



Service Delivery Committee

Operational Updates – Quarter Three – 2022 – 2023

BUILT ENVIRONMENT UPDATE

Planning

Customer satisfaction in relation to planning applications and decision making has been steadily improving since March 2022. Initial surveys illustrated overall customer satisfaction of 62 per cent; this has now risen to 97 per cent in the latest December 2022 surveys. In addition, during the same period the number of extensions of time required for planning application decisions has declined noticeably from 98 per cent in March 2022 to 48 per cent in December 2023. The team is committed in continuing the upward trend in customer satisfaction and downward trend in the need for extensions of time. In addition, during this 3rd quarter, all of the statutory Government targets have been exceeded as well as local Key Performance Indicators, with 100 per cent off all major planning applications determined in time against the Government target of 70 per cent, and 99 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. Views of the site are increasing, especially as more information is included on it around the UK Shared Prosperity Fund (UKSPF) projects and how to be involved. There is currently a link for the Shop Front Grants to this site that has been in the press. Officers will continue to add information about UKSPF projects as these are released and have created a dedicated part of the site to show this.

The result of the Levelling Up Fund Round II proposal for the Paddock Street car park and town centre work has also been received but sadly the bid was rejected by Government. Whilst this is disappointing, the structure of the bid means that there are two projects that can be developed further and on which substantial work has already been undertaken. As part of the UKSPF work a project was included that will bring forward public realm improvements in our town centres.

Work has begun on bringing forward the Horsewell Lane development with a consultant in place to provide support. And finally, the Oadby Pool site was placed on the open market at the start of January 2023. A closing date for bids of noon on 13 February 2023 was set so a preferred bidder should be known around March.



Housing

Housing Capital Programme

Work on several compliance projects continues in Q3. This includes:

- Fire Risk Assessment works to communal areas and blocks
- Domestic electrical installation tests
- Block electrical upgrades
- Upgrade on carbon monoxide and smoke detection installations

The team have commenced a boiler replacement programme. Approximately 80 properties have been identified as having a boiler installed in or before 2008 and as such are to be replaced, given the 15 years' notional life expectancy.

The team have submitted a bid for Government funding through the Social Housing Decarbonisation Fund (SHDF) to upgrade the insulation and ventilation in 112 of the Council's bungalows. If successful in our application, we expect to be notified in Q4.

Void Property Repairs

The void property repairs contract has been awarded to local Leicestershire based company UKGas Services. UK Gas are experienced in delivering property upgrades ranging from boiler replacement through to Kitchen and Bathroom upgrades as well as general property maintenance. (i.e. they deal with much more than just gas related work as their name might suggest).

The Council processes approximately 60 void properties per year. The range of works required include minor voids which require safety checks and cleaning to major refurbishment works which could include kitchen and bathroom replacements. This new contract partnership will look to help reduce the time properties are void during re-let works, whilst providing a quality product to the incoming tenant.

UKGas Services will attend weekly operational void management meetings, as well as attending contract performance meetings. All void works will be raised and ordered by the Council's Building Inspector within the Housing Team, who will also carry out post works inspections to ensure quality of work is delivered.

Housing Options and Homelessness

Homelessness at the end of Q3 - The average number of households applying to the Council as homeless was 3.84 households per week, resulting in a 9% decrease in approaches than in Q2.

The number of households in temporary accommodation at the end of Q3 is 29, 14 of which are single or couples and 15 cases being family applicants. Compared to the same period in the previous year this represents a 12% decrease (33 to 29 households) in the number of households in temporary accommodation.

As part of the Council's response to the cost-of-living crisis, the Housing Options team are monitoring the number of households presenting as homeless, and who are stating that it is because of financial reasons that they have been made homeless. At the end of Q3 none of the applicants presenting as homeless stated that the Cost-of-Living Crisis was the primary reason for their homeless application.



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 14.

8 of these households are accommodating families from across the Ukraine which comprises 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.

Lightbulb

The Quarter 3 Partnership Highlight Report and Disabled Facilities Grant Performance Reports are included in the appendix 2. In summary Q3 performance show that 10 DFG works have been completed. The average number of weeks to complete a DFG is approximately 24 weeks, this is slightly above the average time to complete a referral. This is due to a combination of factors including builder availability and delivery, and material availability. All cases are subject to Lightbulb management processes in which cases are managed and scrutinised to identify barriers and implement solutions to achieve outcomes, including improving on completion times.

The total DFG spend at the end of Q3 was £326,297.

There are 22 grant requests that have been processed and are awaiting contractor sign off. The commitment for these works is £249,000.

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.

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 Q3, 3 cases from Oadby and Wigston were referred to the Safe Spaces 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. Demand on the Discretionary Housing Payment scheme which supports those most vulnerable with their housing costs remains high, and lots of work has been done to ensure that the right people are supported through the cost-of-living crisis. 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 it does 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 Discretionary energy rebate scheme closed at the end of December, bringing to an end this project which in conjunction with the main scheme has seen almost £3m awarded to residents to support them with their energy costs. This has been administered by the Revenues team, with 90% of over 3000 calls answered in Q3, and all customer service performance indicators met.

Revenues Calls

Quarter 2	Oct	Nov	Dec
Number of calls	1260	975	745
Number of calls answered	1132	880	673
Percentage answered	90%	90%	90%
Number of abandoned calls	128	95	72
Average wait time before abandonment	3:54	3:43	4:24

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 are 1.95% lower than target, and 0.05% lower than the same point last year. Business Rates collection is down by 1% against target, but up 9.09% against the same point last year. Work continues with the collection rate improvement plan, and vacancies are to be recruited to in early February following the Revenues and Benefits restructure.



Percentage of Debit Collected (Cumulative)	October	November	December
	%	%	%
Council Tax			
Target Rate	66.79%	76.09%	85.2%
Actual Collection Rate	65.17%	74.3%	83.25%
Actual Collection Rate 2021/22	65.44%	74.46%	83.3%
National Non-Domestic Rates (NDR)			
Target Rate	65.14%	73.99%	82.29%
Actual Collection Rate	66.16%	74.66%	81.29%
Actual Collection Rate 2021/22	54.46%	62.54%	72.22%

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.

	October	November	December
No of Council Tax properties	23,954	23,980	23,998
No of Council Tax Direct Debits	18,679	18,642	18,608
No of Single Person Discounts	7,616	7,626	7,611
No of Businesses	1,420	1,418	1,421
No of Businesses in receipt of Small Business Rates Relief	678	673	673

CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Customer Service Improvement

The Customer Service Excellence award was achieved for a third year running in December 2022 with the Council demonstrating compliance in all 57 areas. In addition, we were awarded 8 compliance pluses which is the most ever received. Work now continues on planning for the next assessment ensuring the award is retained for 2023. The full report is attached as Appendix 3.

In November Part 2 of our customer care training "Connecting with Our Customers" was rolled out as a mandatory course for all front facing, office-based staff. This training builds upon our "Putting Customer First" training and develops officer skills further enhancing their commitment to delivering excellent customer service.

Work has started on a Mystery Shopping plan for frontline staff to ensure standards and satisfaction levels remain high and areas of improvement identified.



Communications and Marketing

Our email subscription service

Measure	Q3 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	4,825	+7.1%	11.48%

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

Measure	Q3 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.2
Engagement rate	75.1%	-0.2%
Open rate	48.3%	+1.3%
Bulletins sent (in quarter)	63	+5
Email delivered (in quarter)	57,610	+36.3%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	109	No change
Community & Voluntary Sector	1,283	+38.4%
Consultations & Surveys	1,459	+32.5%
Council News & Information	1,583	+35.9%
Health, Wellbeing, Sport & Leisure	2,863	+14.3%
News for Businesses	720	+6%
News for Council Tenants*	372	+33.3%
Private Sector Housing News	574	No change
Recycling, Refuse & Bin Collections	1,367	+37%
Sports Clubs	13	No change
What's On & Events	1,472	37.3%

* There are 1,203 council properties in the borough



Press releases

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

[Renovation work under way as borough council builds for a greener, financially stable future](#)

[Nuisance neighbour hit by closure order](#)

[Remembrance parades return to Oadby & Wigston](#)

[Help shape the future of our customer service offer](#)

[Disposal of Land at London Road Oadby](#)

[Council commits additional funds to boost local Cost of Living support offer](#)

[Long-serving Council leader to step down after 15 years](#)

Social Media

Measure	Facebook	Comparison to previous quarter
Number of Followers	3,837	+2.7%
Number of posts	110	-20%
Post reach*	36,643	+35%
Engagement – reactions, comments, likes and shares	2,331	+10.9%

Measure	Twitter	Comparison to previous quarter
Number of Followers	2,590	+2.1%
Number of posts	110	-27%
Post impressions*	37,300	+1%
Engagement – reactions, comments, likes and shares	1,156	-20.6%

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

New Business Microsite

In Q3 our business microsite received 7,751 visits. This is in comparison to 2,055 visits in the previous quarter.



IT Team

Throughout Q3 the IT team have completed a mobile phone replacement rollout, improved the quality of the server infrastructure and started minimising the network at Bushloe House in anticipation of the office relocation to Brocks Hill. Alongside these key positive changes, they have also been able to focus on the day to day performance targets.

The most notable achieved target, that was also achieved in Q2, 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 as a standard service to our users.

See key information of service delivery below:

	Type	Oct	Nov	Dec
Number of contacts	Phone	11	17	10
	Walk-in	24	30	3
	Email	147	122	101

Standard	Target	Oct	Nov	Dec
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	1.1 days	0.7 days	0.7 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

Major changes completed by IT team	Oct	Nov	Dec
	Oracle security patching Integra patching/upgrade Academy Ingress Live upgrade Mobile Phone replacement commenced TLC test upgrade.	Document management system patches and category amendments TLC Live Upgrade. Other IDOX patches	Uniform Test upgrade No major changes leading up to Christmas break



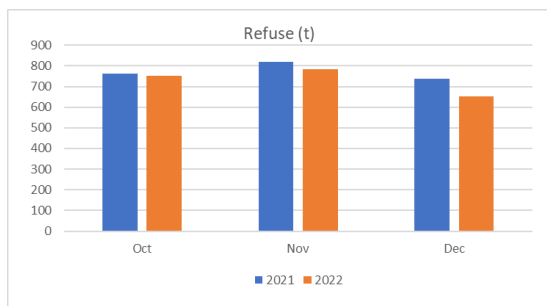
Refuse and Recycling

There has been an overall reduction of 136 tonnes in the refuse collected, this is a 5.9% reduction compared to Q3 2021.

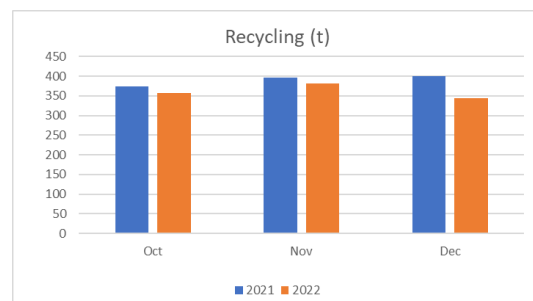
For the recycling tonnages, there has also been a reduction of 87 tonnes in Q3 2022 compared to Q3 2021. This translates to a 7.4% reduction of recycling collected between these periods.

Finally, the amount of green waste collected has also reduced by 18 tonnes over October and November 2022 compared to the same period in 2021, there was a 3.7% reduction. There is no comparison available for green waste in December as green waste collections ceased for the winter months from December 2022.

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	Oct 22		Nov 22		Dec 22	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	225.64	16.22	238.24	16.08	14.94*	1.41*
Recycling	356.86	25.65	382.04	25.78	344.6	32.48
Refuse	750.84	53.96	783.76	52.89	650.54	61.31

*Garden waste collection service ceased 05/12/22 winter collection break



LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

Food inspections continue with the support of Officers from Harborough District Council up until 31 March 2023. Successful recruitment now means we have a Senior Technical (food competent) Officer in the team. She has registered her professional portfolio and should progress to become an Environmental Health Officer in June 2023. Starting in April 2023 we will no longer be reliant on others to deliver our food service. Emergency and mutual aid provision will remain with Harborough.

The main focus has been high risk premises, those who are non-compliant, the continued triaging of new businesses and investigating food complaints. A Food Standards Agency (FSA) 'temperature check' was carried out in Q3 and our submission was satisfactory. Priority areas for Q4 will be to continue to inspect new businesses (currently at 31) and start to catch up on those not visited since the pandemic. The broadly compliant rate (those that are satisfactory and higher) is 91%. We are looking to recommence sampling and run a duty of care waste project and campaign working with small businesses.

Day to day work was busy and wide ranging. A long standing community protection case has been referred to our legal team for possible further proceedings.

The existing contract to provide our dog warden services expires at the of March 2023. A quotation process run in Q3 was successful and a contractor identified to ensure continuation of the service going forward.

The Midland Mainline electrification project has been delayed with the majority of the work now programmed during 2023 with an anticipated completion early the year after.

Air quality data from our two 'real time' air quality monitors is now hosted 'live' on a public website <https://www.ukairquality.net/> and the Blaby Road project with schools is scheduled to commence from April 2023 onwards, supported by public health, the school partnership and County colleagues from their sustainable transport and children and young people teams.

The number of planning representations have increased and guidance has been produced by the team on the use of air source heat pumps in response to a large number of enquiries.

Private Sector Housing

The Private Sector Housing newsletter continues as a way of keeping landlords and tenants informed of recent and upcoming regulatory changes.

The Local Authority Delivery (LAD) programme continues with 163 applications for assistance received for measures which include solar, cavity wall insulation, loft insulation and external wall insulation. The Home Upgrade Grant (HUG) programme for off gas properties has started with 9 applications received during Q3. The measures are the same as those for the LAD.



Selective Licensing Update

Q3	Licenses issued	Income
Number of rented properties - 815	Pending – 100	£563,339
Number of applications received - 765	Issued – 640	
Number of Exemptions - 1	Withdrawn – 25	

Licensing

The service review commenced during Q3 to review our working practices and the use of IT systems within the team. Joint work has started with NWLDC to help develop a more streamlined approach.

Workloads remain reasonably constant at 40 requests per month of which 75% relate to taxis and hackney carriages. In Q3 there were a total of 155 licenses and registrations on our system.

The profile of licensed vehicles has altered slightly within the last year following the introduction of the new requirements relating to vehicles. The table below summarises the change.

<u>1st June 2021</u>	<u>1st June 2022</u>
Number of vehicles: 359	Number of vehicles: 366
Average Age: 6.26 years	Average Age: 5.89 years
Average Emissions: 115.74 G/KM	Average Emissions: 112.12 G/KM

Corporate Assets

Corporate Assets Team

- Corporate Assets Manager now Stuart Marbrook following retirement of former manager
- Major water pipe burst at Coombe park. Insurance claim underway and extensive cost/repairs required to make good.
- Litter strategy completed together with the Action Plan
- Adjustments, alterations and refurbishments facilitated for the move to the depot
- Coordinated CA team partial move to the Depot

Allotments:

- Allotments officer has left the service – subsequently Rachel Ayton has been appointed to take this up
- As part of the anticipated handover, a review of all allocated plots and accounts is in progress



Cemeteries:

- Cemeteries officer has left the service – subsequently Rachel Ayton has been appointed to take this up
- Jenny Flude is supporting in the cemetery service handover process
- Cemeteries grave digging machine failed and replacement sought.
- 11 burials, 27 interment of ashes and 1 scatterings have taken place across the two cemeteries during the quarter.

Car Parks:

- No charge parking took place over weekends in December and closed down fully over the Christmas/New year weeks. Whilst we are unable to report on the success of that scheme, the logistics to shut down and recommission machines either side of these periods are more of a challenge for the team as it all has to be done manually by visits.
- Break-in to a pay and display machine at East Street car park caused significant damage and loss off cash takings.
Machine currently out of service due to the damage
- It was identified (due to the darker evenings) a number of lights were out of service across the car parks – which have subsequently been addressed.

Clean and Green:

- Supervisor role advertised and appointed to from within the current team.
- 2 replacement staff roles advertised (1 clean, 1 green) for shortlist and appointment in 2023
- Key winter works planned for on parks.
- Small street sweeper (operative LTS) has a number of mechanical problems keeping it off the road at a critical point of the year for leaf fall. Only one alternative operative available to use the machine.
- Clean team rounds & schedules under review

Community and Wellbeing

Leisure Services provided by SLM

The report covers the fourth quarter of the contract year, which is the main part of the winter quarter and notoriously one which slows down. It is also the quarter which has seen building work commence on the Brocks Hill Site causing some minor disruptions to Parklands and access and a major refurbishment program of the Wigston Pool and Fitness Gym.

It is pleasing to note that as the leisure centres continue to play a pivotal role within the community for the health and wellbeing of the local people we look to increase our offerings to aid access to all users including those without the financial power and to aid this have appointed a new role of Active Communities Manager whose aim will be to work closely with local Authorities and other partner agencies to provide activity and access to the local community and look to meet the local health and social requirements of the local area.



Review:

This review is based on the leisure centres operating for the whole quarter and no closures.

An average of just under 58,000 customers per month coming through the doors, down just over 16,000 users over the previous quarter (5,333 per month) was really disappointing to see with the range of activity sessions taking place and available to the community but with increased competition with the Gym Group offering free parking opening in the area was not wholly unexpected. Although a slight downturn for winter is expected this is a significant drop and also shows a drop like for like on the previous year's same period which is also a significant blow to the centres recoveries.

Contract Yr8/9

Description	Oct-22	Nov-22	Dec-22	Total
Swimming	30,816	29,488	15,667	75,971
Gym/Fitness Classes	20,345	21,289	17,626	59,260
Sports/Activities	6,006	3,578	5,137	14,721
Activity Total	57,167	54,355	38,430	149,952
Spectators	8,479	6,499	7,369	22,347
Events	300	300	1,000	1,600
Education	0	0	0	0
Grand Total	65,946	61,154	46,799	173,899

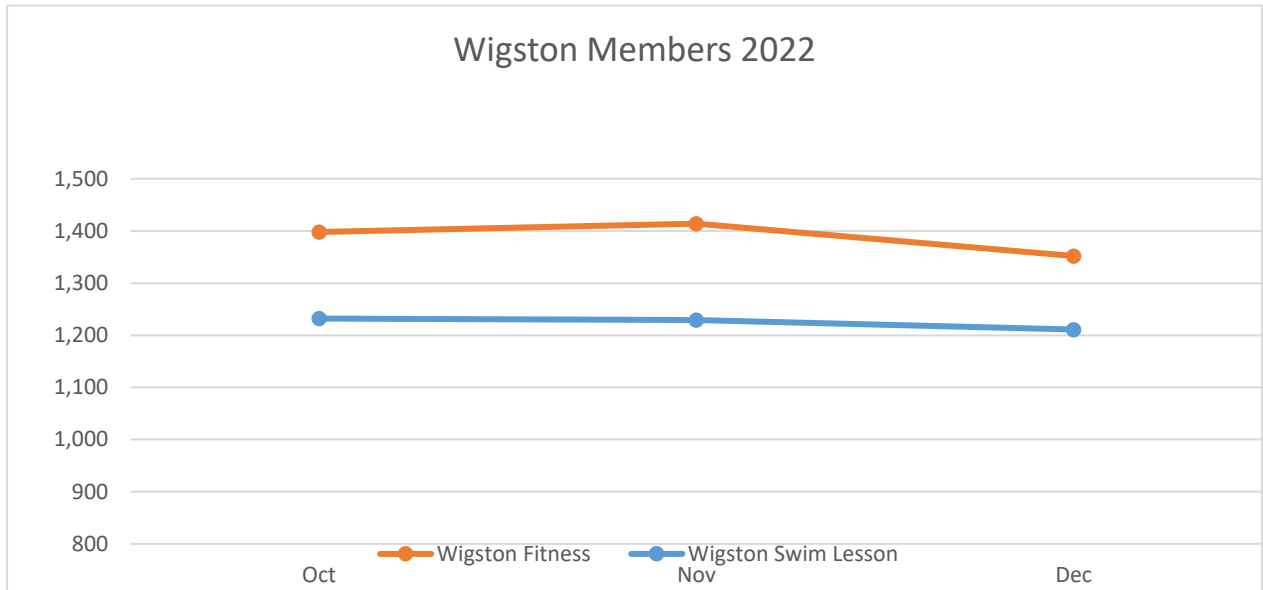
Membership Numbers:

Following significant growth month on month on last year for fitness membership numbers, we have recently continued to see a plateauing and subsequently reduction year on year and into the winter period on numbers. Currently the Car Park charging effect has seen significant leavers directly citing the charges as reasons for leaving and this has impacted on the sites membership growth which would have ordinarily been expected. In addition, the opening of 'The Gym' in Oadby which had not been flagged until just before the official opening has had a major effect on new joiners and leavers, as they offer considerably cheaper membership prices but coupled with Free parking that we cannot offer

Swimming Lesson numbers have grown and continued to do so, dipping slightly in December which is a traditional trend. It is pleasing but as we know is directly correlated 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 we continue to be seeing 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 the years Community Well Being Plan and this has included

- Free Weekly Children's soft play sessions for the Menphys 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 Parkinson's Sufferers and their Carers
 - Free Swimming Sessions for Disabled Swimmers (just under 500 over the quarter)
 - We have also delivered sessions for 4 Schools and over 200 children with Pond Dipping and Den Building Sessions in the country park, along with over 400 children from Cubs / Scouts groups etc. on our climbing walls.
 - A very successful Xmas Fayre was hosted at Parklands in November with over 25 Local Business and organisations displaying and selling their Christmas crafts and goods along with a visit from Santa, as we host this alongside our normal operations there is no direct attendance but we approximate that over 1000 people attended the fayre in total with around 300 attending solely for the fayre alone.
 - We have successfully applied to the council for Warm Space grants to help with the cost of living crisis with the centres now operating a safe warm space where people can come and get a hot drink and spend some time with each other in a warm and friendly environment, we also received the following feedback:
 - *'Just to let you know I managed to collect a hot water bottle today, access the warm hub and spend an hour there and had a coffee and relax whilst reading my book it was a very useful service to access and I will be popping in each week*
- Adam at reception was very helpful and kind'*

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 the centres not to return to numbers that we once hit pre COVID, including car parking charges being introduced which has certainly impacted on numbers through the door. A new budget gym opening on the doorstep of the sites and then the cost of living crisis which is certainly making users look at their leisure spend more so than ever before.

However, we have tried to mitigate some of these issues with significant investment into the Wigston Gym Refurbishment program which included a full decoration and complete Equipment replacement in November.

We are further continuing to explore how we can attract users back through the door and our extensive community wellbeing 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.



Health and Wellbeing

Quarter 3 saw the Active Oadby and Wigston team establish **3** new programmes in addition to those already running on a weekly or fortnightly basis. This included a beginner running group that meet fortnightly face to face with 'homework' sessions being given via our WhatsApp running community for people to do at home/when it suits around their other commitments.

The Active Ladies Community is going from strength to strength with a ladies only walk established in Oadby. Move2Muziq sessions started and were a great success utilising various dance styles to get people moving. We continue to work closely with local partners such as the Canal and River Trust and the PCN with wellbeing walks and the Hub Club.

The Council have linked up with mental health charity Leicester Life Links to put on free wellbeing workshops and sessions for the local community especially during National Stress Week. Other community pop ups included Stoptober advice and supporting the council's Customer Service Team with their customer service review/questionnaire.

Referrals continue to be received from GP's, physio's, First Contact and other health professionals (as well as self-referrals) for members of the public in need of support with exercise.

Youth Engagement

Youth Engagement continues to be a difficult workstream, which is reflective of the wider County and National pictures, following the significant impact of Covid-19 on the youth landscape. A Youth Engagement Strategy for the Council has been drafted, awaiting review by relevant managers before submission to the PFD Committee, that takes significant steps to addressing the Council's ability to engage and consult with young people in the Borough.

Plans that sit partially under the draft Youth Engagement Strategy have been developed to facilitate a relaunch / refresh of the Borough's Youth Council, however these require significant buy-in from schools which at present is tentative. The Council also lost its Youth Engagement Activator who was embedded in three schools across the Borough. That said, the Council will be gaining a replacement Activator one day a week in Q4 sharing with North West Leicester.

The redevelopment of the Youth Council, and the inclusion of Youth Voice work in the Borough, remains the core focus of this workstream with external partners, such as Young Leicestershire, collaborating on 'best practice' approaches to this.

The Council attempted to introduce provision with Leicester Tigers and their HITZ programme at South Wigston High School. This targets young people who are disengaged in education to improve motivation, behaviour and attendance. Leicester Tigers pulled out of these sessions however due to South Wigston High School struggling with logistics. Future work is however planned.



Community Safety

At the Partnership's meeting in December 2022 the current budget was reviewed, with an underspend of £1,307.63 from the Council's allocation to the Partnership, and an underspend of £5,969.12 from the OPCC's allocation, being noted should all expected expenditure contained in the Delivery Plan come in on budget. These figures do not include the OPCC funding allocated for Youth Diversion projects which will be retained into the next financial year.

It is anticipated that all projected underspend will be fully utilised by the end of 2022-23 Q4, with Partner Agencies encouraged to look at projects to be delivered over that quarter.

The Partnership has also started the process to launch their annual Community Safety Survey at the start of February 2023, to run until mid-March 2023, with the results to be fed into the Partnership's 2023-24 Delivery Plan. These will also be reflected in a refresh of the Partnership's 2021-24 Strategic Plan necessitated by the new statutory duties all CSPs hold around the Serious Violence Duty.

Feedback and updates from all Partner Agencies continue to be positive, and show a strong recovery of partnership working following the impact of Covid-19 on standard workstreams and the ability to work in a multi-agency capacity.

Anti-Social Behaviour

The Anti-Social Behaviour (ASB) Officer has logged and investigated **14** reports of ASB in Q3, please see chart below for monthly breakdown:

Q3		
Number of ASB logged/investigated by ASB Officer: 14		
Number of incidents per month		
Oct 22	Nov 22	Dec 22
6	6	2

Of these 12 ASB reports, issues were of a wide range including '*Noisy neighbours*', '*Taking drugs*', '*Damage to buildings*' and '*Inconvenient parking*' to name but a few.

Investigations into each report lead to:

- **7** perpetrators being identified
- **3** perpetrators after investigations took place received no further action
- **3** perpetrators received advise and warnings as well as a referral for support into a partner agency
- **1** Community Protection Warning Notice*

*The Community Protection 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:

Q3 Number of ASB logged on Sentinel by Housing Department: 11		
Number of report logged per month		
Oct 22	Nov 22	Dec 22
9	2	0

The Council therefore in Q3 2022/23 have recorded and investigated **25** reports of ASB, please see chart below for number per area breakdown:

Q3 Total number of ASB reports: 25		
Oadby	South Wigston	Wigston
11	3	11