



## **Service Delivery Committee**

### **Operational Updates – Quarter Three (2025/2026)**

#### **BUILT ENVIRONMENT UPDATE**

##### **Planning**

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

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

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

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

Due to the planning framework changes published by Government, the Council has been forced to pause its current new Local Plan production at draft plan stage. The pause is required so that the Planning Department can assess whether 389 new homes per year can be accommodated within the Borough. The Council is still undertaking key pieces of evidence base, including a local highway and transport assessment. Alongside others, these pieces of evidence will aid the Council in concluding whether it has an unmet housing need.

##### **Climate Change**

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

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



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

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

## Housing

### Homelessness

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

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

### **Interim and Temporary Accommodation**

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

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

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



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

### **B&B Elimination Plan**

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

Since the introduction of the elimination plan the Council have increased the number of Council owned properties used as temporary accommodation by 200% from 12 to 36 properties.

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

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

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

- Purchasing property financed through Right to Buy Receipts, Government funding
- Seeking to buy 'off plan' new housing developments
- Lease property by encouraging and procuring private sector landlords

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

### **Emergency Accommodation Reduction Pilots (EARP) funding**

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

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

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



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

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

## **FINANCE, LAW AND DEMOCRACY UPDATE**

### **Regulatory Services**

#### **Environmental Health**

Food Business performance data.

Business performance data

<b>Table 1 Profile of food businesses</b>	<b>Number of food businesses</b>	
Total food businesses	427	
Unrated/new businesses	43 (included in the total above)	
Category A premises (those requiring an inspection every 6 months)	0	
Category B premises (those requiring an inspection every 12 months)	15	
Category C premises (those requiring an inspection every 18 months)	51	
Category D premises (those requiring an inspection every 24 months)	116	
Category E premises (those requiring an inspection every 36 months)	201	
<b>Table 2 Compliance levels of food businesses *</b>	<b>Number of food businesses</b>	<b>Direction of travel (compared with Q2)</b>
Non-compliant with urgent improvement required (graded 0 on the FHRS)	0	
Non-compliant where major improvement is necessary (graded 1 on the FHRS)	2	
Non-compliant where some improvement is necessary (graded 2 on the FHRS)	2	
Satisfactory (graded 3 on the FHRS)	15	
Good (graded 4 on the FHRS)	38	



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

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

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

### Service Requests

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

### Enforcement cases



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

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

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

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

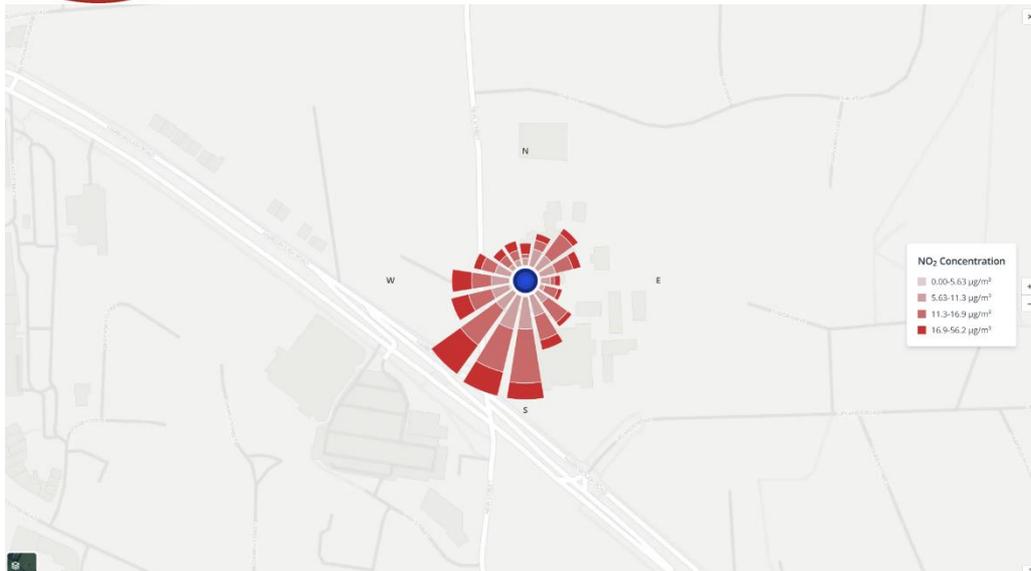
## **Air Quality**

### **Launde Primary School Project**

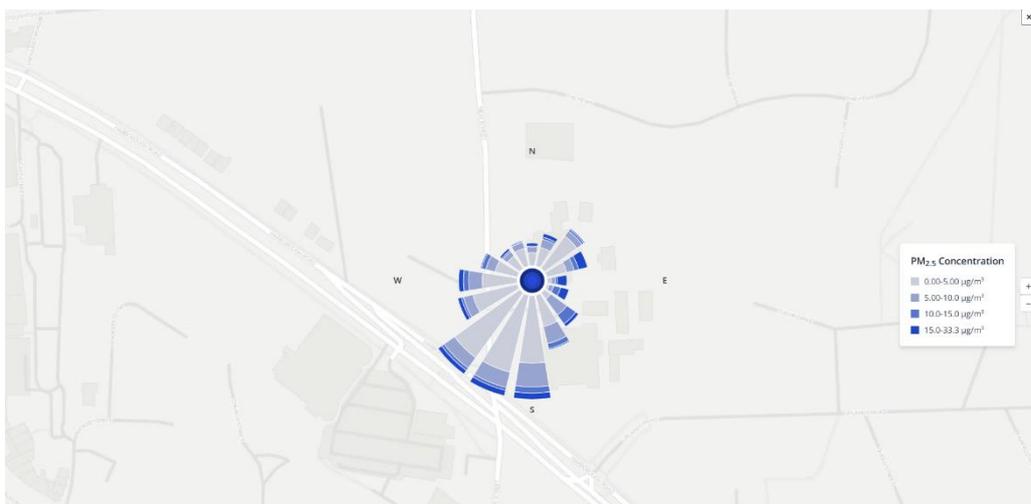
Zephyr Lite units were installed at Launde Primary School, Oadby last summer and data became live on the 5 August 2025. The purpose is to continue raising awareness of air quality and helping to influence pupil behaviour through active travel.

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

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



Pollution rose displaying NO<sub>2</sub> levels (hourly intervals) – majority of NO<sub>2</sub> levels captured are observed to be originating from the A6 Harborough Road.



Pollution rose displaying PM<sub>2.5</sub> levels (hourly intervals) – majority of PM<sub>2.5</sub> levels captured are observed to be originating from the A6 Harborough Road.





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

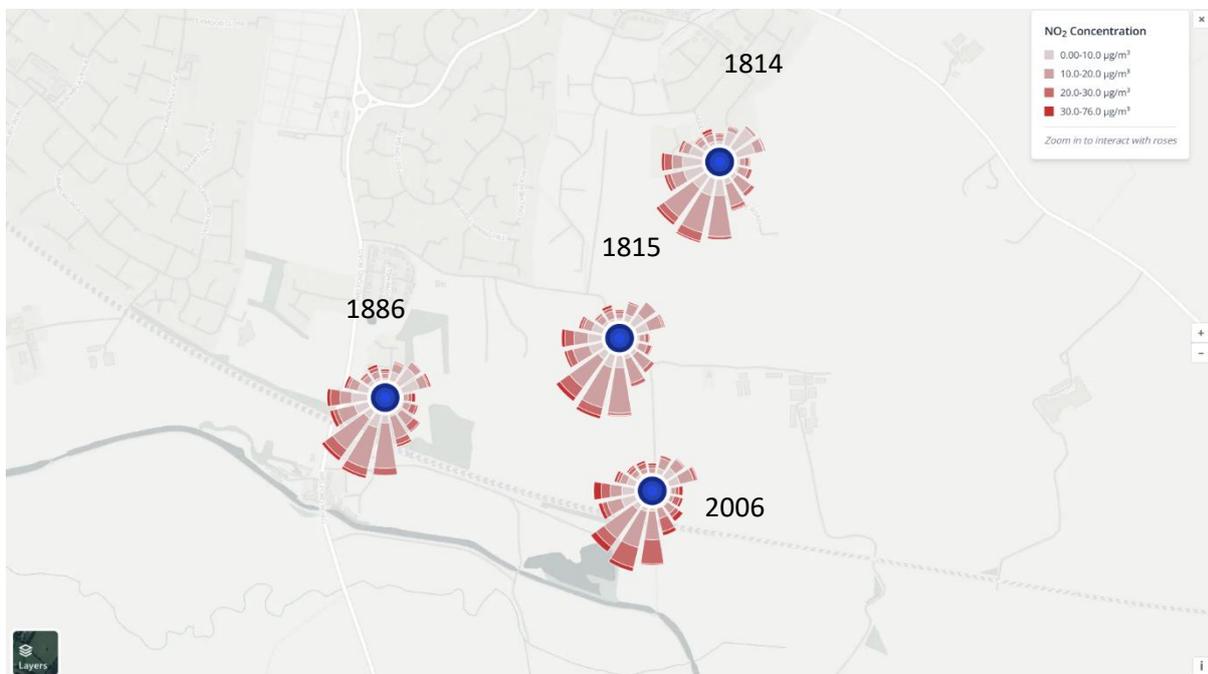
Observations:

- Moderate 55 days (59.8%)
- Fair for 37 days (40.2%)
- All levels are within National Objective Guidelines.
- Further analysis of the patterns of pollutants demonstrates that there are peaks at the following times:
  - NO<sub>2</sub> at 08:00 – likely caused by commuter traffic
  - PM2.5 at 22:00 – likely caused by atmospheric conditions reducing dispersion of particulate matter
- No significant difference in air quality has been identified between term, and non-term times.

### Construction Air Quality Monitoring Project/Study

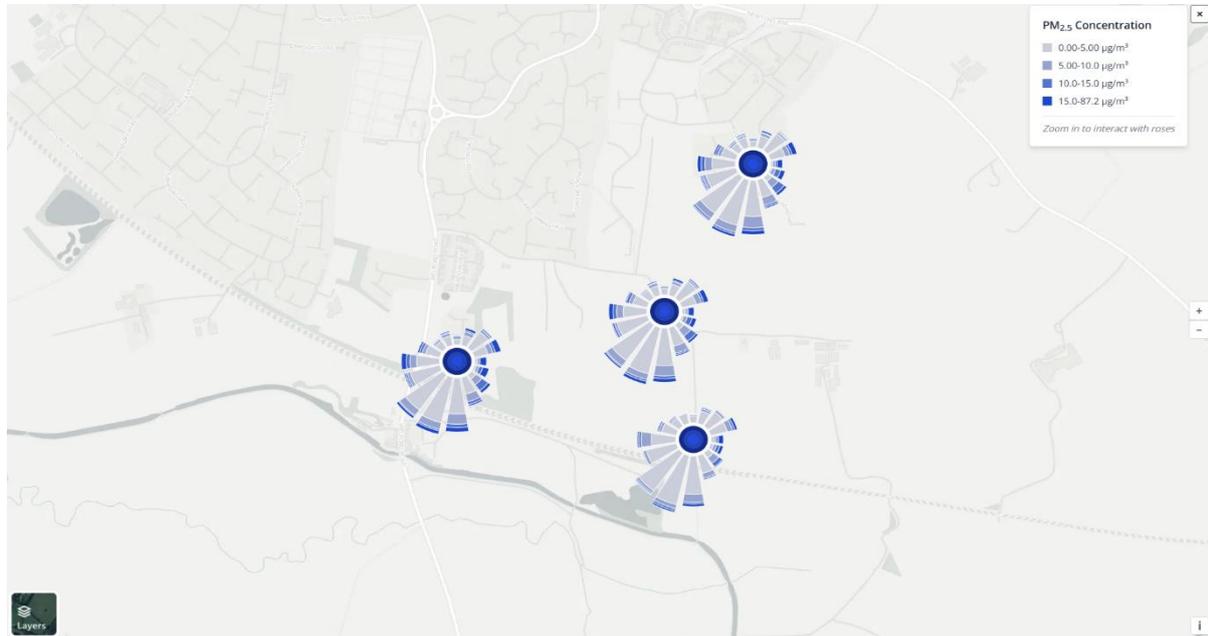
Four Zephyrs have been installed around a large housing development to the East of Welford Road in Wigston. This is a developer funded project, aimed at measuring air quality throughout the different phases of construction.

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





Pollution rose displaying NO<sub>2</sub> Concentrations (hourly intervals).



#### Definitions:

Pollution rose displaying PM<sub>2.5</sub> Concentrations (hourly intervals).

#### Observations:

- Zephyrs located on the southern site boundary (1886 and 2006) have demonstrated higher levels of NO<sub>2</sub> throughout Q3 than those to the north (1815 and 1814). Nearby electrification works on the railway line could have largely contributed to these measures throughout the monitoring period.
- Levels of PM<sub>2.5</sub> are consistent throughout the four Zephyrs, indicating that the likely source is construction activities.
- The pollution roses display how gases and particulates are predominantly caused by sources south-west of each of the monitors, highlighting that the construction site is the principal source. (See pictures above).
- All levels are within National Objective Guidelines.

#### Glossary

**NO<sub>2</sub>** – a colourless and odourless gas primarily produced by the combustion of fossil fuels in vehicles, and industrial processes. An annual average of 40 µg/m<sup>3</sup> is the limit. Can cause respiratory issues such as asthma.

**PM<sub>2.5</sub>** – small particles (less than 2.5 microns in diameter) in the air arising from a variety of sources such as construction sites, vehicles, bonfires, wood burners, residential heating etc. Can be inhaled and linked to viral wheeze, asthma, COPD, strokes, heart attacks. Limit is annual average of 12 µg/m<sup>3</sup>.

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



# Children learning about air pollution

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

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

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

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

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

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

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



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

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

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

Coun Chohan said: "Parkland and

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

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

or exploring public transport options.

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

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





## **Private Sector Housing**

<b>Table 4 New Selective Licensing Scheme</b>	
Applications received	642
Money received	£198,170

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

## **Energy Grants Projects**

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

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

## **Licensing**

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

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

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

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

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



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

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

### **Community Lottery**

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

There are 28 good causes currently signed up and 403 tickets sold approximately each week from 161 players which is generating £19,413 in annual revenue.

### **Revenues and Benefits**

#### **Benefits**

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

Processing times for new claims and changes in circumstances remain below the Leicestershire average.

#### **Benefits Performance**

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

#### **Incoming Post**

<b>Quarter 3</b>	<b>October</b>	<b>November</b>	<b>December</b>
Total Number of Work Items Received	443	366	325



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

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

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

#### DHP Applications

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

#### **Business Rates**

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

#### Incoming Post

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

#### **Council Tax**

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



## Incoming Post

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

## Property Statistics

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

## **Recovery**

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

Recovering unpaid Council Tax from individuals in receipt of Universal Credit has become increasingly challenging due to restrictions set by the Department for Work and Pensions (DWP). As a result, Council Tax is no longer considered a priority debt for repayment under UC.

However, Central Government has been trialling the use of data provided by HMRC with a small number of Local Authorities to identify employment information for non-payers.

At present, unless a customer informs the Recovery Team of their place of work, it is not possible to apply an attachment to their earnings. Should this data-sharing initiative be implemented nationally, it would provide access to employment information that has not previously been available, enabling the team to recover debts directly from employed income and significantly improve collection outcomes.

## Revenues Collection Rates

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



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

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

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

#### Housing Benefit Overpayments

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

#### **Finance Inclusion Officer**

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

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

Outcomes differ depending on the reason for the referral to the FIO.

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

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



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

## **NEIGHBOURHOOD SERVICES UPDATE**

### **Corporate Assets and Clean and Green**

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

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

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

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

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

### **Allotment Update**

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

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

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

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



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

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

### Waste

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

### Food Waste

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

### Assisted Collection

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

### Bulky / Pops and Electrical Collections

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



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

### Garden Waste Permits

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

## POLICY PERFORMANCE AND TRANSFORMATION UPDATE

### Customer Service Team

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

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

#### Email/Contact Us Online

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

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

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



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

### Calls

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

### Call Back Stats (Automated Callback)

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

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

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

### Face to Face

As part of the work on our Customer Experience Strategy and following on from customer feedback we have increased our face-to-face service provision.

In June 2023 Appointment Hubs were introduced in the following locations in each of our town centres:



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

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

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

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

### Reception

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

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

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

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

During Q3 overall the customer satisfaction rating for reception was 100% in all areas.



## Service Area Administration Support

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

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

## Customer Service Centre Team – Admin output summary

Quarter 3	October	November	December
Number of admin work items processed.	619	539	466

## Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

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

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



## Communications and Marketing

### Our email subscription service

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

#### Please note

Whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,656 household properties in the borough.

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

### Subscribers by topic (email subscription service)

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

\* There are 1,203 council properties in the borough

### News articles

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



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

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

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

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

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

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

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

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

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

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

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

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

[Contacting us over the Christmas period](#)

## Social media

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

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



## **Community and Wellbeing**

### **Community Health & Wellbeing Partnership ('CHWP')**

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

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

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

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

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

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



## **Anti-Social Behaviour**

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

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

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

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

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

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

<b>Q3</b>		
Total number of ASB reports: <b>19</b>		
Oadby	South Wigston	Wigston
8	0	11



## **HR Team**

### **Headcount**

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

In addition to the agency workers listed above there were also 66 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

<b>Reason for cover</b>	<b>Number of agency days worked</b>
Sickness	66
Annual Leave/Contractual Bank holidays in lieu	0
Replacement for Permanent Staff	0
Extra Agency staff to cover compost	0
<b>Total</b>	<b>66</b>

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



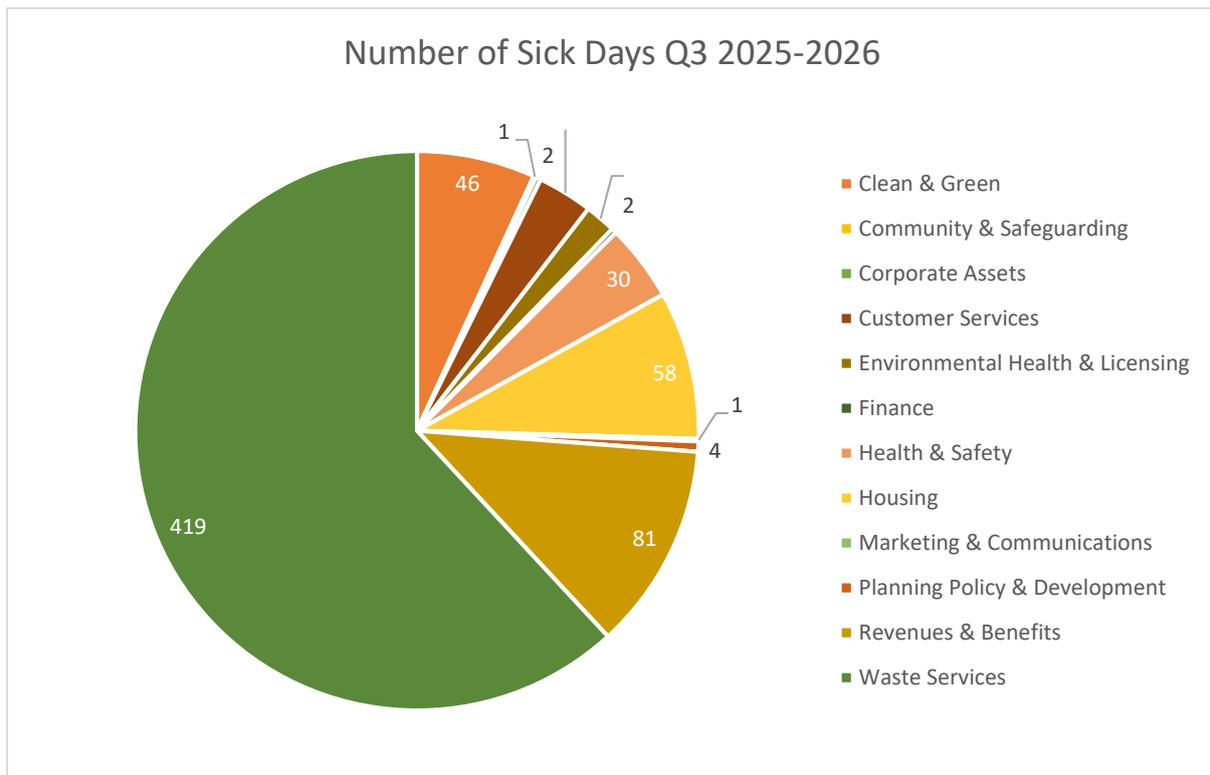
## Staff Turnover

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

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

## Staff Sickness

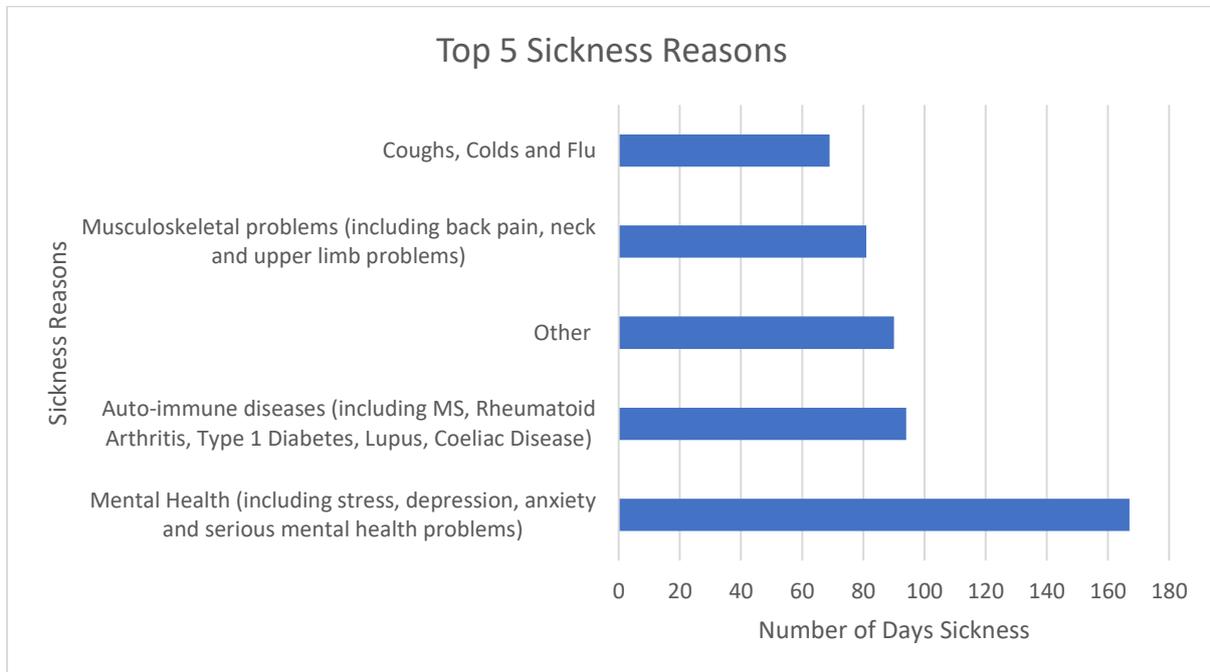
In Q3 2025-2026 our total number of days lost due to sickness were 677.50 days.



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



Our top 5 reasons for sickness in Q3 2025-2026 can be shown as follows:

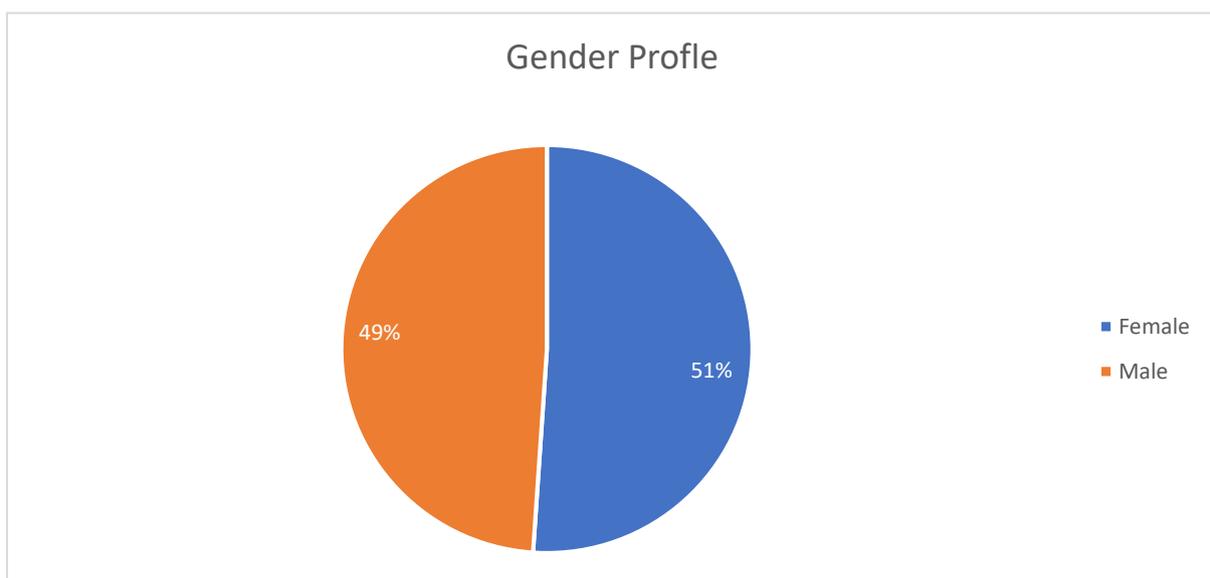


\*Other category includes reasons that fall outside typical sickness issues, for example prolonged sickness after bereavement, or complications following surgery.

### Equality, Diversity & Inclusion (EDI)

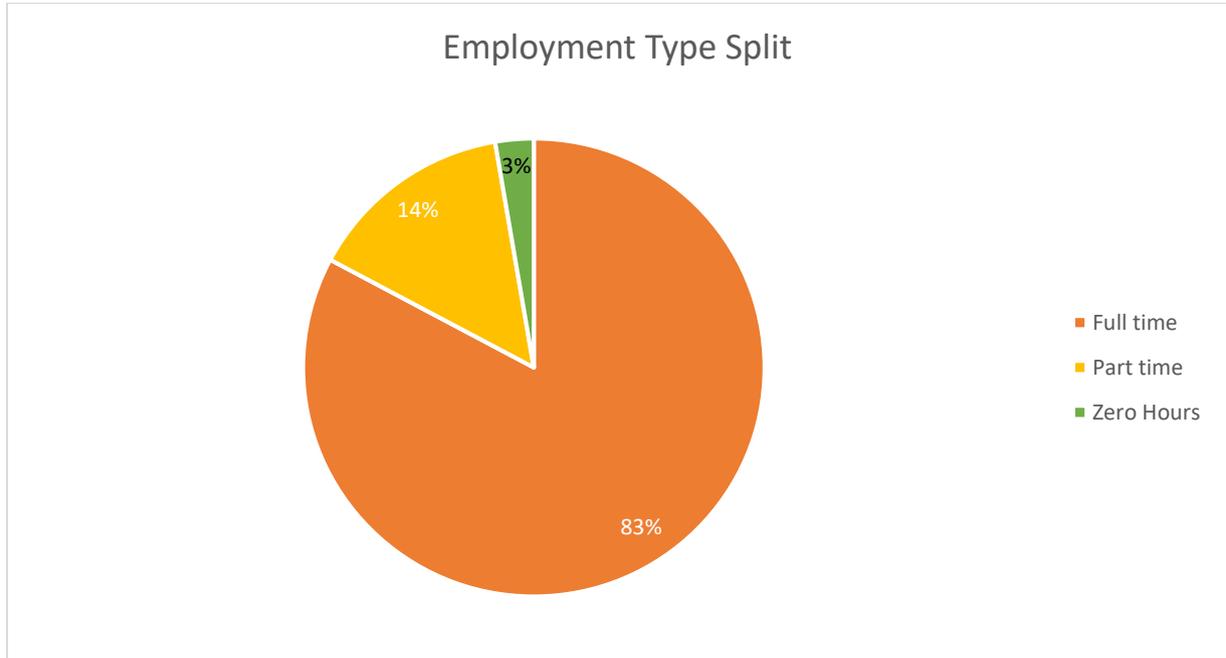
To better understand our employee profiles, we ask staff to provide us with their EDI information. Staff members do not have to provide this information, it is optional for them to do so. The data presented below is a snapshot of the information we currently have. The HR Team will continue to encourage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

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

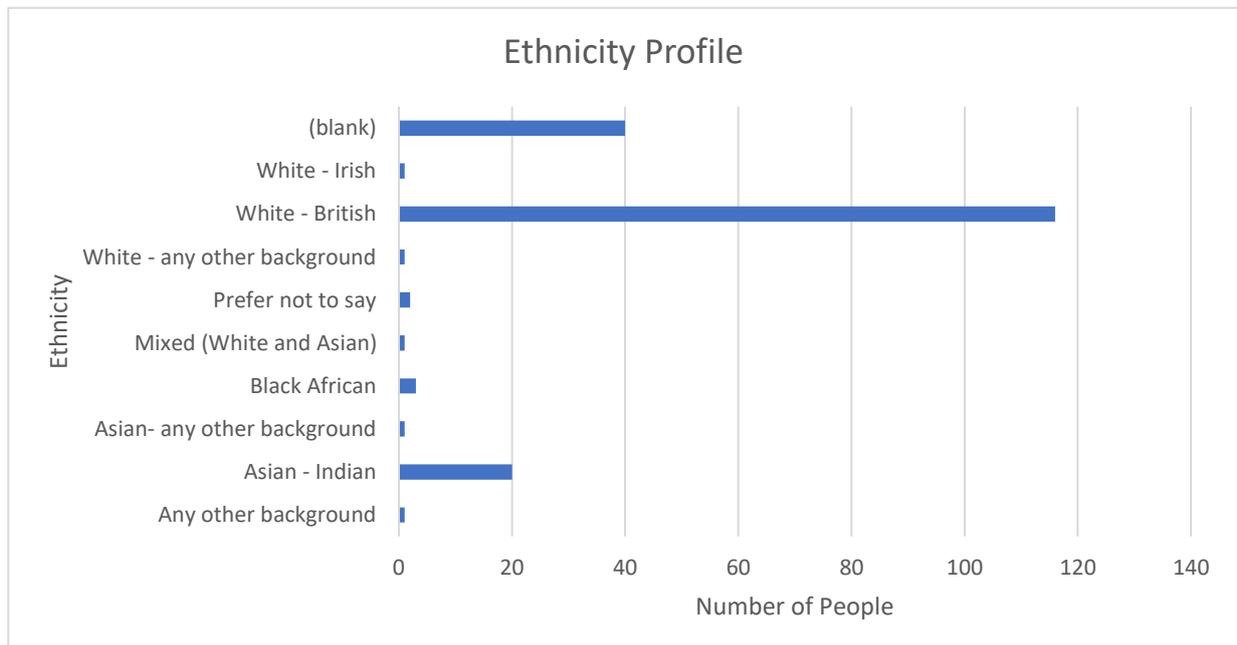




We have approximately 14% of employees who work part-time which is fairly low compared to the national average which is 24%. We have also recently recruited several zero hours contracts to supplement our core staff.

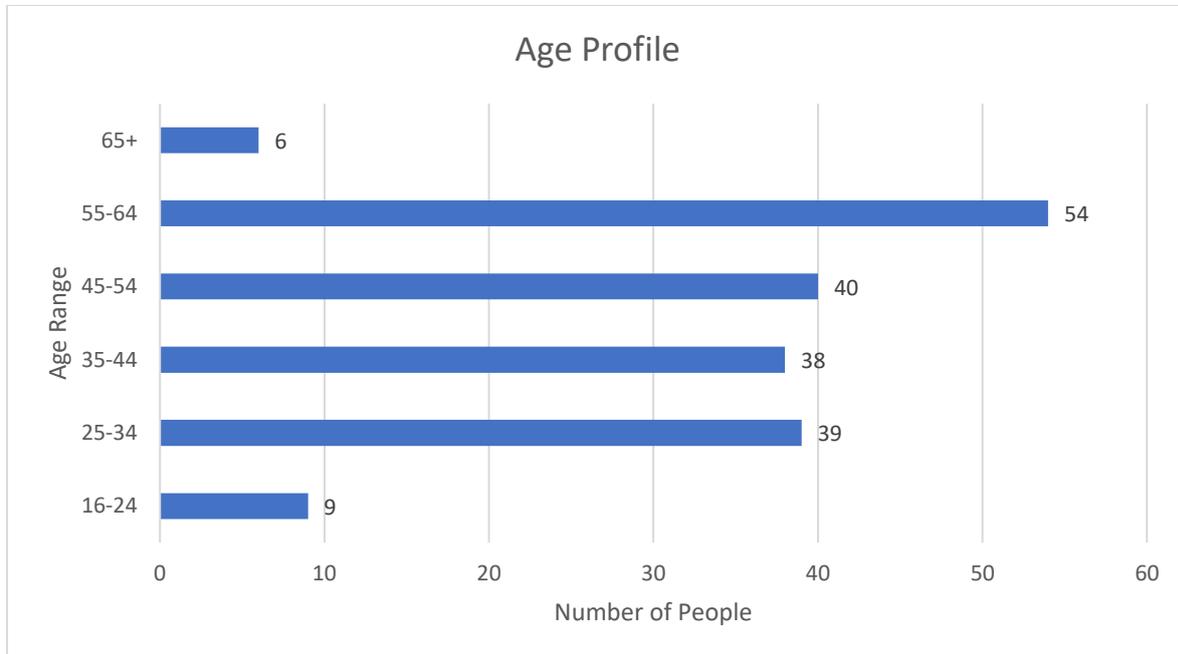


Our current data show that we have a high proportion of White British employees, followed by Asian employees with very few black employees. This may be due to our local demographics but also because some employees haven't disclosed their ethnicity. Nationally 89.9% of local government employees are White,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





Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64.



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

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

### **IT Team**

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

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

The rollout has been completed.

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

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



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

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

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

## **PARTNERSHIP UPDATES**

### **Leisure Contract – Provided by SLM**

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

Over the year, the partnership between Everyone Active and Oadby & Wigston Borough Council has continued to deliver a high-quality, safe, and community-centred leisure service that supports the borough’s wider health and wellbeing priorities.

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

#### Highlights:

- **Membership stability:** Over 7,000 active members maintained across both sites, with gym membership growth slightly offsetting national trends of reduced swimming lesson participation.
- **Community engagement:** A 52% year-on-year increase in participation among targeted groups, including Exercise Referral, children and young people, older adults, and community cohorts.



- Health and Safety excellence: No RIDDOR incidents recorded and internal audit scores of 95.9% and 96.2%, confirming consistently high compliance and operational standards.
- Customer satisfaction: Complaints accounted for less than 0.01% of attendances per 10,000 visits, with all correspondence acknowledged within 72 hours (average response under 4 hours). Feedback remains overwhelmingly positive, particularly recognising staff helpfulness, class delivery, and facility presentation.
- Community and social impact: Strong programme delivery through initiatives such as Exercise Referral, Heartsmart, Steady Steps, and HAF-funded projects, alongside inclusive access for care-experienced young people and volunteer carers.
- Social value impact up 10% Year on Year and sitting in the upper quartile for nationwide leisure providers
- Workforce development: Continued investment in local employment and skills through active apprenticeships and structured staff development programmes.
- Operational excellence: All planned preventative maintenance (PPM) completed on schedule with 100% statutory compliance with only minor short-term closures required for essential works, with no service delivery failures.
- Marketing reach: Integrated campaigns achieved over 2 million impressions, reinforcing visibility and engagement across the borough.

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

### **Helping Hands Update – Provided by Helping Hands**

From the 1<sup>st</sup> October to 31<sup>st</sup> December 2025, the highest electoral ward area was again South Wigston, with the Trust seeing approximately 94 new unique clients from Oadby & Wigston Borough during this reporting period. This quarter, welfare rights was again the highest matter category for clients seeking support.

#### **Overview**

This reporting period reflects some of our progress in improve our strategic plan and KPIs. We held our AGM in November, which marked a key milestone, with strong engagement and positive feedback from staff, partners, and stakeholders, reaffirming confidence in our refreshed brand and strategic direction. Together, these developments clearly signal an organisation that is purpose driven.

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

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



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

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

## Organisational Development

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

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

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

## Summary

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

## Number of Clients – Oadby & Wigston

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

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



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

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

### **1. Sport and Physical Activity**

#### **Referral Data**

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

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

#### **Walking sports and Health walks**

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

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

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

#### **Steady Steps and Steady Steps Plus**

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

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

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



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

### **Q3 Attendance**

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

#### *Participation Numbers - Level 2 Programmes*

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

#### *Participation Numbers- Level 3 Programmes*

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

#### *Participation Numbers- Level 4 Programmes*

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

<b>Cardiac</b>		Participants
Oadby and Wigston	Parklands Leisure Centre	10



## **Additional Information**

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

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

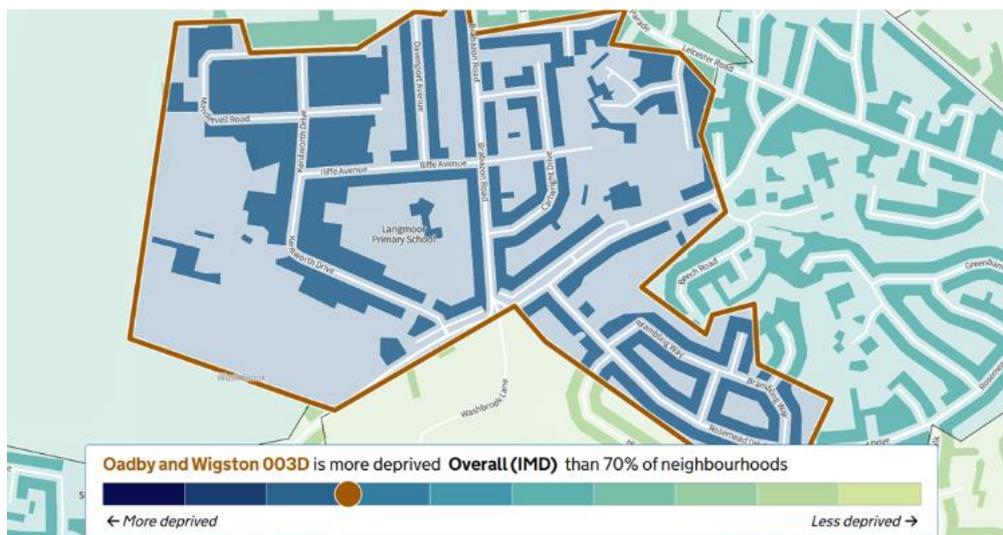
- Local Active Practice Awareness Session
- Just Get Involved 10-year impact report
- Insight report to support programme / impact / community engagement / consultation

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

## **2. Health**

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

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



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



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

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

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

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

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



## Oadby South Physical inactivity survey and consultation event promotion

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

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

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

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

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

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

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



SCAN HERE

**Active Blaby**  
Supporting you across Blaby, Oadby & Wigston

**Oadby & Wigston** | Our borough - the place to be

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

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

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



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**LET'S GET MOVING**

**Prizes to be won on the night!**

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

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

**Wednesday 3<sup>rd</sup> December 17:30 - 19:30pm**  
**at Oadby & Wigston Borough Council Offices**

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



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Jennos coffee vouchers,  
Amazon vouchers  
and much more!

### Additional Information

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



## **Light Bulb Partnership update - Provided by Lightbulb**



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

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

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

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

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

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

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

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



## Leicestershire Building Control Partnership

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

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

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

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

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