



Service Delivery Committee

Operational Updates – Quarter One (2025/2026)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 1, 71 out of 73 Planning Applications were decided in time or within an agreed extension of time. Of the 8 appeals decided by the Planning Inspectorate, 6 were dismissed (i.e. won by the Council) with 2 being allowed (i.e. the Council lost), these were 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 has recently carried out a Call for Sites consultation, and has commissioned a market absorption study as well as a local transport assessment. Alongside others, these pieces of evidence will aid the Council in concluding whether it has an unmet housing need.

Climate Change

The Climate Change Strategy was adopted in June 2024. To ensure the Strategy can be delivered effectively a short-term Delivery Plan has been developed with departmental leads and Members to co-ordinate climate related actions in one document. The plan covers both internal and wider borough activities and progress will be monitored and tracked through CMT and reviewed yearly by Working Group Members and reported to Service Delivery Committee. Following the Place Shaping and Climate Change Working Group in May the Climate Change Delivery Plan was made available on the Council website.

Work to update the carbon footprint for Council assets and operations has begun and includes identifying buildings with the highest carbon emissions and collation of energy data for financial year 2024/25 – the breath of carbon emissions measured will be dependent on ease and necessity of data collection and available Officer time. Initial findings are due Q3 2025/2026.

The latest phase of the group buying Big Energy Switch scheme operated by iChoosr and promoted by the Council to local residents, auctioned in June this year. British Gas won offering a dual fuel online tariff with switchers saving an average of £186 on annual energy bills. Plus, the tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability. A new auction opens in September of this year.



We continue to work with Leicestershire County Council and partners to develop a Local Area Energy Plan (LAEP) for Leicestershire, the outputs of which should help co-ordinate net-zero energy action more locally. Each district will have its own LAEP which will also include a publicly available on-line interactive map.

The county-wide Electric Vehicle project called Flex D is on-going and includes an install of up to 6 chargepoints at Sandhurst Street Car Park in Oadby with a solar canopy and battery storage. This project is being led by Harborough District Council on behalf of the countywide consortium who have now appointed the contractor Evolt/Swarco. Evolt will commence site visits to finalise design, location and financial implications of the charging hub.

Lastly, community energy co-operative Green Fox were asked to provide further calculations to help the Council explore the installation of solar PV on additional buildings. Green Fox have looked at the usage data for William Peardon Court and it's marginal financially for community solar, due to onsite usage. At this stage they will put it on hold, but might include it in a larger portfolio further down the line.

Housing

Homelessness

There are 220 households who are currently owed a form of duty through the homelessness service. This position has remained stable over the last three months.

- **32 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
- **53 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.
- **135 Households are owed a main duty.** When the relief duty comes to an end, if the applicant has not been able to secure accommodation, the council will assess whether the applicant are owed the main housing duty. A main housing duty is owed if the applicant remains homeless, are in priority need, and have not made themselves intentionally homeless.

Interim and Temporary Accommodation

Within this caseload of households receiving homelessness support, the Council is currently accommodating 94 of these households in either Interim (sometimes referred to as Emergency Accommodation) or Temporary Accommodation. These Households are accommodated as follows;

- 56 Households in bed and breakfast/hotel rooms (down 8 from 2024-25 Q4)
- 26 Households in Council housing stock accommodation (up 12 from 2024- 25 Q4)
- 5 Households in Council hostel accommodation (up 1 from 2024-25 Q\$)
- 5 Households in leased accommodation (Up 1 from 2024-25 Q4)
- 2 Households in self contained nightly accommodation (not previously used)



B&B Elimination Plan

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

Of the 56 Households in B&B 15 have dependent children with 9 of these households having been in B&B for longer than 42 days. The average length of stay in B&B is 62 days (down by 38 days from 2024-25 Q4).

As a result the Housing Options Team have a B&B Elimination plan (Attached as Appendix 5). 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.

7 of these families have been selected to move from B&B into temporary accommodation (self contained). These units of accommodation are a combination of units of accommodation that have already been used for temporary accommodation purposes, hostel units or soon to be vacant Council properties which will be redesignated 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:

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

In the last quarter the team have secured two units of accommodation through a private sector landlord and agreed a service level agreement with private hotel accommodation providers and developed strong links and designed housing solutions with Housing Association partners.

Tenant Satisfaction Measures 2024-25

Tenant satisfaction measures (TSMs) are a set of performance indicators introduced by the Regulator of Social Housing to assess how well social landlords are providing quality homes and services. These measures help tenants hold their landlords accountable and allow the Regulator to identify areas where landlords may need to improve. TSMs cover key areas like repairs, building safety, engagement, complaints, and neighbourhood management.

Purpose of TSMs:

- **Accountability:** TSMs provide a framework for social housing providers to demonstrate how well they are meeting the needs of their tenants.
- **Transparency:** TSMs make landlords' performance more visible and accessible to tenants, allowing them to understand how their landlord is doing.



- **Improvement:** By highlighting areas where landlords are underperforming, TSMs help them identify where to focus their efforts for improvement.
- **Comparative Analysis:** TSMs allow tenants to compare the performance of different landlords, facilitating informed decision-making.

TSMs are measured using two primary methods, customer perception measures of which there are 12 measures, are collected through tenant perception surveys, gauging tenant satisfaction with various services. For example, tenants are asked about their satisfaction with repairs or how well the landlord handles complaints.

10 performance measures are taken based on the Council's internal data, such as the percentage of homes meeting the Decent Homes standard or the number of anti-social behaviour cases reported.

All social housing landlords with over 1,000 homes are required to annually submit their TSM results to the RSH and publicly publish them in an easily accessible format.

Summary of approach

We used a census approach to achieve a total of 312 survey responses, we started carrying out the TSM survey in April 2024 and continued throughout 24/25 on a rolling basis.

We invited tenants to complete the survey through our website, by contacting tenants that are subscribed to our email subscription service, and through our tenant & leaseholder forums.

We used various methods to obtain our survey responses these methods included by telephone, internet, and face-to-face.

As we are a small authority, the majority of survey responses were obtained by telephone as this is the most efficient and effective method of collecting survey data.

Survey responses

Tenant Satisfaction Measure Results

Ref	TSM	Outturn 2023-24	Outturn 2024-25
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	79.70%	74%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repair service	85.50%	81.30%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	80.40%	79.70%



TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	79.40%	76%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	78.30%	80.10%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	72.10%	73%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	75.80%	81.10%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	87.20%	87.50%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	38.50%	23.20%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	54.10%	55%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	70.50%	75.10%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	60.30%	72.90%



FINANCE, LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

High risk food businesses are the priority and we continue to work with the Food Standards Agency (FSA) to ensure they are regulated effectively. We have two officers who are competent to undertake such inspections under the Food Standards Agency Code of Practice.

During Q1, 27 inspection/audits were completed, and 25 low risk questionnaires were sent out to those businesses who fall in category E (low risk, inspection every three years). The backlog of inspections from Q4 in 24/25 is reducing with 5 remaining from last year's inspection programme (reduced from 26). All high-risk inspection have been completed on schedule. There is a small backlog of June inspections, which will be completed in Q2.

The priority work area, that of high risk inspections were all completed last year. We have received 29 new registered businesses in Q1 which is a big increase. All have been triaged and 20 found to be high risk and therefore require an inspection. Many of these are home caterers.

Of the 430 premises we regulate, compliance rates remain high, with 87% achieving a score of 3 (generally satisfactory) and over 70% achieving a score of 5 (very good). In terms of the poorer performers there are now only 2 businesses who fall below the generally satisfactory standard. Revisits have been carried out and will continue to ensure standards have improved and improvement notices have been served where necessary to improve performance.

The annual Food Safety Service Plan for 25/26 was reported to and accepted by the Licensing and Regulatory Committee in June 2025.

The Manager continues to provide two days a week operational cover to ensure the day to day Environmental Health service can cope. Following discussions at SLT there will be changes to the future structure of the team which will provide much needed operational capacity. Implementing these changes and recruitment will take place in Q2.

At the time of writing this report the team are heavily involved in a widespread botulism outbreak caused by the use of a counterfeit and unlicensed product for Botox treatment at a local beauty salon. More detail will be provided in the Q2 update.

In Q1 there were 205 service requests to action, which included matters such as:

1. Investigating and resolving an offensive graffiti case,
2. Voluntary closure of a food business following a rodent infestation,
3. Numerous side waste complaints,
4. Prohibition of a food business following the dangerous storage of LPG cylinders,
5. Action to tackle dangerous electrics in a gym,
6. A welfare funeral investigation and warrant of entry which led to the identification of distant family and friends, a will and therefore ensured the deceased could be laid to rest with dignity and respect,
7. Resolved a commercial burglar alarm which kept activating overnight,
8. Investigated and tackled significant dust and noise complaints relating to a large construction site and enforced the company to relocate their compound,
9. Continued with the ongoing investigation into a large fly tip,



10. Resolved two long standing water pollution issues,
11. Provided advice and consultation responses to numerous planning applications,
12. Investigated reports of abandoned vehicles, removed 6 and fined 2,
13. Collected evidence from several fly tips which are being investigated,
14. Taken action for the storage of waste receptacles on pavements,
15. Served several Abatement Notices for rubbish complaints,
16. Cleared overgrown land in default of the owners following non-compliance with a prevention of damage by pests notice.

Work continued on producing an action plan to ensure delivery of the Air Quality Strategy. This will set out priority areas for the coming year which include reducing emissions from transport, improving health outcomes for children and young people, raising awareness, ensuring new development proposals consider air quality impact, helping to provide more easily accessible information on sustainable travel, supporting national campaigns, and working with key partners to better understand patient treatment pathways and data. During Q2 the Zephyr Lite devices used to measure air quality will be installed, one each at Launde Primary School, Oadby and Parklands Primary School. The project will get underway in the new academic year.

The team have completed and submitted on time an Air Quality Annual Status Report (ASR) to Defra which is a statutory requirement. The appraisal has been completed and we are now awaiting approval from the government. In summary the report concluded that air quality is gradually improving with levels now comparable with those recorded during 2020. The worst areas remain along the A6 and through the Blaby Road corridor, South Wigston.

The Council's Public Space Protection Order which regulates dogs was approved by Council in Q1.

Private Sector Housing

The team are dealing with approximately 214 ongoing cases linked with empty homes, disrepair, energy standards and houses in multiple occupation.

Selective Licensing Scheme

Summary in the table below

Income	£669,244
Enforcement cases	5 penalties served (£3,000 each) Currently being pursued through the debt recovery route with legal

The initial scheme closed on the 5 May 2025. A full review report will be provided to Licensing and Regulatory Committee and then Council in Q2/Q3.

The new Wigston and South Wigston Selective Licensing Scheme has been designated following member approval, with enforcement of the scheme commencing in November 2025. This will allow time for proactive engagement with landlords and agents to try and drive informal compliance. Applications are now being accepted and will be processed in anticipation of the enforcement deadline in November.



A more detailed progress update will be provided in the next service delivery narrative as application numbers start to increase.

Energy Grants Projects

We have successfully secured £940,500 from Government and the Midlands Net Zero hub under the Warm Homes: Local Grant project and tenders are currently being prepared for a delivery partner. A further update will be provided in Q2 when we are hopeful that installations will have commenced.

The grants project officer is working with our Housing department to try and secure additional funding to continue the productive work undertaken under the Social Housing Decarbonisation Fund scheme.

Licensing

The Taxi and Hackney Drivers Policy was updated to reflect the latest Institute of Licensing guidance following approval by the Licensing and Regulatory Committee in June. In addition our penalty points system was reviewed and updated.

The team have been working without an Enforcement Officer since mid-March and the employee who has now left the Authority. Temporary part time cover is being provided two days a week. Work is therefore being prioritised to ensure we can keep to any statutory deadlines required.

Recruitment for a new Team Leader will take place in Q2.

One key piece of work completed in Q1 was the promotion of the Ask for Angela campaign (Ask for Angela is the national scheme that helps anyone who is feeling vulnerable on a night out to get the support they need) with all premise licence holders.

Other areas of work completed include tackling a noise complaint from a licensed premises, issuing warnings to drivers who ignore taxi rank rules, working with the University of Leicester who wish to vary their licence for the botanical gardens, investigated an allegation about a business selling alcohol outside of the permitted times, processing numerous licence applications and variations.

In 2025 the Council's Statement of Gambling Policy expires. It is essential that this is refreshed and updated to ensure the effective ongoing regulation of gambling. A report and updated Policy will be considered by the Licensing and Regulatory Committee in Q2 and thereafter by Council. Consultation will take place with the trade and the public prior to any changes being made.

Q1 licenses processed

New and renewal vehicles	94
New and renewal drivers	37
New and renewal operators	0
Street collections	0
Small society lottery	1
House to house	1
Other licences	4
Licensing Act	17
Total	154



Community Lottery

The Q1 regulatory return made to the Gambling Commission was accepted with no issues recorded.

There are 29 good causes currently signed up and 340 tickets sold approximately each week which is generating £17,680 in annual revenue.

Revenues and Benefits

Benefits

The Benefits team is responsible for the administration of Housing Benefit, Council Tax Support and Discretionary Payments.

Processing times for changes in circumstances remains below the Leicestershire average.

Benefits Performance

Speed of processing new claims HB/CTS	Q1 Actual
Target 28 days	11.49 days
Speed of processing Change in Circumstances	Q1 Actual
Target 10 days	2.19 days

Discretionary Housing Payments (DHPs) are available to help the residents of OWBC when they are at their most vulnerable. A DHP can help cover a shortfall in Housing Costs and each case is assessed on its own merits. This can, in some cases, help to avoid homelessness.

A DHP is funded by Central Government and the Benefits team work hard to stay within this funding.

DHP Applications

Quarter 4	April	May	June
Number of Applications	27	27	17
Number of Awards	16	15	14
Expenditure	£2,879.69	£3,695.93	£3,143.03
Remaining Government Contribution	£53,3391.31	£49,695.38	£46,552.35



Benefits Calls

	April	May	June
Number of calls	289	242	298
Number of calls answered	279	234	291
Percentage answered	97%	97%	98%
Number of abandoned calls	10	8	7
Average wait time before abandonment (m:ss)	00:22	00:02	00:09

Business Rates

The Business Rates Team is responsible for the administration and collection of over £12.6m of National Non-Domestic Rates. The Team has a duty to correctly bill over 1,400 non-domestic properties.

During this quarter there was a temporary Business Rates and Recovery Team Leader, this vacancy has now been filled. There has also been a long-term sickness absence within the team.

Business Rates Calls

Quarter 1	April	May	June
Number of calls	83	64	74
Number of calls answered	78	59	71
Percentage answered	94%	92%	96%
Number of abandoned calls	5	5	3
Average wait time before abandonment (m:ss)	2:52	5:22	0:14

Council Tax and Recovery

The Council Tax Team is responsible for administering and collecting £41.2m of Council Tax. Revenue is collected on behalf of Leicestershire County Council, the Leicestershire Police Service, the Combined Fire and Rescue Service, Central Government, and Oadby and Wigston Borough Council. The team have a duty to ensure the correct billing of over 24,500 households within the borough.

The Recovery Team are responsible for collecting unpaid Council Tax, Business Rates and Housing Benefit Overpayments. The Team issue reminders, final notices, summons and liability orders to customers for unpaid Council Tax and Business Rates.



Q1 Council Tax Recovery	April	May	June
Reminders	263	1614	597
Finals	76	25	857
Summonses	88	358	642
Liability Orders	9	81	271

Q1 NNDR Recovery	April	May	June
Reminders	145	64	33
Finals	0	72	34
Summonses	15	48	14
Liability Orders	1	9	32

Council Tax Calls

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

Quarter 1	April	May	June
Number of calls	226	213	187
Number of calls answered	209	189	177
Percentage answered	92%	89%	95%
Number of abandoned calls	17	24	10
Average wait time before abandonment (m:ss)	00:54	01:44	01:23

Recovery Calls

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

Recovery

Quarter 1	April	May	June
Number of calls	394	482	561
Number of calls answered	379	456	545
Percentage answered	96	95	97



Number of abandoned calls	15	26	16
Average wait time before abandonment (m:ss)	04:34	03:14	03:05

Collection Rates

Performance of the Council Tax and Business Rates Team is measured through a comprehensive series of indicators. Collection rates and arrears levels are also reported as part of the Council's Key Performance Indicators.

Percentage of Debit Collected	April	May	June
(Cumulative)	%	%	%
Council Tax			
Target Rate	10.94	20.28	29.39
Actual Collection Rate	10.37	19.41	28.18
Actual Collection Rate 24/25	10.45	19.40	28.46
National Non-Domestic Rates (NNDR)			
Target Rate	11.93	19.31	29.33
Actual Collection Rate	12.73	19.97	28.02
Actual Collection Rate 24/25	10.13	20.31	28.74

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

Property Statistics

Q1	April	May	June
No of Council Tax properties	24,744	24,756	24,773
No of Council Tax Direct Debits	18,726	18,819	18,871
No of Single Person Discounts	7,631	7,631	7,648
No of Businesses	1,415	1,412	1,417

Finance Inclusion Officer

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

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

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



FIO referrals Q1	April	May	June
Number of referrals completed	3	9	6
Number of reductions granted	1	6	4

In addition to Council Tax Disabled Band reductions, we are now able to report on the FIO's other types of visits and report on those outcomes. Outcomes differ depending on the reason for the referral to the FIO. Outcomes range from helping customers complete forms to helping with white goods being provided, monies awarded through successful claims for Council Tax Support, DHP, CTDS, and/or Council Tax discounts.

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

FIO referrals Q1	April	May	June
Number of referrals completed	55	67	73
Total monetary values of successful awards	£19,929.66	£11,589.13	£4,326.70
Food Vouchers Issued	4	5	4
Total of Food Vouchers	£90.00	£95.00	£100.00

NEIGHBOURHOOD SERVICES UPDATE

Corporate Assets

The focus in this last quarter has been completing the improvement works in the car park, managing the Health & Safety of our parks, and working with community & sports clubs on utilisation of the Assets to generate further income or reduce costs.

In-depth inspections on the Councils parks are now taking place frequently which means we can highlight and deal with any issues as early as possible minimising risk to park users and visitors.

We continue to work closely with the Housing Team as we are also focusing on maintaining the land around our properties and the scheduled grass cutting is ahead of where we should be.

There have been no complaints received in Q1 and the team continue to maintain good standards across administration, management of bookings, play areas, open spaces and community facilities. Generic bookings have increased alongside repeat bookings.



Community Groups

There has been work to formalise agreements with sports teams to ensure clear terms of hire are in place for each club and facility. Currently working on Blaby Road Park, and Peace Memorial Park arrangements, moving on to other sports groups throughout 2025/26.

It is imperative we work with these groups to offer long term facilities whilst maximising the income for the council and reducing costs where possible.

Car Park Repairs

Works have been completed in the car parks as set out by inspections that took place in Q4. All pot holes have been repaired at:

- Kirkdale Road
- Junction Road
- East Street
- Paddock Street potholes

Works commencing shortly are Sandhurst Street and Wigston Pool line markings.

Parking Machine

All parking machine improvement works have been undertaken and should now be working on a fast, reliable connection ensuring a smoother process for paying for parking. This is being monitored and managed to ensure no issues post installation.

Penalty Charge Notice Issued, and income generated

2025	PCN's Issued	Income Generated
April	54	£1,954
May	54	£2,104
June	125	£2,848
Total	233	£6,906

There were 4 appeals throughout Q1 whereby the council won 1, and 3 were none-contested.

Ministry Of Justice Community Payback

There has been a team working within Brocks Hill clearing brambles, painting and general cleaning on Thursdays.

We have two teams working on our allotments.

Team 1: Aylestone Lane - clearing vacant plots still ongoing.

Team 2: Wigston Road – clearing vacant plots and ongoing.

Allotments

The Council has 4 allotment sites across the borough. See chart below:



Allotment site	Updates	Number of Plots	Number of current plot vacancies
Wigston Road	A programme of works has been carried out to clear vacant plots in preparation to let. Potholes have been repaired and gates have also been repaired along with the standpipe.	144 (71% tenanted)	42
Brabazon	No current maintenance issues, winter maintenance will take place after bird nesting season – October onwards	14 (100% tenanted)	0
Manchester Gardens	No current maintenance issues	15 (100% tenanted)	0
Aylestone Lane	A programme of works has been carried out to clear vacant plots in preparation to let	191 (90% tenanted)	19

Parks / Open Spaces

A strategy has been drafted in readiness for presentation to Members at Committee in September, which sets out the aspirations for the parks and open spaces. In the meantime, work continues on improving and maintaining our parks across the Borough. The notable works in Q1 have been the skate park in Willow Park in addition to refurbishment of the soft surfaces in the junior play area. We have also replaced/repared the soft surfaces in Horsewell, Hayes, Uplands and Two Steeples parks in order to improve both the appearance and safety of the play areas.

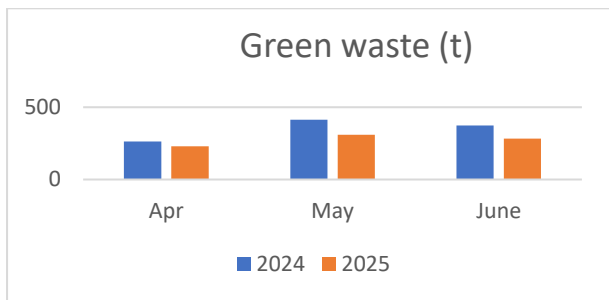
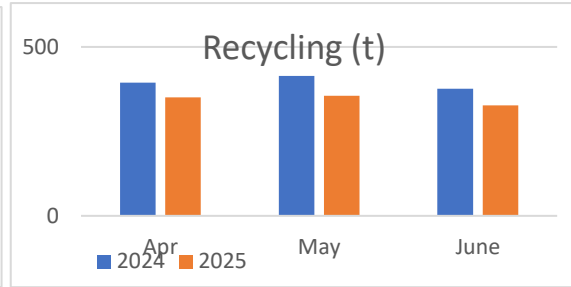
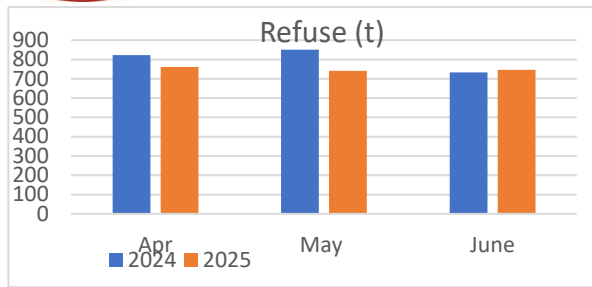
Uplands Park works (cricket square and tennis courts) are due to commence in Q2, following specification, funding and contractor sign of

Refuse and Recycling

In Q1 2025 there has been an overall decrease of 157.88 tonnes in the refuse collected, this is a 6.56% decrease compared to Q1 2024.

For the recycling tonnages, there has been a reduction of 152.16 tonnes in Q1 2025 compared to Q1 2024. This translates to a 12.85% reduction of recycling collected between these periods.

For the green waste collected there was a reduction of 230.12 tonnes in Q1 2025 compared to the Q1 2024, which equates to a 21.90% decrease.



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

Waste Type	April		May		June	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	229.14	16.52	308.42	21.12	283.10	20.21
Recycling	350.28	25.25	355.18	24.32	326.80	22.95
Refuse	760.78	54.84	741.62	50.77	746.84	53.32
Other	47.07	3.39	55.43	3.79	49.20	3.51

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 1	April	May	June
Number of emails	309	291	300
Number of contact us forms processed	157	145	141
Number of complaints triaged	10	8	13
Average response time	1 Day	1 Day	1 Day

Online forms

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

Online Forms Q1	April	May	June
Garden Waste Renewal	639	300	129
Garden Waste Sign up	82	68	45
Contact Us Form	157	145	141
Direct Debit Form	132	132	110
Council Tax Refund	53	55	54
HB & CTS Application	51	51	64
Council Tax Vacation Form	18	41	29
Arrange Clinical Waste Collection	40	51	33
Taxi Vehicle Application	37	26	25
Single Person Discount	16	23	22
Other Council Tax Discount/Exemptions	18	9	15
Council Tax Moving within the Borough	14	15	15
Council Tax Moving into the Borough	42	41	44
Direct Debit	132	132	110
DHP Application	34	19	15
Book a Competency Test	20	17	44
Abandoned Vehicle Report	6	9	9
Garage Waiting List Enquiry	3	5	5
Taxi Driver Renewal	6	7	8
Video Appointment Request	0	0	1
HB Change of Circumstances	2	1	2



Cleansing Issue	5	5	7
Allotment Application	5	3	3
Early Bird Bin Swap	48	62	48
Monthly Total	1560	1217	978
Q1 Total	3755		

Calls

Although channel shift has taken place, telephone contact remains the most popular access channel to the Council. The Customer Service Team work hard to reduce waiting times and answer calls quickly.

The primary role of the Customer Service Technical Officer is to answer customer enquiries. However, as previously stated they also provide essential admin support to other service areas in the Council and to reflect this they are targeted to answer at least 80% of calls 75% in peak periods, with an average wait time of no longer than 5 minutes.

Quarter 1	April	May	June
Number of calls	5453	4943	5053
Number of calls answered.	4641	4180	4094
Percentage answered.	85%	85%	81%
Number of abandoned calls*	812	763	959
Average wait time	2.24	2.27	3.08

Definition of Abandoned Calls

Abandoned calls are calls that are terminated by the customers before they are answered by a customer service technical officer.

There are many reasons for customers choosing to abandon their call, the most common ones include:

- The wait time being too long.
- The customer has picked wrong option or has misdialled.
- The customer changes their mind and hangs up.
- Systems stating that calls are recorded, and callers are reluctant to have their calls recorded.

All call centres have abandonment rates. Benchmarking with other councils shows us that these vary between 10% and 20%.



Face to Face

As part of the work on our Customer Experience Strategy and following on from customer feedback we have increased our face-to-face service provision. In June 2023 Appointment Hubs were introduced in the following locations in each of our town centres:

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

There were two requested appointment during Q1, one for Recovery and one for Housing Options. Recovery staff were able to assist the customer at Brocks Hill whilst the officer was in the office. The housing options appointment was held at the King Centre in Wigston. We also continue to promote the appointment hubs in the following ways:

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

Reception

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

Reception Stats – Q1			
Enquiry Type	April	May	June
Number of Quick Enquiries	346	309	390
Full Enquiries (Waste, Housing, Clean & Green)	79	79	57

Quick Enquiries Breakdown – Q1			
Enquiry Type	April	May	June
Visitors/contractors	75	83	135
General basic council enquiries	133	117	117
Handing in post/documents & photo copying proofs	25	42	54
Car Parking	7	3	8
Jenno's enquiry	9	3	3



Refer to back office/assistance with customer phone	51	46	43
Key Collection/drop off	12	2	16
County Council Issue	3	0	1
Issue Pride of Borough card	1	0	1
MI Permit	0	0	0
Form issued	7	4	0
Delivery	21	8	12
Signpost to another Agency	1	0	0
Garden Waste Assistance	1	0	0
Reference number given	0	1	0
Directions	0	0	0
Use of Toilet	0	0	0

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

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

During Q4 overall performance rating was 100% in all areas.

Service Area Administration Support

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

This involves them:

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

Quarter 1	April	May	June
Number of Taxi vehicle apps processed	37	26	25
Number of competency tests booked	21	18	45
Number of EH admin tasks	73	88	79
Number of Waste reports run/processed	275	253	275
Number of Housing apps processed	42	51	54
Number of Homelessness admin tasks	97	29	29
Number of First Contact Requests	0	0	3



Number of Tell Us Once Requests	47	40	35
Number of Sport Pitch Invoices raised	10	11	5
Number of Facilities email/contact forms	73	26	35

Customer Service Centre Team - Output summary

Quarter 1	April	May	June
Number of emails/online contacts answered	466	436	441
Number of calls answered	4641	4180	4094
Number of admin work items processed.	675	572	585

Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

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

Quarter 1	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
April 25	96%	99%	99%	99%	99%	99%
May 25	96%	99%	99%	99%	99%	99%
June 25	96%	100%	100%	100%	99%	99%

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 1	Number of Call Backs to Customers
April 25	512
May 25	493
June 25	537



Virtual Video Call Backs

Virtual call backs enable customers to see a member of the Customer Services virtually via Teams. They customer is able to request an appointment either for a same day call back or

Communications and Marketing

Our email subscription service

Measure	Q1 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	14108	+1.2%	33.6%

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 24,773 household properties in the borough.

Measure	Q4 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	79.5%	-0.8%
Open rate	50.4%	-5.3%
Bulletins sent (in quarter)	43	-7
Emails delivered (in quarter)	163,345	-3.3%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	101	-1%
Community & Voluntary Sector	3443	+2.7%
Community Safety, Crime & Anti-Social Behaviour	1804	+5.1%
Consultations & Surveys	3511	+2.3%
Council News & Information	8001	+2.9%
Health, Wellbeing, Sport & Leisure	5154	+1.9%
News for Businesses	1275	+3%
News for Council Tenants*	1178	+6.1%
Planning	675	+18.8%



Private Sector Housing News	556	-0.2%
Recycling, Refuse & Bin Collections	7121	+3.3%
Sports Clubs	12	N/A
What's On & Events	4080	+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.

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

[Refresh your wardrobe with a guided charity shop tour](#)

[Our next Residents' Forums are taking place this May!](#)

[Celebrate St Wistan's Day with our medieval fair and pilgrimage!](#)

[A new mayor for Oadby & Wigston!](#)

[Borough's businesses invited to apply for up to £3,000 in green funding](#)

[All are welcome to our Armed Forces Flag Raising ceremony](#)

[Have your say over higher housing numbers](#)

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

[Have your say now on the future of local councils in Leicester, Leicestershire and Rutland](#)

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	5166	+117
Number of posts	125	+22.5%
Post reach*	268713	-13.3%
Engagement – reactions, comments, likes and shares	2089	-23.6%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2644	-2
Number of posts	68	+36%



Post impressions*	12998	+34.5%
Engagement – reactions, comments, likes and shares	137	+41.2%

*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.

Community and Wellbeing

Health and Wellbeing

Community Health and Wellbeing Plan – cancer screening

Work continues on the cancer screening priority with O&W Primary Care Network colleagues. This has meant Saturday clinics at the surgeries have been fully booked of screening appointments for May & June through the design of a booking link. Colleagues at the Community Health & Wellbeing Partnership have been updated with progress made.

WellFest Planning

Work continues, with partners to organise a community safety. A health and wellbeing event will be run in September 2025 for residents.

Menopause support

The Public Health Apprentice Officer has worked with partners to identify a need for menopause support in the borough and is to utilise NHS funding to fill this gap. A pilot project is taking place in South Wigston to work with perimenopausal and menopausal women to help manage their symptoms and support them.

Bell Street Open Day

Team members attended the Bell Street Open Day, a new community hub in Wigston. The Public Health Apprentice Officer has since been to the community hub with other professional partners to support local residents.

Pantry Nook

The Pantry Nook in South Wigston continues to support residents in the borough who are experiencing financial hardship. We now have over 60 members with on average, 20 coming each week. The project continues to grow and expand.

As part of its growth, we have used Funded by UK Government money to fund family cooking lessons to support families with cooking and nutrition support. We ran a 12-week pilot programme which supported 4 families, and the project will recommence in September 2025.

Soft Touch Arts

Using Funded by UK Government money, we have also organised Soft Touch Arts, a Leicester based art and music youth provider, to deliver twice weekly sessions for young people on Blaby Road Park over the summer holidays which are free for them to attend.



Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **12** reports of ASB in Q1, please see chart below for monthly breakdown:

Q1 Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 12		
Number of incidents per month		
April 25	May 25	June 25
4	5	3

Of these 12 ASB reports, issues range from drug taking and noxious fumes, neighbour issues with respect to noise, verbal abuse and animal related ASB.

The Council's Housing Department have logged and investigated **5** reports of ASB. The most common report being neighbour related ASB.

The Council therefore in Q1 have recorded and investigated **17** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q1 Total number of ASB reports: 17		
Oadby	South Wigston	Wigston
2	7	8

HR Team

Headcount

Headcount	Quarterly Comparison Current Year 2025/26 Actual Headcount as at end of Q1 (30.6.25)		Quarterly Comparison Previous year 2024/25 Actual Headcount as at end of Q1 (30.6.24)	
	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	176	167.80	173	164
Number of Temporary Staff (Agency Workers)	4	4	1	1



Zero Hours	2	0	0	0
Total	182	171.80	174	165

In addition to the agency workers listed above there were also 124 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	54
Annual Leave/Contractual Bank holidays in lieu	43
Replacement for Permanent Staff	0
Extra Agency staff to cover compost	27
Total	124

The number of agency workers in our Waste & Recycling team has reduced considerably from the same period last year following the move to fortnightly bin collections and that we no longer need extra staff to cover the Monday/Tuesday rounds and fewer staff to cover compost although some agency staff have been required to cover sickness and annual leave.

Staff Turnover

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

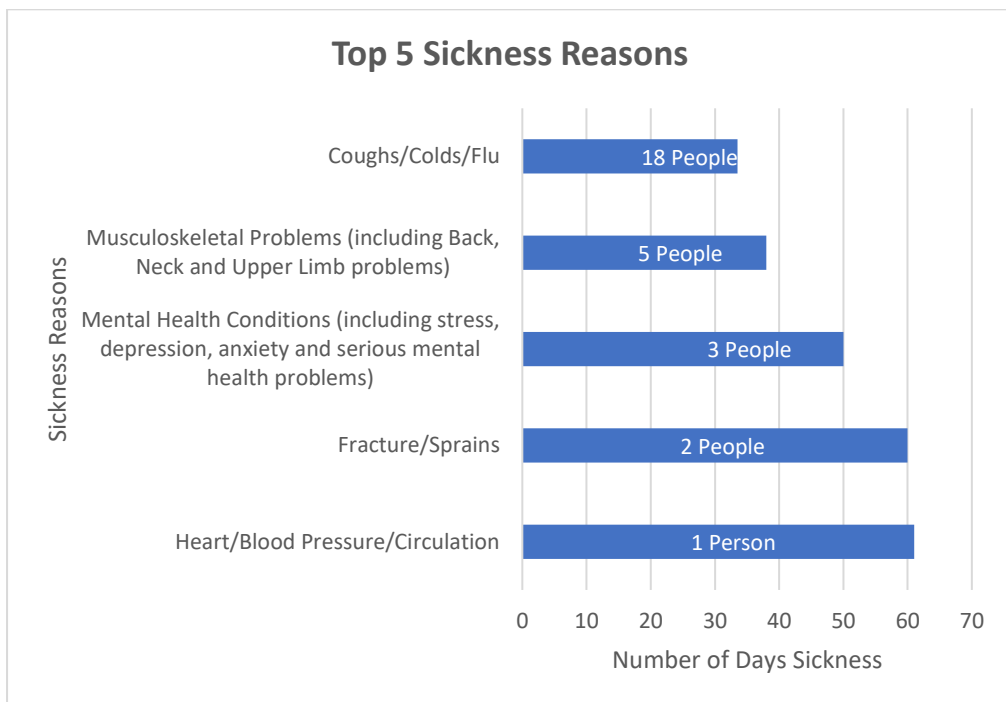
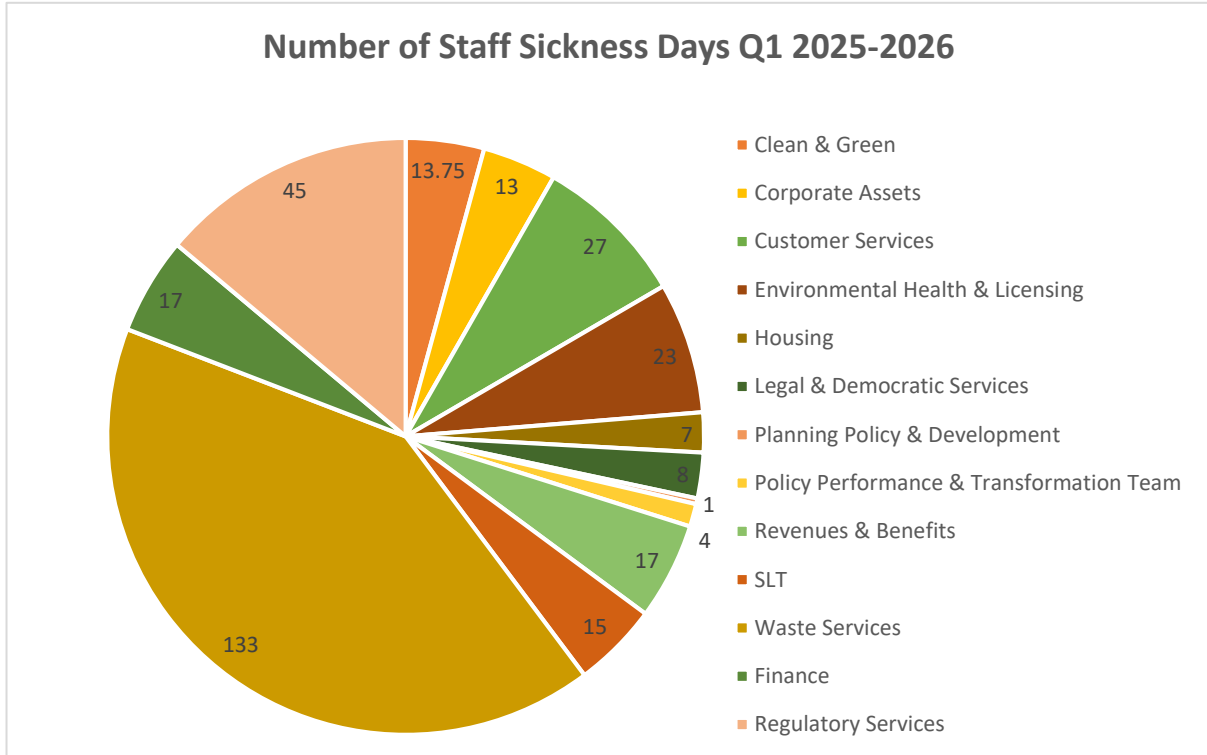
Staff Turnover - Yearly comparison		
	2024/2025	2023/24
Average Head Count for the period	174.5	177.5
Number of Leavers	31	28
Staff Turnover	17.76%	15.77%



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Staff Sickness

In Q1 2025-2026 our total number of days lost due to sickness were 323.75 days.





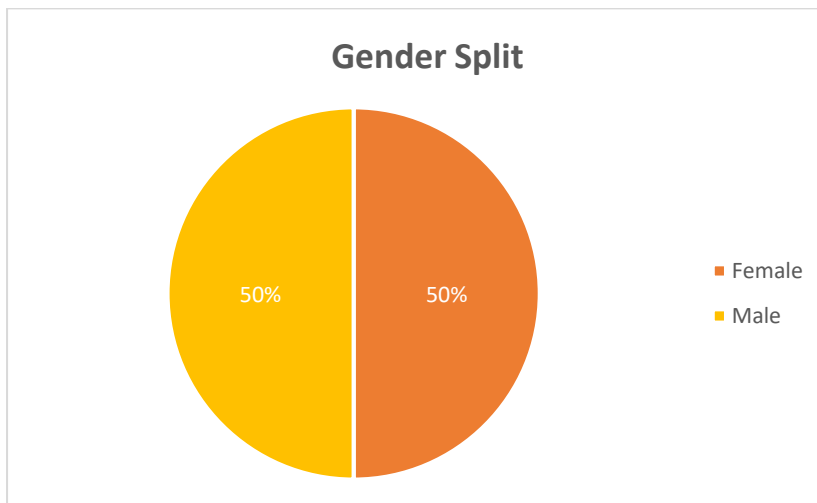
In the last quarter the most common reason for sickness absence was Heart/Blood Pressure/Circulation issues closely followed by Fractures/Sprains but these were limited to 1 or 2 people in each case who were on long term sick leave. This is closely followed by Mental Health Conditions, with 3 people off with this reason, and this is consistent with previous quarters. We have also had a few people off with musculoskeletal issues and an increase in the number of people off with minor illnesses compared to the previous quarter.

The Office of National Statistics highlights that minor illnesses followed by musculoskeletal issues and mental health conditions were the most reported reasons for sickness in 2022.

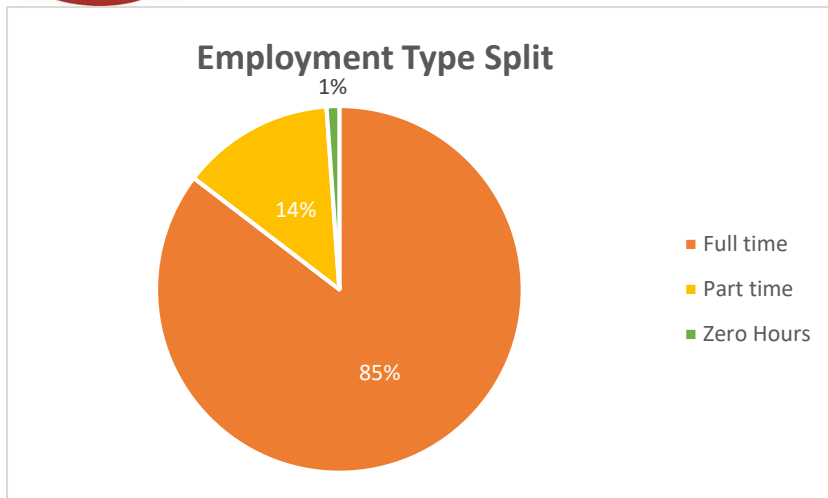
Equality, Diversity & Inclusion (EDI)

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

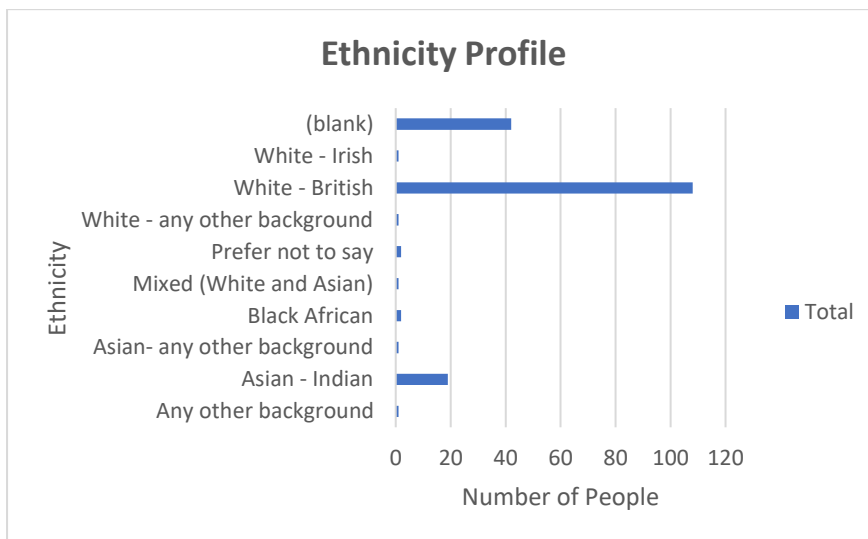
The Council has equal split between males and females which is unusual compared to the national local government profile which is that 74% are female and 26% are male. We also have a high number of females in senior roles within the Council.



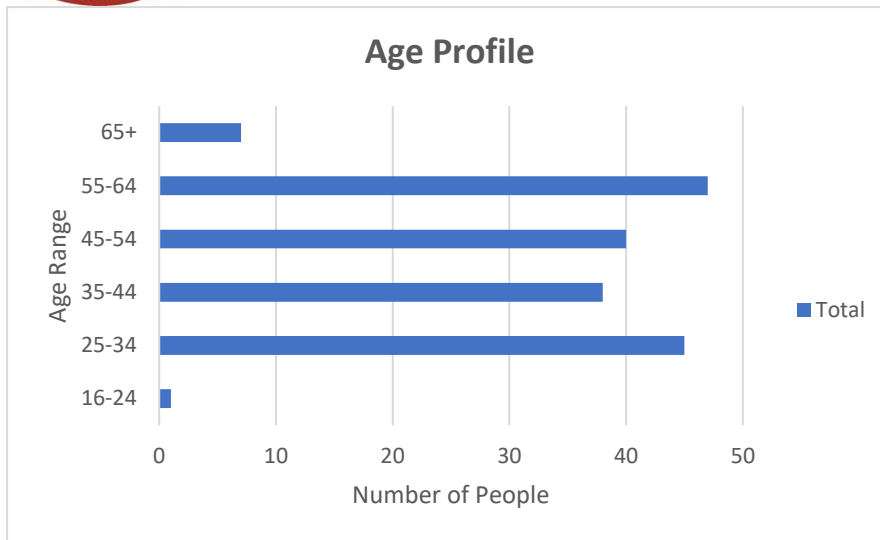
We have approximately 14% of employees who work part-time which is fairly low compared to the national average which is 24%. We have also recently recruited several zero hours contracts to supplement our core staff.



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 although we have recently recruited some younger employees which has lowered our age profile slightly.



According to the Office for National Statistics 17.7% of the population are disabled but the national local government disability profile is that only 5.1% of local government employees are disabled. According to our current records 11% of our employees are disabled.

We have recently become Disability Confident Committed which should encourage disabled employee to come and work with us. Disability Confident helps us successfully employ and retain people with disabilities and health conditions.

IT Team

The IT team’s primary focus during Q1 were supporting the elections, implementing a new VPN for MRI, and upgrading all existing Microsoft Server 2012 systems to newer versions.

Successful test of the UPS and generator systems were also undertaken at Brocks Hill during Q1.

Preparations for the Council’s DMS upgrade to Idox Version 5.2 are also underway. The DMS test environment is scheduled for upgrade in August, with the production upgrade planned for September.

The IT team has begun rolling out Two-Factor Authentication (2FA) to all users. 2FA is a vital security measure that adds an extra layer of protection in case login credentials are compromised. PSN compliance strongly recommends enabling 2FA, and Cyber Essentials Plus now requires it for certification.

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

The rollout has taken place with staff and will be deployed to Members during September.

See key information of service delivery below:

	Type	Apr	May	Jun
Number of contacts	Service Desk	78	62	81



	Email	22	22	15
	Walk in / Phone	33	22	127

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

Communications and Marketing

Our email subscription service

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Post reach*	268713	-13.3%
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Number of Followers	2644	-2
Number of posts	68	+36%
Post impressions*	12998	+34.5%
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PARTNERSHIP UPDATES

The following partners:

- Leicestershire Building Control Partnership
- Lightbulb
- Blaby - Community Wellbeing
- SLM – Leisure contract
- Helping Hands

Will deliver presentations to Members at this meeting. This replaces their usual performance and update information.