



A Service Delivery Committee

Operational Updates – Quarter Two (2025/2026)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 2, 59 out of 61 Planning Applications were decided in time or within an agreed extension of time. Of the 3 appeals decided by the Planning Inspectorate, 2 were dismissed (i.e. won by the Council) with 1 being allowed (i.e. the Council lost). In relation to Planning Enforcement and Tree Enforcement, there were no appeals made against any of the decisions made.

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

Economic Development

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

The team have been working on;

- Job Fair was held on September 17th at Parklands Leisure Centre where 300 people attended and 24 organisations offered support for people out of work, together with businesses advertising jobs including OWBC.
- A Business Network Event was held on Tuesday 7th October where 19 businesses attended and speakers from the Leicester and Leicestershire Business and Skills Partnership gave an update on the Growth Hub and Apprenticeships, Federation of Small Businesses, Cyber Security Unit, British Business Bank and DMU University.
- We have contracted with Leicester University to offer a training package for businesses utilising "Funded by UK Government" called the **Oadby and Wigston**



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

- Forthcoming plans include a further Job Fair and Business Network Meeting in the new year. The Business Database is being updated and will shortly be uploaded onto the Council's website.
- We are working closely with agents to try and assess the vacant stock to promote these units to potential businesses wishing to locate in the Borough. We have met with Wilson Bowden re the Direction for Growth Site and we are meeting with the promoters of Genesis Park later this month.

Housing

Homelessness

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

- **29 Households are owed a prevention duty.** Applicants are eligible if they are in danger of losing their home, the council must try and help the applicant keep their current home and take reasonable steps to stop them from becoming homeless.
- **58 Households are owed a relief duty.** The council will take a homeless application from an applicant, and the housing options officer will carry out a full housing needs assessment for the applicant and their household.
- **146 Households are owed a main duty.** When the relief duty comes to an end, if the applicant has not been able to secure accommodation, the council will assess whether the applicant is owed the main housing duty. A main housing duty is owed if the applicant remains homeless, are in priority need, and have not made themselves intentionally homeless.

Interim and Temporary Accommodation

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

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

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



resources. Table 1 provides a demographic summary of the 59 households who have been placed in B&B accommodation.

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

Table 1

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

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

B&B Elimination Plan

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

As a result, the Housing Options Team have a B&B Elimination Plan (see Appendix 2). The plan is aimed at reducing or eliminating the use of Bed and Breakfast (B&B) accommodation, especially for homeless families, as a temporary housing solution. The plan focuses on finding more suitable and stable accommodation, often involving a combination of increased access to social housing, private rentals, and other support services.

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

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

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

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



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

FINANCE, LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

Food Business performance data.

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

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



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

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

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

Service Requests

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



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

Air quality

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



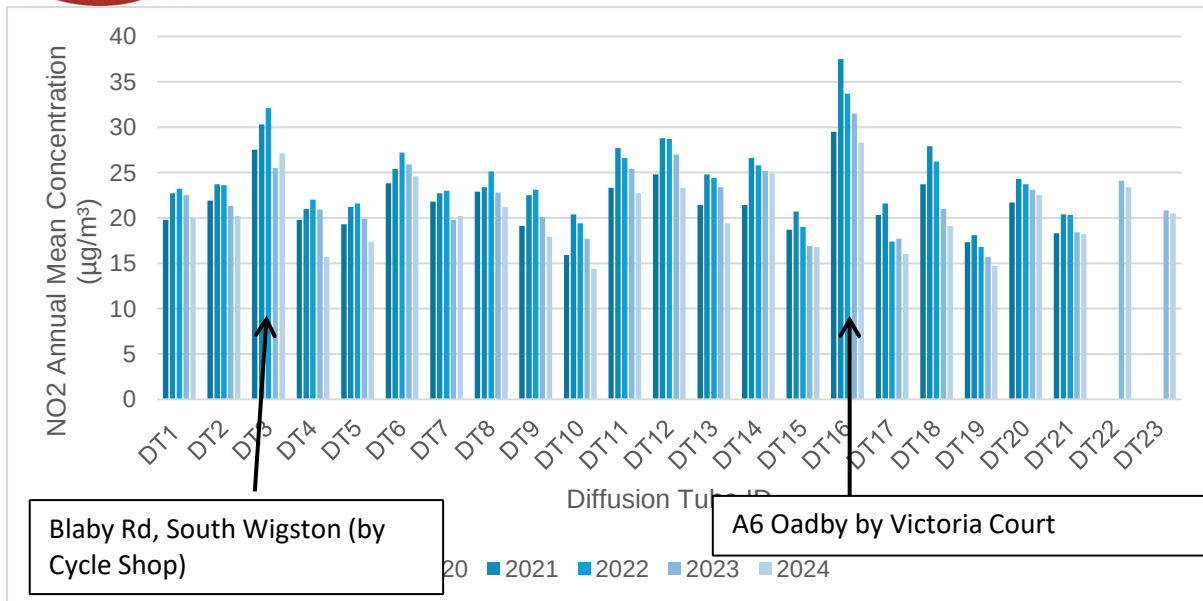
Construction air quality monitoring project/study – Four Zephyrs have been installed around a large housing development to the East of Welford Road in Wigston. They will measure air quality, and the first report will be available in Q3. This is a developer funded project.

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



Objective level is 40

Location of Zephyr units



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

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

The articles can be found by following the links below.

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

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





Private Sector Housing

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

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

Energy Grants Projects

Key achievements.

1. Nearly 1 million pounds of grant funding secured for private dwellings within the Borough
2. Oadby and Wigston is in the top ten local authorities in England and Wales ranked by Energy Efficiency Score for social housing.
3. Secured over £500,000 of grant funding to deliver energy efficiency improvements to Council owned sheltered Bungalows.

Licensing

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

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

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

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



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

Community Lottery

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

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

Revenues and Benefits

Benefits

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

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

Benefits Performance

Speed of processing new claims HB/CTS	Q2 Actual
Target 28 days	10.99 days
Speed of processing Change in Circumstances	Q2 Actual
Target 10 days	2.16 days

Incoming Post

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

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



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

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

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

DHP Applications

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

Business Rates

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

Incoming Post

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

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

Council Tax

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



Incoming Post

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

Property Statistics

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

Recovery

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

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

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

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

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



Revenues Collection Rates

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

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

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

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

Housing Benefit Overpayments

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

Finance Inclusion Officer

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

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

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

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



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

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

NEIGHBOURHOOD SERVICES UPDATE

Corporate Assets

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

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

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

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

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

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

Allotment Update

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



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

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

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

Waste:

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

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

Assists collections:

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



Bulky Collections:

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

Garden Waste Permits:

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

Refuse and Recycling

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

POLICY PERFORMANCE AND TRANSFORMATION UPDATE

Customer Service Team

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

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

Email/Contact Us Online

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



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

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

Calls

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

Call Back Stats (Automated Callback)

This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call. When customer's select this, they can hang up and keep their place in the virtual queue, an agent will call them back when it would have been their turn.

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

Face to Face

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



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

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

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

Reception

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

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

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

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

During Q2 overall the customer satisfaction rating for reception was 100% in all areas.



Service Area Administration Support

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

This involves them:

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

Customer Service Centre Team – Admin output summary

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

Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

Customers are asked to score our Customer Service Phone Team performance out of ten in relation to each factor. Our overall customer satisfaction target is 85% for 2025-2026.

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



Communications and Marketing

Our email subscription service

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

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,634 household properties in the borough.

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

Subscribers by topic (email subscription service)

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

* There are 1,203 council properties in the borough



News articles

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

[Solar boost secured for a greener future at Parklands Leisure Centre](#)

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

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

[County Council's Oadby Recycling and Household Waste site to close for essential works](#)

[Design code to boost quality of new homes in Oadby & Wigston](#)

[Everyone Welcome at Our VJ Flag-Raising Ceremony](#)

[Oadby park recognised among country's best as it claims 18th Green Flag Award](#)

[Save the date - Oadby Food Festival is back for 2025!](#)

[Popular Oadby Food Festival returns to serve up local flavours and community fun](#)

[Grant funding available to improve warmth and efficiency of Oadby & Wigston homes](#)

[25 tonnes of fly-tipped material cleared from Wigston](#)

[Borough's jobseekers invited to meet potential employers and access career support this September](#)

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

[Cameras installed at borough's cemeteries to tackle repeated vandalism](#)

[All local businesses are invited to our networking event!](#)

[Our Halloween Shop Front Competition is now open](#)

[Oadby & Wigston volunteers to be celebrated in special event](#)

Social media

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



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

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

Community and Wellbeing

Health and Wellbeing

Pantry Nook

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

Well-Fest

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

Cancer Screening Priority

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

Parkland Community Day

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

Air Quality School Project

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

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

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



Anti-Social Behaviour

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

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

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

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

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

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

Sport England Funded Solar Panel Installations

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

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

While the original Sport England bid did not include battery storage for either site (due to insufficient data to justify the additional costs) there is now potential to explore battery



storage at Wigston. This would allow for the capture of excess energy currently exported back to the grid, particularly during summer months. Future green funding opportunities may support this development.

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

HR Team

Headcount

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

In addition to the agency workers listed above there were also 305 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

Reason for cover	Number of agency days worked
Sickness	254
Annual Leave/Contractual Bank holidays in lieu	51
Replacement for Permanent Staff	n/a
Extra Agency staff to cover compost	n/a
Total	305



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

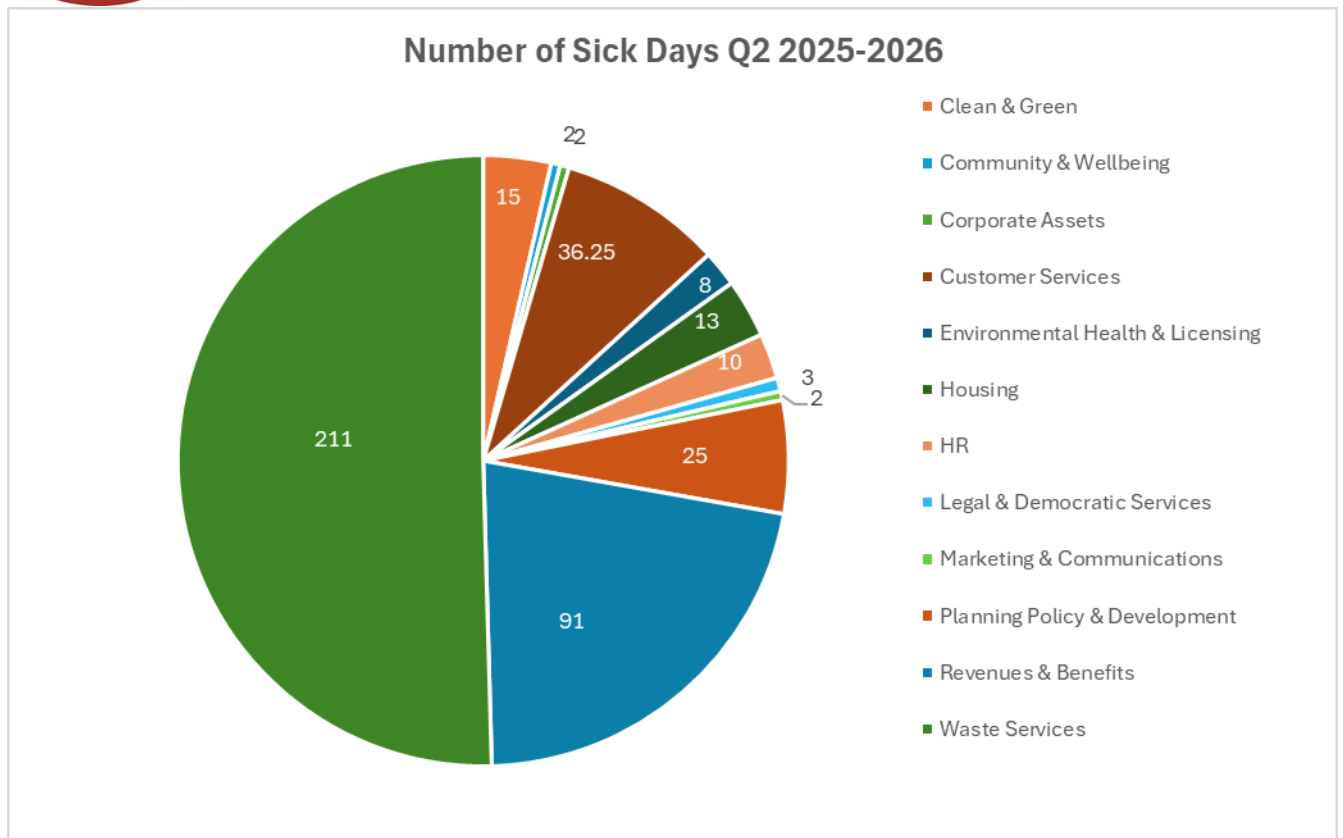
Staff Turnover

There has been an increase in staff turnover over the previous 2 years, but this is largely due to organisational change and the redundancies made. If these leavers had been excluded it would have been closer to 11%. These figures can be compared to the median local government rate of 14%.

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

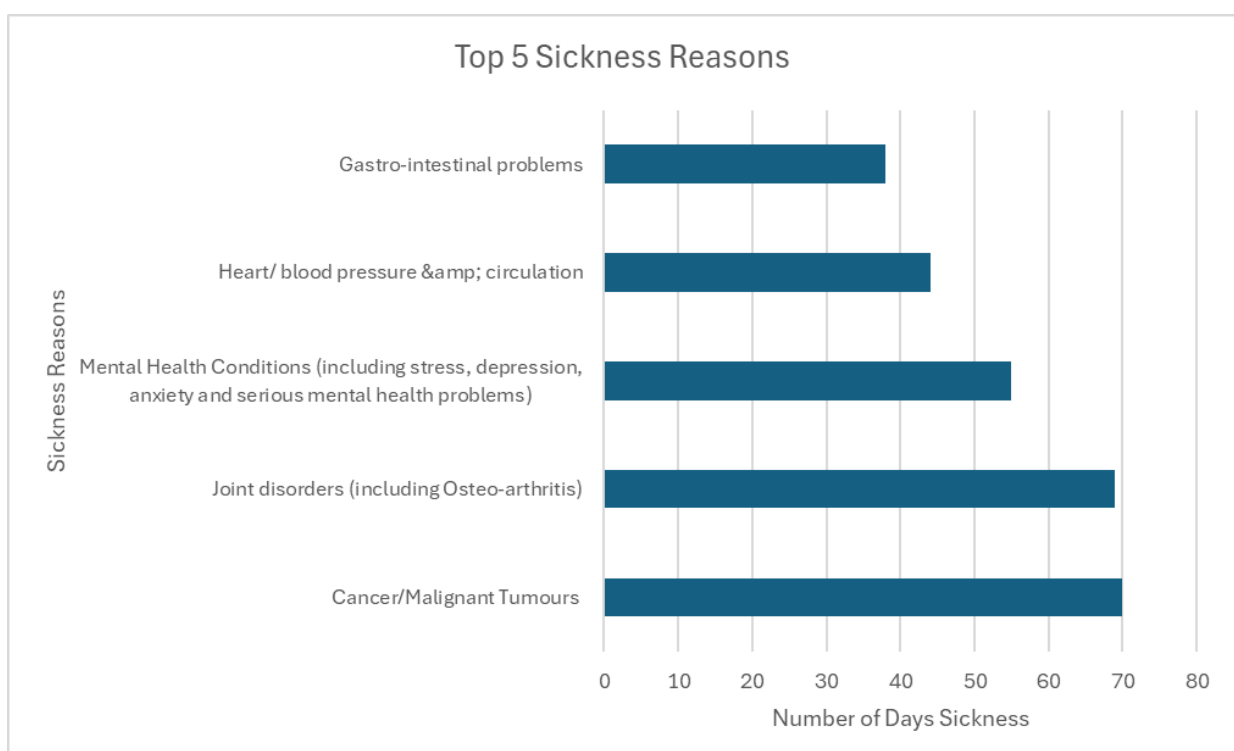
Staff Sickness

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



We continue to work hard to manage sickness levels across the Council. The HR Team provide support to staff and managers using occupation health referrals where appropriate.

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

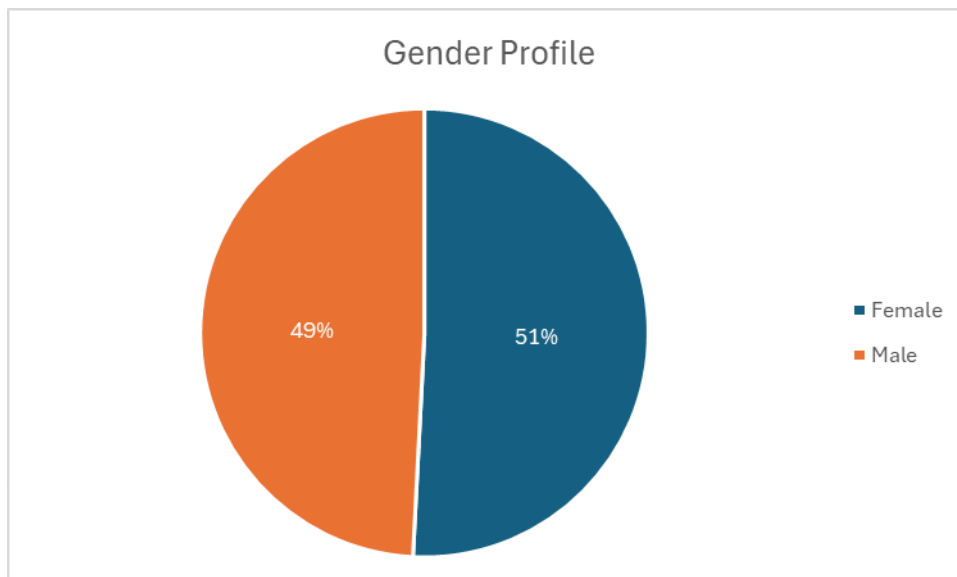




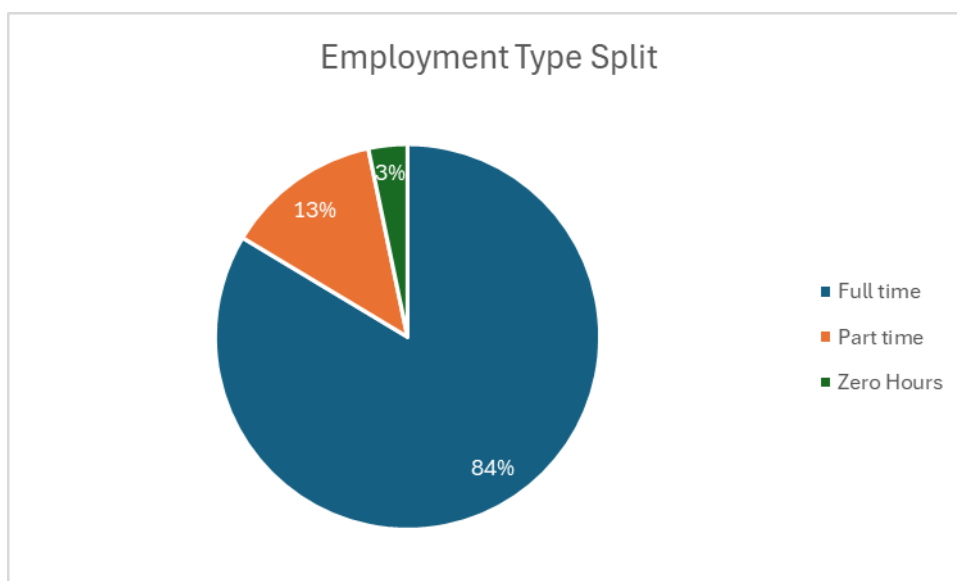
Equality, Diversity & Inclusion (EDI)

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

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

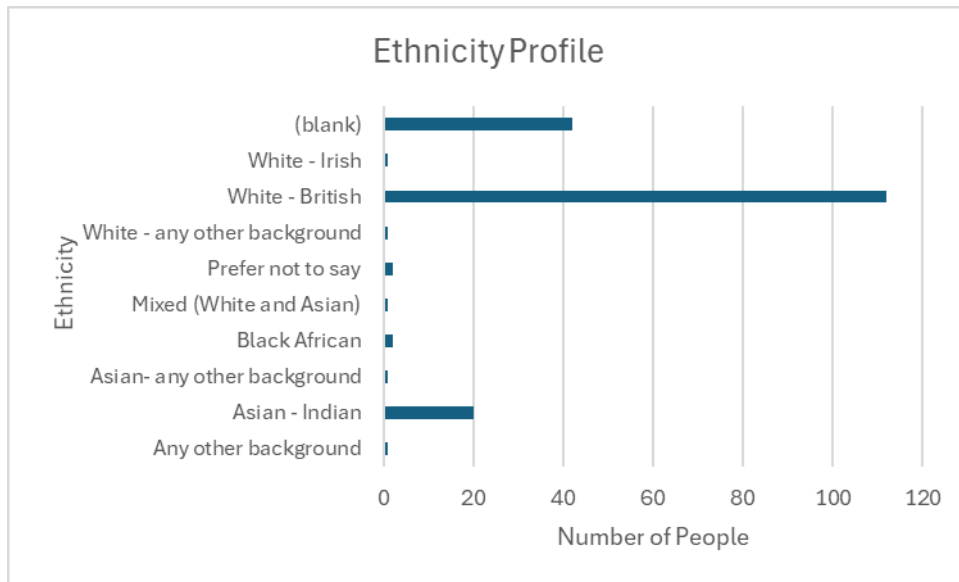


fairly low compared
several zero hours

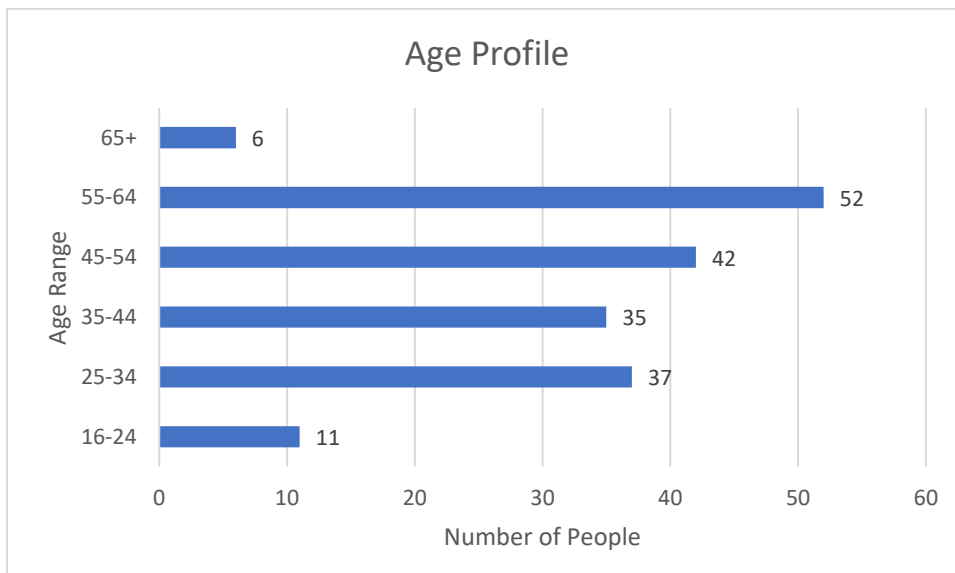




Our current data show that we have a high proportion of White British employees, followed by Asian employees with very few black employees. This may be due to our local demographics but also because some employees haven't disclosed their ethnicity. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black.



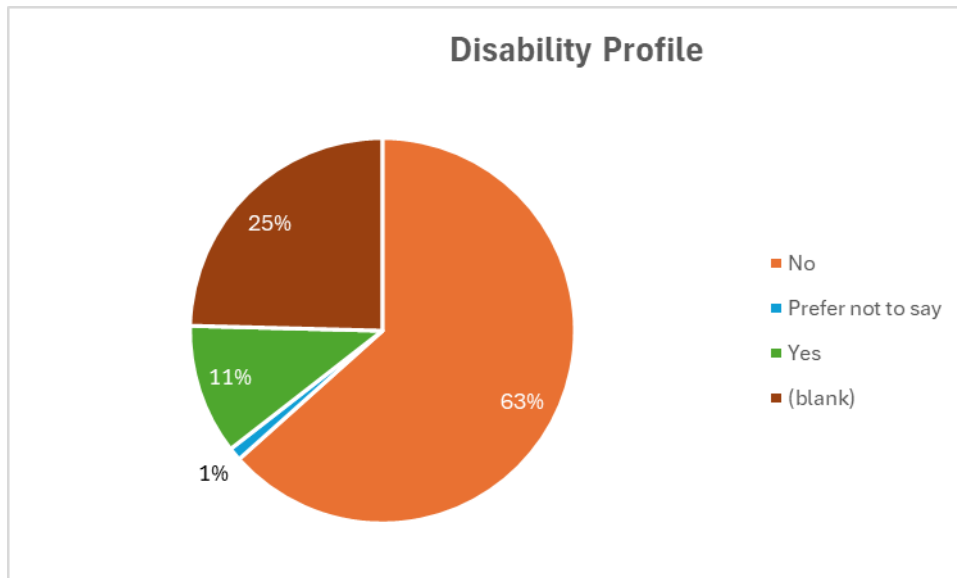
Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64 although we have recently recruited some younger employees which has lowered our age profile slightly.



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



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



IT Team

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

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

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

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

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

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



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

See key information of service delivery below:

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

PARTNERSHIP UPDATES

Leisure Contract Update– Provided by SLM

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

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

Main Highlights:

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



- Community engagement: A 12% year-on-year increase in participation among targeted groups, including Exercise Referral, children and young people, older adults, and community cohorts.
- Health and Safety excellence: No RIDDOR incidents recorded and internal audit scores of 95.9% and 96.2%, confirming consistently high compliance and operational standards.
- Customer satisfaction: Complaints accounted for less than 0.01% of attendances per 10,000 visits, with all correspondence acknowledged within 10 working days (average response under 4 hours). Feedback remains overwhelmingly positive, particularly recognising staff helpfulness, class delivery, and facility presentation.
- Community and social impact: Strong programme delivery through initiatives such as Exercise Referral, Heartsmart, Steady Steps, and HAF-funded projects, alongside inclusive access for care-experienced young people and volunteer carers.
- Workforce development: Continued investment in local employment and skills through six active apprenticeships and structured staff development programmes.
- Operational excellence: All planned preventative maintenance (PPM) completed on schedule; only minor short-term closures required for essential works, with no service delivery failures.
- Marketing reach: Integrated campaigns achieved over 650,000 impressions, reinforcing visibility and engagement across the borough.
- The contract continues to demonstrate robust operational performance, a strong safety culture, and meaningful community outcomes. As the service moves into the next quarter, the focus will be on building winter participation momentum, enhancing family and community engagement, and supporting sustained membership growth through targeted marketing and value-led programming

The full SLM report can be found at Appendix 3

Helping Hands Update – Provided by Helping Hands

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

Overview

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



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

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

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

Organisational Development

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

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

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

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

Partnerships and Representation

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

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

In addition:

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



Community Engagement and Fundraising

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

Upcoming Events

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

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

Number of Clients – Oadby & Wigston

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

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

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

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

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

1. Sport and Physical Activity

Referral Data



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

Escape Pain and Escapees

This quarter, we have successfully delivered one Escape Pain programme at Parklands Leisure Centre. From this course, there were a total 13 participants who completed, with 112 individual attendances. Attendance at the follow-on class, Escapees, has been positive, with 23 participants and 114 attendances, which is an **increase of 37% in attendances** on last quarter

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

Escape Pain Feedback – 1 year

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

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

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

Steady Steps and Steady Steps Plus

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

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

Q2 Attendance

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

Participation Numbers - Level 2 Programmes

Session	Location	Participants	Attendance
Walking Football	Wigston Academy	13	27



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

Participation Numbers- Level 3 Programmes

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

Participation Numbers- Level 4 Programmes

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

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	13

2. Health and Wellbeing

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

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

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

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

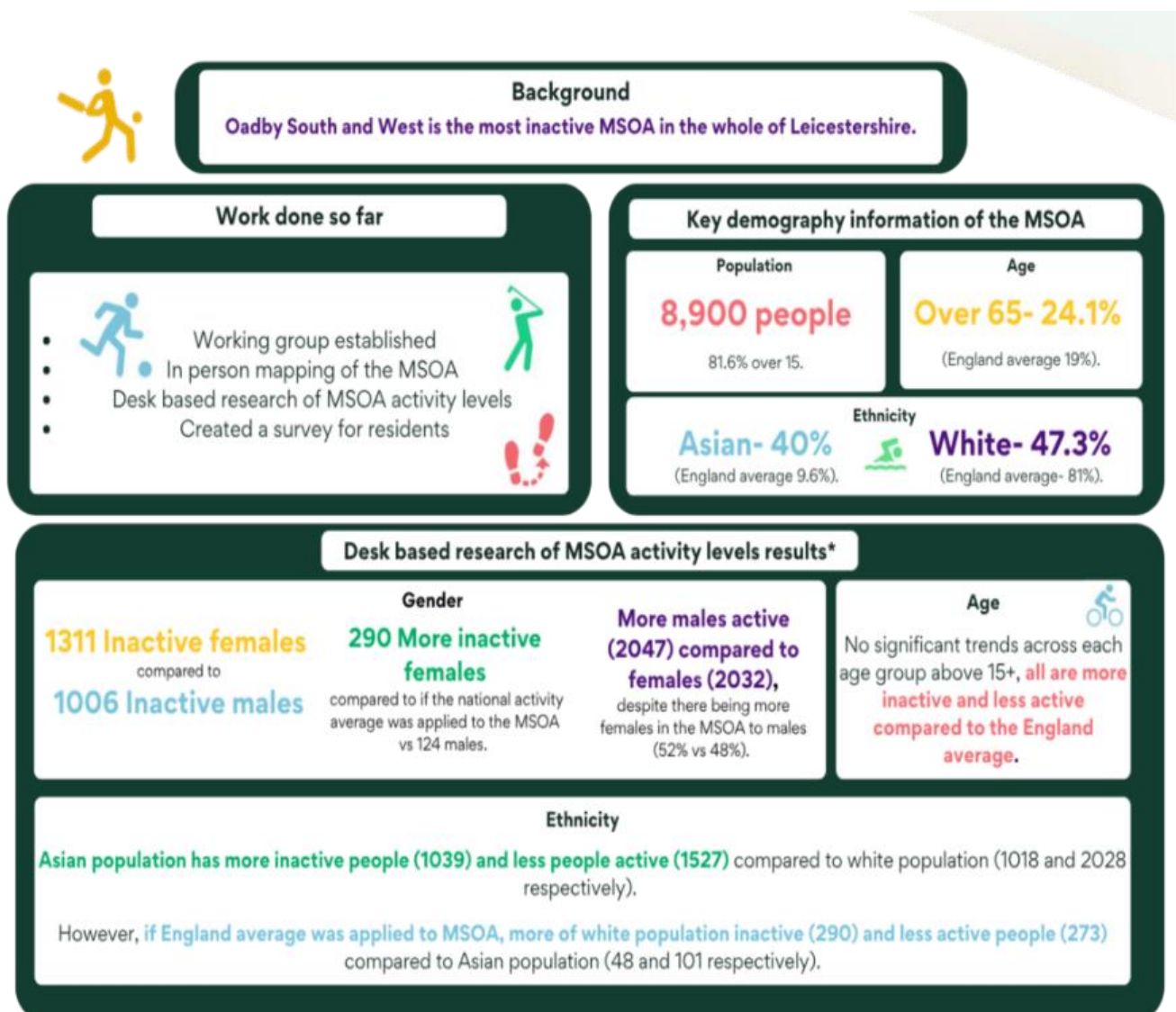


This will be shared in the next quarter via survey monkey, with the hope to get as many responses as possible from residents in the Oadby South MSOA. There will also be a consultation event held at the Brocks Hill offices, to gather more in-depth resident responses on the challenges and enablers for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

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

The Oadby and Wigston Community Health Partnership was attended by Faye and Tracy on the 11th of February. Information about the progress of the physical inactivity working group was shared along with in-depth data on the Oadby MSOA area which can be seen below.

Oadby South Data Summary





Light Bulb Partnership Update - Provided by Lightbulb



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

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

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

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

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



Assisted Technology and Dementia Pilot

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

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

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

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

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

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

Lightbulb Partnership Agreement

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

Leicestershire Building Control Partnership Update - Provided by Blaby DC





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

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

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

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

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