Harborough District Council. Focus is on high-risk premises, non-compliance, the continued triaging of new businesses and investigating increasing numbers of food complaints. A Food Standards Agency (FSA) 'temperature check' will take place in October 2022. Progress so far is positive; we are ahead of the FSA requirements and the broadly compliant rate (those that are satisfactory and higher) is 92%. It is important to note that premises are still awaiting an inspection (those categorised as low risk at the time of the last visit), and early indications are that standards have generally fallen for those who have missed an inspection during the pandemic.



Recruitment to the vacant post has been successful with the new starter already a fully trained and competent food officer. She will start at the end of November 2022 to provide much needed capacity and resilience within the Environmental Health Service generally, particularly food work. In addition, this will afford the opportunity for the service to move forward. We are looking to recommence sampling and examining the possibility of offering food courses (in different languages) both as a possible low level income stream but also to improve competency levels and standards with businesses.

Day to day work was busy and wide ranging from dealing with a body found in a house through to investigating vibration complaints associated with a large construction project, to handling the day-to-day work such as fly tipping cases, community protection issues, odour complaints, providing consultations to our planning team on development proposals and taking emergency prohibition action to prohibit occupation of a fire damaged flat. As a result of several construction site dust and noise complaints a construction management plan guide has been produced by the team. This will help developers minimise impacts.

The Midland Mainline electrification project was formally consented under the Control of Pollution Act 1974 which sets out controls and mitigation measures to minimise the impact from any construction.

The Annual Status Report 2022 submitted in July 2022 was approved by DEFRA who stated, 'the report is well structured, detailed, and provides the information specified in the Guidance'. It also supported and acknowledged our list of measures to further improve air quality.

Air quality data from our two 'real time' air quality monitors is scheduled to be hosted 'live' on a public website during Q3 and the Blaby Road project is scheduled to commence from April 2023 onwards.

The dog warden service currently provided by Animal Care Services under contract will expire on 31 March 2023. Work will commence during Q3 to invite quotations and procure a new contract.

Private Sector Housing

A full review of all existing HMOs commenced which will include an inspection schedule. An HMO policy will be prepared during Q3 to allow OWBC to manage HMOs more efficiently and achieve a higher standard of compliance whilst doing so.

Joint working continues with the Anti-Social Behaviour Officer and Police to tackle anti-social behaviour issues in the area, with one case in the vicinity of Blaby Road where a partial closure order is being considered to address problems with a tenant.

The first Private Sector Housing newsletter was issued during Q2 to over 500 recipients and members. Feedback has been positive with many commenting on how helpful this has been as a way of keeping informed of upcoming regulatory changes.

The Local Authority Delivery (LAD) programme continues with 29 properties identified for measures which include solar, cavity wall insulation, loft insulation and external wall insulation. We are exploring possible Home Upgrade Grant (HUG2) funding and the viability of this project due to the funding needing to be spent on off gas properties. Also due to the success of the



current projects we are in talks with the Hub to request additional funds to allow us to deliver more measures to meet demand.

There are in the region of 49 on going cases for the team which relate to empty homes, filthy and verminous properties, general condition complaints and some pest related.

Selective Licensing Update

Q2	Licenses issued	Income
Number of rented properties - 818	Pending – 103 (13%)	£547,194.01
Number of applications received - 744	Issued – 620 (83%)	
Number of Exemptions - 1	Withdrawn – 21 (2%)	
Number of empty properties /undergoing major works - 14		
Total % Engagement – 92%		
Total % Applications – 90%		

Licensing

Policies are now all updated to ensure they reflect the latest legislation and guidance.

A service review will take place during Q3 to better understand demand and review our working practices and systems within the team. As part of this work, performance measures will be examined along with a review of all our fees and charges. The next stage will be to check all who are registered and those who required to be licensed are.

Workloads remain reasonably constant at 40 requests per month of which 75% relate to taxis and hackney carriages.

Corporate Assets

Allotments:

An agreement has been made with Aylestone Lane Allotment Association for association members to show prospective tenants around the site to speed up the letting of allotment plots; this is working well.

Cemeteries:

- Twenty-six burials, 38 interment of ashes and 6 scatterings have taken place across the two cemeteries during the quarter.

Car Parks:

- Yellow lines and additional signage have been installed on Washbrook Lane, Oadby to prevent drivers parking on the access road and grass verges to Parklands Leisure Centre.



- Countesthorpe Road Car Park has been re-lined
- On the ground wording has been added in front of the electric vehicle charging point bays at Wigston Pool to make their designation clearer.

Clean and Green:

- Brocks Hill Country Park and Peace Memorial Park successfully retained their Green Flag status for the 15th time.
- East Midlands in Bloom judging took place in July and received a Gold Award and an improved score on previous years.
- In July, Brocks Hill Country park hosted a training exercise for new recruits to Leicestershire Search and Rescue.
- Capital works to carry out floor repairs and replace carpets at Oadby Depot were completed during the quarter.

Community and Wellbeing

Leisure Services

This report covers the Third quarter of the contract year, where SLM expect to see a small increase from the previous quarter as they get busier from casual users coming through the door during the summer months.

As the leisure centres are now fully operating in the new post COVID world SLM are starting to see how users access their sites including frequency and regularity.

It is pleasing to note that the leisure centres can still look to play a pivotal role within the community and for the health and wellbeing of the local people as SLM look to increase its offerings to aid access to all users including those without the financial power to do so.

Review Supplied by SLM

This review is based on the leisure centres operating for the whole quarter and no closures or incidents compared to the previous year which although operating in similar circumstances still had a number of participants being cautious due to COVID.

An average of 63,172 customers per month came through the doors, down just under 1000 users per month over the previous quarter and was disappointing to see with a range of activity sessions taking place with increased operation in activities such as casual swimming during the summer.

Swimming continues to remain popular and continue its recovery from last years closures. It is pleasing to note that the free disabled swim sessions being offered at both pools are now starting to attract more users with just shy of **600** coming in during the period an increase of 500% on the previous quarter, however even more pleasing was that we were able to provide **3,500 FREE UNDER 16** Swims over the summer holidays.



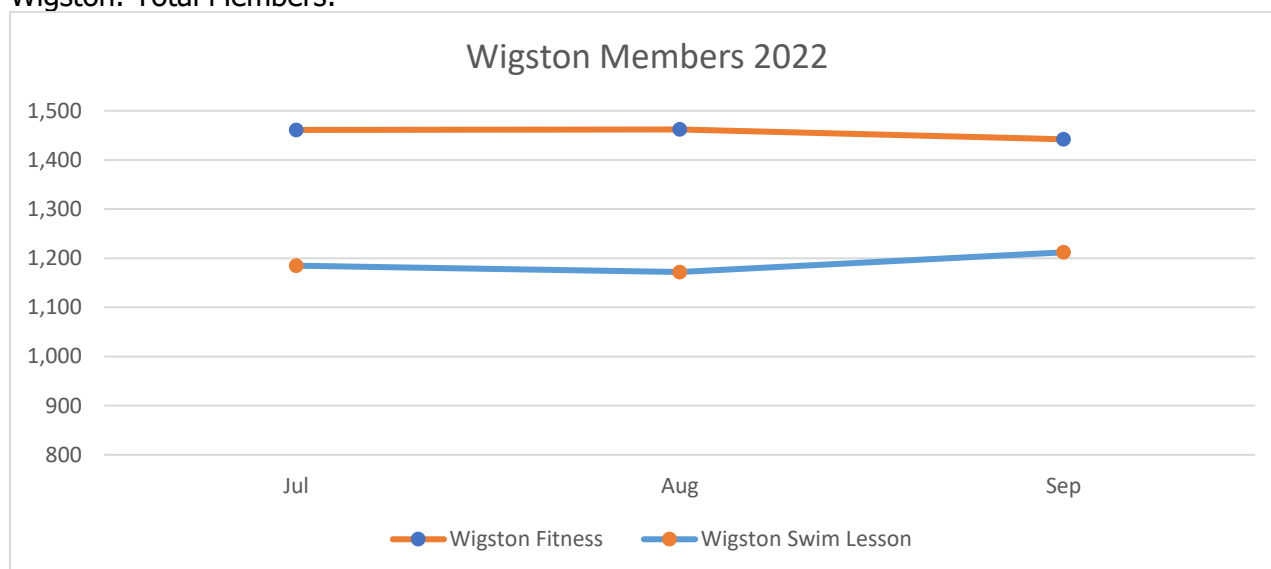
Contract Yr8				
Description	Jul-22	Aug-22	Sep-22	Total
Swimming	25,335	29,050	26,387	80,772
Gym/Fitness Classes	23,113	25,161	21,182	69,456
Sports/Activities	5,195	4,808	6,564	16,567
Activity Total	53,643	59,019	54,133	166,795
Spectators	7,028	6,427	9,107	22,562
Events	120	40	0	160
Education	0	0	0	0
Grand Total	60,791	65,486	63,240	189,517

Membership Numbers:

Following significant growth month on month last year for fitness membership numbers, we have recently continued to see a plateauing effect along with a slight reduction since the new year and into the summer period.

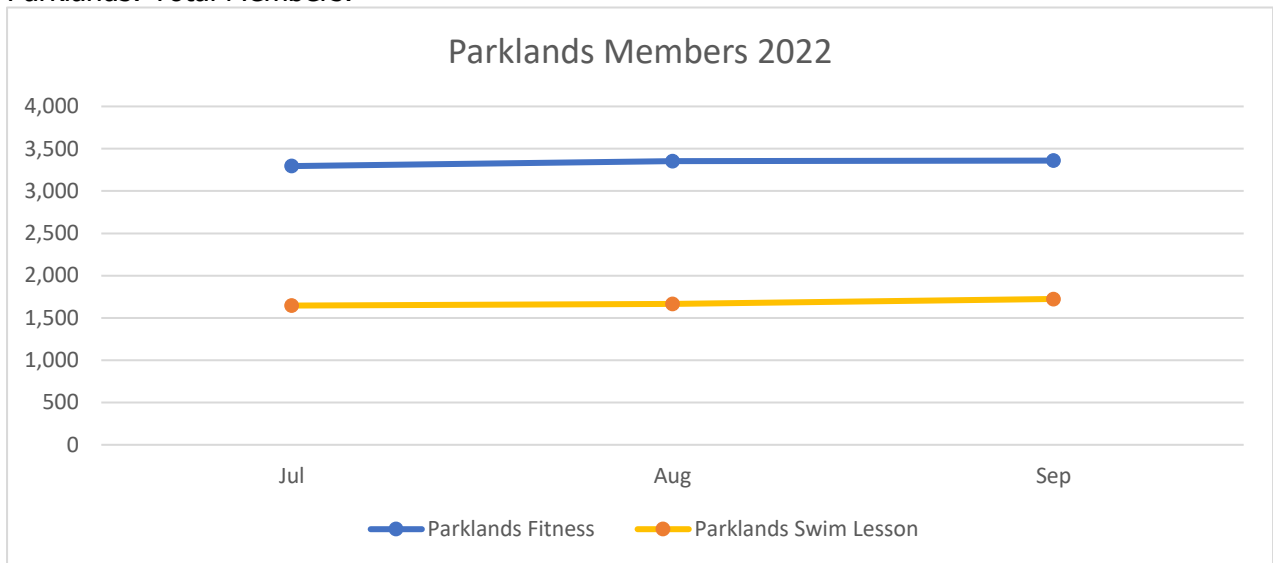
Swimming Lesson numbers have grown and continued to do so, which is pleasing but as we know is directly in relation to the fact that there is a missing generation that did not have lessons due to covid closures and these need to be mopped up along with the standard year on year turnover, so what we are seeing is almost a two-tier aged joiners with about 18 months in between starting lessons from scratch.

Wigston: Total Members:





Parklands: Total Members:



Community Well-Being:

The Leisure Centres have been very busy this Quarter looking to deliver on the first part of the years Community Well Being Plan and this has included:

- Free Weekly Children's soft play sessions for the Menphies Charity Group.
- Free Family Activity Sessions in partnership with Children's and Family Well Being Service and OWBC
- Free Coffee for VASL Carers
- Free Memberships for Care Leavers (2 participants referred)
- Free Memberships for PARS
- Free Memberships for Ukrainian Refugees
- Free Memberships for Parkinsons Sufferers and their Carers
- Free Swimming Sessions for Disabled Swimmers. (just under 600 over the quarter)
- Free Childrens summer holiday swimming with over 3,500 swims being taken.

We have also delivered sessions for 8 Schools and over 300 children with Pond Dipping and Den Building Sessions in the country park, along with over 250 children from Cubs / Scouts groups etc on our climbing walls.

It is pleasing to be able to offer these activities / memberships at small to no cost across the community as we identify the value that this brings to increase the health and wellbeing benefits of the whole community.

General:

We are pleased with how busy the centres are but note as in previous reports also that from history that we could be busier.

There are a number of factors that has caused us not to return to numbers that we once hit pre COVID, including a change in society attitude to fitness and finding alternative ways to be fit rather than the traditional leisure centres and Gyms.



We are continuing to explore how we can attract users back through the door and our extensive community well being plan, although doesn't help in income generation, does help with increasing participation, and means that we can look to meet the needs of the vulnerable community members.

The next Quarter we are looking to encourage more people through the door on our mainstream and community well-being programs, working closely with the Boroughs in house team in identifying and delivering to groups who find access to fitness difficult must be one of our priorities and as a company we must continue to promote access and provide free memberships to Parkinson's sufferers, Ukrainian Refugees and other identified groups that could also be afforded the same opportunity.

Health and Wellbeing

Quarter 2 saw the Active Oadby and Wigston team establish **4** new programmes in addition to those already running on a weekly or fortnightly basis. This included 'Get Moving Together', which is a free, family friendly programme utilising local parks to enable families to get active together. **61** families from all over the Borough engaged with these sessions. Ladies only rounders and netball programmes also took place with over **100** individuals attending. These sessions will continue to take place throughout the year. Furthermore, the Council have been working in partnership with the Canal and River Trust to facilitate wellbeing walks by the canal at Kilby Bridge bringing about foraging skills.

The Council has also supported events hosted by the Housing Department at Elizabeth Court as well as 'Get Moving Day Back to School Special' where staff from the company B-Buddies, who repair and maintain push bikes visited the Borough and fixed members of the public's push bikes free of charge.

Referrals continue to be received from GP's, physio's, First Contact and other health professionals for members of the public in need of support with exercise which caters for a diverse range of needs, including 'Seated Activity' for those who are unsteady on their feet.

Youth Engagement

In Q2 the Council provided youth and wellbeing sessions on a weekly basis for 11 to 19 year olds at the Freer Centre. This drop-in session ran each Tuesday from 3pm. The objective was to provide a safe space for young people suffering from mental health problems allowing them to build confidence and new relationships through games and physical activities. The young people attending the sessions were signposted either through their school, Children and Family Wellbeing Service or charities. The sessions attracted a wide variety of young people, some of whom had been diagnosed with autism or ADHD, some suffering from trauma with being bullied at school and others simply wanting to meet new people.

The most popular sessions were football, rounders, and dodgeball. Other activities included arts and crafts, indoor cricket table tennis and soft archer.

Evaluation of the sessions provided some positive feedback, including increased confidence levels and the opportunity to make new friends. Some however stated that these sessions although enjoyable, did not make them worry less in the day to day lives.



Community Safety

The Partnership's funding position, including the PCC's decision on previous year's underspend, was agreed at the end of Q2 enabling the Partnership to begin the development of its annual Delivery Plan. Funding arrangements and strategic priorities at an LLR level are also being discussed now by the OPCC with CSP's to ensure that the delays experienced this financial year are avoided in 2023-24.

Partner Agencies continue to work effectively within their own remits, as well as in multi-agency approaches such as the successful 'Safety First' events held Wigston Liberal Club and Oadby Library this year. At each of these events members of the public engaged with various services under a community and wellbeing focus, receiving advice on warm homes, crime and disorder, anti-social behaviour, fire safety, substance misuse, and other community initiatives.

Crime statistics in the Borough continue to track the national picture, and local seasonal trends, with relevant agencies putting in place forward plans to address these and make the most of available resources.

Anti-Social Behaviour

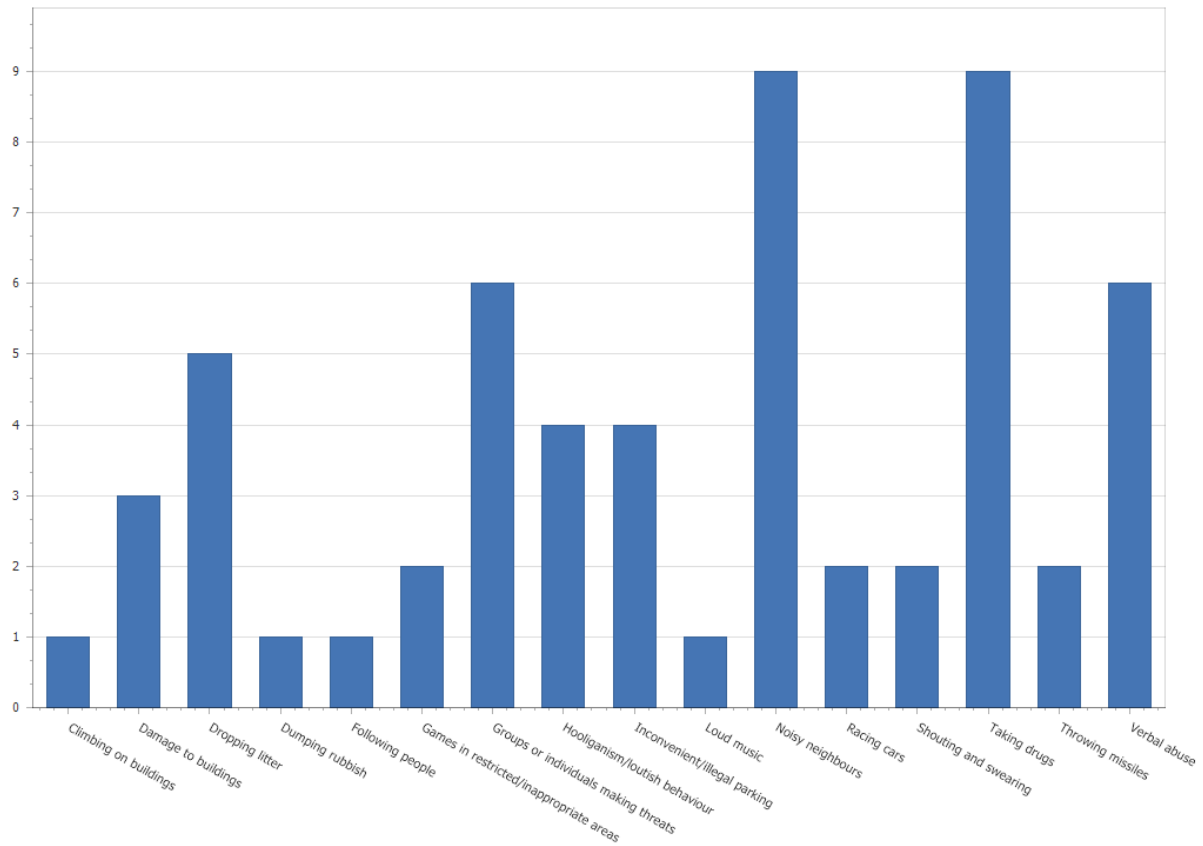
The Anti-Social Behaviour (ASB) Officer has logged and investigated **34** reports of ASB in Q2, please see chart below for monthly breakdown:

Q2		
Number of ASB logged/investigated by ASB Officer: 34		
Number of incidents per month		
Jul 22	Aug 22	Sep 22
7	15	12

Of these 34 ASB reports, issues relating to '*Noisy neighbours*' and '*Taking drugs*' were the most frequently reported with **9** each. This was followed by reports of '*Groups or individuals making threats*' and '*Verbal abuse*', both of which received **6** reports.



Types of ASB Logged by ASB Officer



Investigations into each report lead to:

- **12** perpetrators being identified
- **7** perpetrators after investigations took place received no further action
- **4** perpetrators received advise*
- **1** Community Protection Warning Notice**

*One of the perpetrators was visited by Officers from Leicestershire Police on two separate occasions following linked reports of criminal allegations. These however were not pursued due to a lack of evidence.

**The Community Protection Warning Notice was served under the ASB, Crime a Policing Act 2014 prohibiting an individual from making excessive noise and drug use in their property. This investigation is in conjunction with housing provider, PA.

The Council's Housing Department continue to log ASB on the Sentinel system, please see chart below for monthly breakdown:

Q2		
Number of ASB logged on Sentinel by Housing Department: 17		
Number of reports logged per month		
Jul 22	Aug 22	Sep 22
1	9	7



The Council therefore in Q2 2022/23 have recorded and investigated **51** reports of ASB, please see chart below for number per area breakdown:

Q2 Total number of ASB reports: 51		
Oadby	South Wigston	Wigston
13	13	25

Below is a heat map of the Borough where ASB incidents have occurred. The heat map also includes policing incidents too.

