



Service Delivery Committee

Operational Updates – Quarter One (2024/2025)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 2, 71 out of 76 Planning Applications were decided in time or within an agreed extension of time. Of the 5 appeals decided by the Planning Inspectorate, 2 appeal decisions were overturned (i.e. lost by the Council), with 3 dismissed (i.e. won by the Council). 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. That being said, the averages for both have increased over the past few months as expected as a result of the implementation of service transformation within the Team.

The new Local Plan (draft plan) is due to be reported to Members in December 2024 with a recommendation that Members approve pre-submission public consultation and subsequent submission to the secretary of state for public examination. Due to the planning framework changes proposed by Government, the new Local Plan production timetable has been condensed by 3 months, which has put a significant additional burden on the team. However, we are still working to a deadline of submitting our Plan for Examination by June 2025 so that it can be examined under the existing planning Legislation.

Climate Change

Following publication of the Council's Climate Change strategy a short-term Action Plan will need to be finalised to include climate related actions that we are already doing and planned future action. It will co-ordinate these in one document and will cover both internal and wider borough activities. Work is on-going for key teams across the council to input into the Action Plan after consultation with CMT. Consultation on this document with Members through the Working Group will follow.

At the last Place Shaping and Climate Change Working Group (11th September 2024) Members were informed of the Flex D project, with the Council working with other districts to install a fully funded solar canopy and EV chargepoint hub at Sandhurst Street Carpark. The project aims to promote the widespread adoption of electric vehicles, with the charging hubs part of the County wide commitment to develop an integrated chargepoint network. Furthermore, installing chargepoints at Sandhurst Street will increase charging capacity at Oadby to similar levels at Wigston and South Wigston.

A third phase of the group buying Solar Together scheme launched in June with iChoosr and district partners through Green Living Leicestershire, has now closed to registrations. After registration residents decide if they want to accept the offer of solar PV and/or battery



storage before installation begins. In Oadby and Wigston there have been 41 solar installations from the last two schemes potentially saving over 28 tonnes of carbon per year.

Qualifying householders can access funding to upgrade heating or improve home insulation through the government's Energy Company Obligation (ECO) scheme. Green Living Leicestershire are working together to widen access to this funding through Flexible Eligibility to support low income or vulnerable households to access energy efficiency improvements via ECO funding

Finally, we are exploring options to install solar PV on Council Buildings by working with community energy co-operative Green Fox as part of a wider LCC project to accelerate net zero action.

Housing Homelessness Management

Homelessness is a statutory service that continues to be under significant strain. External factors associated with the cost-of-living crisis and housing market conditions are increasing the levels of homelessness and the risks associated with homelessness for the people of Oadby and Wigston.

In total there are 168 applicants (+3 increase on Q1) who are currently owed a form of duty through the homelessness service. These applicants are divided into the following categories;

- **Prevention duty (14 applicants).** 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.

The prevention duty is owed to all eligible applicants who are threatened with homelessness regardless of priority need, intentionality or local connection. An applicant will be deemed to be threatened with homelessness if they are likely to become homeless within 56 days. An example of this would be if a tenant has received a valid notice from their landlord.

- **Relief duty (53 applicants).** 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.

The council will work together with the applicant and take reasonable steps to help them secure suitable accommodation. This does not mean the council has to house the applicant, but that it will take reasonable steps to help the applicant find somewhere suitable to live.

- **Main duty (101 applicants).** 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.



Temporary Accommodation

Within the three Homelessness categories there are 81 applicants (households) who the Council owe a duty to provide temporary accommodation. These are households who are homeless, are in priority need, unintentionally homeless, and eligible to live in the UK/ recourse to public funds.

These households are currently being temporary accommodated as follows;

- **60 households** are in B&B accommodation
- **14 households** are in council housing stock
- **4 households** are in hostel accommodation
- **3 households** are in private lease accommodation

The current number of people being accommodated represents a 42.1% increase on the last reported figures (Q1 2024-25 = 57 applicants in temporary accommodation).

In Q1 we advised that if homelessness was to continue to increase, the number of people being placed into temporary accommodation at the end of Q4 was projected to have risen to 87 households.

Due to the significant and unexpected increase in numbers in Q2 we now estimating that the number being accommodated could reach 100 households by the end of March 2025.

In Q2 9 households moved out of temporary into settled accommodation. However, 34 new applicants moved into temporary accommodation.

Housing repairs procurement

The final stage of the Council's procurement of a repairs contractor was completed in September 2024. Having received three bids for the tender, one contractor was chosen as the preferred contractor, having outscored their competitors following an evaluation of bids.

The contractor, Gap Property and Electrical Services (Gap), were invited to give a presentation to a panel consisting of Councillors, Tenants and Housing Officers. The presentation brief was for the contractor to demonstrate their;

1. **Operational Ability** - experience in delivering a complete day to day property repairs service.
2. **Tenant Communications** - communication with tenants in respect of delivering a day-to-day repairs service.
3. **Customer Service** - definition of good customer service, implementing managing and monitoring customer satisfaction.
4. **Back Office Ability** - to manage 3,000 phone calls per year.
5. **Information and IT** - logging, recording and providing data relating to operational information.
6. **Contract Management** - management and delivery of key performance indicators.
The Panel can ask questions, seek clarity or delve further into the contractor's responses in relation to these key themes.

Following the presentation and a question and answer session, the panel concluded that it was satisfied to support the award of the Responsive Repairs contract to Gap. Through the



procurement process we have secured the services of a partner who will deliver on the key objectives of providing a responsive repairs service and that they share our values of being customer and community focused, proud of the delivery of services and work in a collaborative way.

Gap are Leicestershire based company with their main office situated in Glenfield. They have a workforce of approximately 80 staff, the majority of which are from the Leicestershire area.

Our current contractor arrangements will end on the 31st January 2025. With Gap taking over on the 1st February 2025.

Tenant Satisfaction Measures (TSMs)

Tenant Satisfaction Measures (TSMs) which are designed to assess and monitor how well landlords are doing in providing good quality homes and services, and to gather information on how and where those services can be improved.

The introduction of Tenant Satisfaction Measures requires us to:

- Collect and report performance against the Tenant Satisfaction Measures
- Annually submit our performance against the Tenant Satisfaction Measures to the Regulator of Social Housing
- Annually publish our performance against the Tenant Satisfaction Measures including how we meet the regulator's requirements

The TSM measures also show how we meet the health and safety requirements that need to be in place to ensure we keep our tenants' homes safe.

12 of the 22 TSMs are tenant perception measures collected through tenant perception surveys, carried out periodically, providing a snapshot of tenant's general views of landlord performance.

At the end of Q2 we have surveyed approximately 200 tenants

Complaints

At the end of Q2 the housing team have received 18 stage one complaints.

- 5 x Repairs and Maintenance (including contractor) complaints
- 3 x Tenancy complaints
- 6 x Estate complaints
- 1 x Lettings
- 3 x Homelessness

Information regarding these can be found in the bi-annual complaints report (Appendix 4). As part of its legal duty to monitor landlord compliance with The Complaint Handling Code, the Housing Ombudsman has instructed landlords to conduct a self-assessment against the code annually. The self-assessment is an opportunity for the Council to reflect on the current approach, ensure we comply with the Code and take forward any opportunities to improve service delivery. The Council must submit the annual self-assessment and service improvement plan to the Housing Ombudsman and publish it on our website.



The Housing Team has developed a Service Improvement Plan (SIP) for complaints that encompasses the opportunities identified in the self-assessment. The SIP will be maintained and overseen by the Housing Manager although all services within the Housing Service will be involved in the delivery and success of the SIP. The Housing Ombudsman requires landlords to create and publish the SIP as part of the oversight and scrutiny required by the Complaint Handling Code.

CUSTOMER SERVICE AND TRANSFORMATION UPDATE

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.

The Team have been supporting Customer Services in verifying applicants' details for the Household Support Fund.

Benefits Performance

Speed of processing new claims HB/CTS	Q2 Actual
Target 28 days	18.43 days

Benchmarking with other local councils shows that our new claims processing times are average.

Speed of processing Change in Circumstances	Q2 Actual
Target 10 days	2.13 days

Benefit Calls

Quarter 2	Jul	Aug	Sep
Number of calls	259	265	268
Number of calls answered	252	261	262
Percentage answered	97.29%	98.49%	97.76%
Number of abandoned calls	7	4	6
Average wait time before abandonment (m:ss)	0:18	0:13	0:22

Finance Inclusion Officer

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



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

Further to Organisational Changes, the FIO also now completes visits to help determine if a customer is entitled to a Council Tax Disabled Band Reduction.

FIO referrals Q2	Jul	Aug	Sep
Number of referrals completed	45	37	57

Business Rates

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

The Team has a number of assessments held with the Valuation Office Agency, where they have raised Billing Authority Reports to amend the Rating List or bring new assessments into Rating, for example, the VOA have attended Brocks Hill Offices to assess for Rating. Once these amendments are received the team are trying to produce bills timely, to ensure in year collection.

Business Rates Calls

Quarter 2	Jul	Aug	Sep
Number of calls	42	57	51
Number of calls answered	40	53	47
Percentage answered	95.28%	92.98%	92.15%
Number of abandoned calls	2	4	4
Average wait time before abandonment (m:ss)	2:53	1:10	6:28

Council Tax and Recovery

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

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

Q2 Council Tax Recovery	Jul	Aug	Sep
Reminders	107	422	342
Finals	15	49	49
Summonses	310	82	135



Liability Orders	492	240	73
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Q2 NNDR Recovery	Jul	Aug	Sep
Reminders	16	17	27
Finals	13	18	21
Summonses	8	17	15
Liability Orders	4	4	6

Council Tax Calls

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

Quarter 2	Jul	Aug	Sep
Number of calls	133	94	148
Number of calls answered	118	86	138
Percentage answered	88.72%	91.48%	93.24%
Number of abandoned calls	15	8	10
Average wait time before abandonment (m:ss)	2:20	1:21	2:25

Recovery Calls

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

Recovery

Quarter 2	Jul	Aug	Sep
Number of calls	569	473	400
Number of calls answered	520	446	362
Percentage answered	91.38%	94.29%	90.50%
Number of abandoned calls	49	27	38
Average wait time before abandonment (m:ss)	2:55	1:59	3:03

Collection Rates



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

Percentage of Debit Collected (Cumulative)	Jul %	Aug %	Sep %
Council Tax			
Target Rate	38.71	47.95	57.31
Actual Collection Rate	37.47	46.45	55.22
Actual Collection Rate 2023/2024	37.89	46.79	55.98
National Non-Domestic Rates (NNDR)			
Target Rate	38.05	46.83	55.92
Actual Collection Rate	39.74	48.17	56.52
Actual Collection Rate 2023/24	40.83	48.21	55.90

Property Statistics

The number of properties within the Borough continues to rise month on month.

The timely working of NDR VOA Schedules of amendment to List and balancing totals and number of hereditaments ensures we bill accurately against the current 2023 Ratings List.

Q2	Jul	Aug	Sep
No of Council Tax properties	24,418	24,450	24,472
No of Council Tax Direct Debits	19,018	19,093	19,069
No of Single Person Discounts	7,636	7,664	7,659
No of Businesses	1,415	1,421	1,421

IT Team

Throughout Q2, the IT team have prioritised the election system, processes and ensuring the infrastructure, software and hardware were functional throughout the planned PCC election and then the General election in Q2.

The Teams attention has also been focussing on maintain the service standards whilst the organisation went through staffing changes. There has also been a significant period of 'change freeze' to prevent unforeseen issues that may have arisen so that the organisation could prioritise the elections running smoothly, of which post-election, required general patching and updating of key elements thereafter.



The section has replaced the mobile phone contract to a more suitable and cost-effective model, that went live in August. There has also been some minor system upgrades that were required for service areas – notably Academy & IDOX.

Members Cyber Security training was delivered in September to ensure awareness of the risks of IT threats. A mop up session for any members that were unable to attend will be scheduled shortly, this will be a mandatory session held face to face in the offices. The yearly external IT Security audit has been defined and booked in to start in October.

See key information of service delivery below:

	Type	Jul	Aug	Sept
Number of contacts	Service Desk	68	75	70
	Email	15	14	17
	Walk in / Phone	30	30	35

Standard	Target	Jul	Aug	Sep
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	0.9 days	1 day	0.9 days
Turn-around time for new starters set up	5 working days	All within 5 days	All within 5 days	All within 5 days
Overall system uptime	99.9%	100%	100%	99% - 2 hours issue with VPN connection
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

Major changes completed by IT team	July	Aug	Sep
	Change freeze due to Elections	Round of system patching and updating following change freeze	Mobile phone sim roll out. Maintain service provision

Communications and Marketing

Our email subscription service

Measure	Q2 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	12996	+4.8%	30.9%



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 24,472 household properties in the borough.

Measure	Q2 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	79.1%	-0.5%
Open rate	49.2%	-0.7%
Bulletins sent (in quarter)	45	-6
Emails delivered (in quarter)	170,163	+2%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	104	N/A
Community & Voluntary Sector	3121	+1.6%
Community Safety, Crime & Anti-Social Behaviour	1401	+4.6%
Consultations & Surveys	3218	+1.4%
Council News & Information	6941	+1%
Health, Wellbeing, Sport & Leisure	4828	+1.4%
News for Businesses	1201	+0.5%
News for Council Tenants*	1029	+2.3%
Planning	189	+97%
Private Sector Housing News	573	N/A
Recycling, Refuse & Bin Collections	6047	+1.2%
Sports Clubs	13	N/A
What's On & Events	3633	+2.4%

* There are 1,203 council properties in the borough

Press releases

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

[Solar Together is back for Oadby & Wigston residents!](#)

[Oadby & Wigston parks recognised among country's best after scooping 17th Green Flag Awards](#)



[New Brocks Hill play area opens at family-favourite country park](#)

[AccessAble accessibility guides for Oadby & Wigston](#)

[Oadby Food Festival to showcase borough's rich international food offering and celebrate local community](#)

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	4391	+9
Number of posts	117	-10.7%
Post reach*	183,254	+38.3%
Engagement – reactions, comments, likes and shares	2,100	+16.6%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2692	-1
Number of posts	57	+11.7%
Post impressions*	15,100	-6.2%
Engagement – reactions, comments, likes and shares	142	-12.3%

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

Policy, Performance and Transformation

The Policy, Performance, and Transformation Manager has continued to work with both the Clean and Green team and the Revenues and Benefits team as part of the ongoing Service Review process. As a result of these reviews, the Revenues and Benefits team has successfully implemented a new workflow system which will improve the processing of their work. Meanwhile, the Clean and Green review has led to a redesign of the Clean service, including the creation of updated round sheets for crews and a list of litter bins scheduled for removal. This was necessary given the reduced staffing levels following recent organisational change.



Additionally, compliance responsibilities include overseeing complaints, preparing biannual complaints report and data protection tasks. A new system called House on the Hill is currently being implemented, which is expected to streamline compliance processes and free up resources.

Work has also resumed on the Customer Service Excellence Award, with evidence being gathered and the assessment day being organised.

HR Team Update

Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q2 (30.09.24)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q2 (30.09.23)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	174	164.78	182	173.69
Number of Temporary Staff (Agency Workers)	3	3	4	4
Total	177	167.78	186	177.69

There has been a slight reduction in the number of agency workers within the previous 12 months and it is expected to reduce again following some recruitment.

In addition to the agency workers listed above there were also 368 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	68
Annual Leave/Contractual Bank holidays in lieu	140
Replacement for Permanent Staff	71
Extra Agency staff to cover extra Monday & Tuesday rounds & compost	89
Total	368



There is an expected reduction in the number of agency workers for the remainder of 24/25 and then on an ongoing basis following the move to fortnightly bin collections on 1 September 2024. This is partly because we no longer require extra agency staff to cover Monday & Tuesday rounds and compost.

Staff Turnover

As you will see from the table below staff turnover has continued to decrease over the previous 3 years although we are slightly above the median local government rate of 14%.

Staff Turnover - Yearly comparison			
	2023/24	2022/23	2021/22
Average Head Count for the period	177.5	178	171
Number of Leavers	28	29	32
Staff Turnover	15.77%	16.29%	18.71%

Staff Sickness

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Service Area		
Quarterly Comparison		
	Q2 2024/25	Q2 2023/24
Teams	Sick Days between 1/07/24 – 30/09/24	Sick Days between 1/07/23 – 30/09/23
Clean & Green *	97	127
Community & Wellbeing	1	0
Corporate Assets	9	5
Customer Services	8	30.5
Economic Regeneration	0	2
Finance	3	1
Housing	36	62
IT, Projects & Procurement	2	13
Legal & Democratic Services	0	1
Planning Policy & Development	0	1
Policy, Performance & Transformation	3	0.5
Regulatory Services	18.5	4.5
Revenue & Benefits	54	75
Waste Services *	166	72
SLT	3	0
Total	400.5	394.5

*Some of the absence in these areas relate to leavers who have either left the organisation through either redundancy or ill health retirement or will be shortly.

Our sickness absence is consistently high in areas where we employ manual workers (Waste/Clean & Green/Housing).



Absence is also high in the Revenue & Benefits team but this has reduced slightly which is in part due to the recent service transformation.

Number of Days lost to Sickness (Permanent/Fixed Term Employees) by Sickness Reason - Quarterly Comparison		
Sickness Reason	Q2 2024/25 Sick Days between 1/07/24 – 30/09/24	Q2 2023/24 Sick Days between 1/07/23 – 30/09/23
Accident		
Auto-immune Diseases	3	31
Chest/Respiratory Conditions	3	3.5
Covid	9	15
Coughs, Colds and Flu	30	15
Eye/Ear/Nose and Mouth/Dental (including Sinusitis)	24	7
Fatigue	6	3
Fracture/Sprains	2	12
Gastro-Intestinal problems	3	0
Genito-urinary/gynaecological	2	2
Headache/migraine	2.5	8.5
Heart/Blood Pressure/Circulation	1	0
Joint Disorders (including Osteo-arthritis)	48	0
Mental Health Conditions (including stress, depression and anxiety)	158	86
Musculoskeletal Problems (including back, neck and upper limb problems)	53	40
Operation/Surgery	0	56
Other	47	111.5
Sickness, nausea and diarrhoea	9	4
Total	400.5	394.5

Our single most common reasons for absence have included mental health conditions, musculoskeletal issues, joint disorders and coughs and colds. Some of this is linked to specific individuals who have now left the organisation or was linked to an ongoing employee relations case that was ongoing at the time.

The Office of National Statistics highlights that minor illnesses followed musculoskeletal issues and mental health conditions were the most reported reasons for sickness in 2022, so we are fairly consistent with the national averages.

Equality, Diversity & Inclusion

Gender Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Gender Split as at end of Q2 (30.09.24)



Male	89
Female	85
Total	174

We are fairly equally 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.

Full-time/Part-time Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Full-time/Part-time Split as at end of Q2 (30.09.24)
Full-time	148
Part-time	26
Total	174

We have approximately 14% of employees who work part-time which is fairly low compared to the national average which is 24%.

Ethnicity Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Ethnicity Split as at end of Q2 (30.09.24)
Asian - Indian	14
Asian – any other background	1
Black African	0
Mixed (White and Asian)	2
White – any other background	1
White – British	99
Any other background	1
Undeclared or preferred not to say	56
Total	174

As we have a lot of data missing in this area this is difficult to compare the national local government ethnicity profile. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black. We have a higher proportion of Asian employees and a lower proportion of Black employees due to our local demographics.

Age Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Age Split as at end of Q2 (30.09.24)
16-24	11
25-34	36
35-44	35



45-54	37
55-64	49
65+	6
Total	174

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

Disability Profile (Permanent/Fixed Term Employees)	
	Current Year 2024/25 Disability Split as at end of Q2 (30.09.24)
Disabled	16
Not Disabled/Undeclared/Prefer not to say	158
Total	174

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. We believe that there are more disabled employees, that haven't declared this information but either way we appear to be slightly higher than the local government average.

LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

We continue to work with the Food Standards Agency (FSA) to ensure all high-risk food businesses are regulated effectively. We have two officers who are competent to undertake such inspections under the Food Standards Agency Code of Practice. There is still a backlog of inspections which we are working hard to recover. This is not helped as additional work is now being picked up by these officers following the departure of a colleague in June. The FSA have conducted an audit for Q2 which was satisfactory.

During quarter 2, 19 inspections took place. 6 new businesses have registered with all 6 triaged, 4 classed as high risk and require a full inspection as they are full catering establishments.

Overall compliance rates are high, with 91% of all registered food businesses achieving a score of 3 (generally satisfactory) and 70% achieving a score of 5 (very good). In terms of the poorer performers there are 3 who fall below the generally satisfactory standard and work continues with these to improve standards. Overall, there are now 32 new food businesses registered that require an inspection.

There have been 22 food and health and safety complaints investigated in this period and a presentation will be given to a future Licensing and Regulatory Committee to provide more information on this area of work.



The team are continuing to work with the FSA, the Food Crime Unit, and Trading Standards in relation to food being sold and repacked without the correct labelling or controls in place and joint visits are taking place.

In the second quarter no welfare burials were handled. A team member attended a meeting and briefing with Professor Catherine Mason, Senior Coroner for Leicester City and South Leicestershire. The purpose of this to ensure consistency in approach with the way welfare burials are handled across the county and to clarify the Coroner role and responsibilities regarding the cause of death and any necessary investigation which may impact on the way we handle the case.

A case was heard at the Magistrate's Court relating to unlawful work carried out by a trader at a time when Covid restrictions were still in place. This has been a protracted case with the defendant falsely claiming they had permission from this Council to work when this wasn't the case. Leicestershire County Council are the lead agency supported by Environmental Health who have provided evidence and statements to support the action. The trader has now finally pleaded guilty and sentencing will take place in Q3.

Following the approval of the Graffiti and Fly Posting Policy by the Licensing and Regulatory Committee, the Regulatory Services Team have been handling more complaints and taking a more proactive approach with fly poster enforcement. A company who regularly use fly posters to advertise their services in our area are now under investigation. Action will be taken against the person witnessed putting the posters up and the company whose services are being advertised.

The team have handled a large number of abandoned vehicle complaints with two vehicles lifted by our contractor for storage and then destruction.

A presentation on the Blaby Road air quality pilot progress given to the Licensing and Regulatory Committee in September 2024 was well received. It is hoped with support from the school that the project will continue into the next academic year. We are now working closely with the NHS and Public Health to better understand the referral and treatment pathways and challenges for children around viral wheeze and asthma. The data we obtain will help to inform future projects and workstreams.

The air quality Annual Status Report (ASR) has been accepted by Defra and is now available publicly on our website. Work is taking place to look at the monitoring equipment, its maintenance, servicing and calibration requirements to obtain the best value going forward.

One of our apprentices is now concluding her studies and it is hoped in Q3 she will have qualified and then can progress to support the team in regulatory compliance work.

Overall, the Environmental Health team have seen a 30% increase in service requests during Q2.

Private Sector Housing

The team are dealing with 100 ongoing cases linked with empty homes, disrepair, energy standards and houses in multiple occupation.

Selective Licensing Scheme

Summary in the table below



Number of rented properties	840
Applications received	888
Number of exemptions	0
Empty homes undergoing renovation	14
Licenses pending	22
Licenses issued	765
Licenses withdrawn	101
Income	£644,924.01
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

Empty Homes

Work continues to drive a reduction in empty homes with the revenues team applying empty homes premiums where appropriate and exploring other premiums to encourage reoccupation or disposal of properties.

The Ratings and Recovery Officer who will be an integral part of the empty homes working group and we are currently exploring additional voluntary capacity from a recent graduate looking for experience in an Environmental Health role, who would pick up the lower risk short term empty homes with the Ratings and Recovery Officer.

Energy Grants Projects

We are successfully delivering the Social Housing Decarbonisation Fund (SHDF), (energy saving measures such as solar panels, cavity wall and loft insulation), and measures have been installed into 72 bungalows across the Borough. Our tenants are currently being surveyed as we hope to produce evidence of savings arising from the works. The project so far has been a real success working with our tenants, across two departments and should give some very real and tangible outcomes for our tenants.

Following the general election we have been awaiting communication from the Department for Energy Security and Net Zero (DESNZ) in relation to the new Labour government's commitment to energy grants. We have now received confirmation from DESNZ that following a slight redesign new energy grant projects have been announced, these projects are:

- Warm Homes: Local Grant – This project will replace the previous LAD and HUG schemes and merge them back into a single grant project. It is likely the project will last between 3-5 years as opposed to a 1 or 2 year delivery windows, which will allow Councils to better plan and structure resources.
- Warm Homes: Social Homes – This project will replace the Social Housing decarbonisation fund and is scheduled to run until September 2028 and will widely mirror the existing delivery.

Licensing



The hairdressers and barbers project is now complete. A total of 101 premise and personal licenses have now been issued.

The temporary measures introduced during covid for Pavement Licenses have now been made permanent. A countywide group has met to agree the future process (we administer and keep the fee and county act as a consultee) and our fees and charges have now been updated to reflect the changes.

20 spot checks have been conducted of our licensed drivers some following local intelligence and reports, others just spot checks. 8 interviews have been held as a result and in each case the drivers have been issued with penalty points as permitted under our Policy (for example offences such as not displaying the correct signs, cleanliness of the vehicle, failure to use indicators when turning, improper conduct).

Joint inspections at our approved MOT garages have resulted in 4 vehicles being suspended.

All Premise Licence inspections due this year have been completed.

Q2 licenses processed

New and renewal vehicles	102
New and renewal drivers	58
New and renewal operators	0
Street collections	1
Small society lottery	0
House to house	3
Other licences	8 (5 relate to animal welfare)
Licensing Act	21

Community Lottery

The lottery started on 5 August 2023. There are 27 good causes currently signed up and 382 tickets sold approximately each week which is generating £12,168 in annual revenue for our voluntary and community sector.

There will be a celebration of volunteer's evening awards evening to be held at Brocks Hill on 29 November 2024 supported by the Community Lottery.

We are now required to provide quarterly returns to the Gambling Commission. The Q2 return will be made in October 2024.

Corporate Assets

Staffing:

We have completed the recruitment for vacancies following the restructure of the service, however we still have limited resources in the clean and green side due to staff absences.

Training:

Following 1-2-1's conducted in August 2024 and new starters, a full training programme is currently being arranged to provide cross cover arrangements between the Clean and Green service.

Clean and Green Team have supported the following events:



East Midlands in bloom July 2024 – 14th Consecutive Gold Award and a discretionary East Midlands in Bloom Award for the least littered entry, beating areas across the region for cleanliness and upkeep and lack of litter, vandalism and graffiti.

- Olympics in the park in 8th July 24
- Green Flag Award – Brocks Hill Country Park and Wigston Peace Memorial Park achieved the prestigious Green Flag Award for the 17th Consecutive year.
- Oadby Food Festival 31st August 24
- Oadby Motor Festival in August 24

New additions:

July 2024 the new Junior play area on Brocks Hill park was opened to the public.

August 2024 Freer Park has seen the arrival and installation of new play equipment, Basketball Goal, Mini Goal Table Tennis Table and a Teqball Table. The curved Teqball table is the first specially-designed table introduced to the Borough. Improving football skills, physical fitness, along with lots of fun.

Parks

A detailed survey of our parks has been undertaken this had identified 26 defects that need addressing, by the 22nd November 42% of these defects will have been actioned and completed. With the remaining 58% of the defects being actioned and completed by mid-December.

Cleansing and Grounds:

We are currently undertaking a Cleansing review which was showcased at the last committee meeting held on 24th September. Our next phase of the review will be to remove bins across the borough and introduce the new round sheets. Once this review is completed, we will be continuing with the Grounds Maintenance Review.

Complaints, FOI, Members Enquiries and Dash

Area	FOI	Complaints-stage 1	Members Enquiries	DASH
Cemetery	0	0	1	0
Allotments	1	1	4	14
Parking	3	1	1	16
Pavilions	0	0	2	0
Cleansing	0	0	3	128
Green	0	0	12	80
Other	5	3	6	18
Total	9	5	29	258



Corporate Assets received 301 enquiries through the above channels, the majority through our DASH reporting system. Numerous further enquiries came direct to CA team through calls, and other communication channels. We also receive numerous emails via love clean streets, (July 19, Aug 40 and Sept 40 requests) we will be working closely with the Wombles to devise a streamer reporting system.

Vehicles & Equipment:

This financial year we have replaced the below vehicles and equipment:

Sports and Fine Turf and Supervisor 13 plate vehicles replaced with Ford Transit Connect – overdue replacement.

One Green and Park Maintenance 09 plate Ford Transit Tipper, replaced with a like for like 1.5 year old vehicle saving £10k

Two Fiat Doblo 16 plate Cleansing Parks and Open Space vehicles have been replaced with Isuzu D-Max utility vehicles.

Wessex RMX Batwing Rotary Trailed Mower – to replace 10y old equipment. This equipment provides a better cut and splay.

A 5-year replacement program has been developed.

Parking:

Following a parking inspection report, we have gone out to tender to reline and or line mark off-street car parks across the Borough. A program is currently being devised and will commence with Sandhurst Street, East Street and Wigston Leisure Centre.

Across the Borough the parking machine card readers are problematic with a long waiting time for parts. We will be trialling a new type card reader outside Parklands Leisure Centre, if successful rolling out across the Borough.

Quarter 2 Penalty Charge Notice issued and income.

2024	PCN's issued	Income
July	78	£2,356.00
Aug	89	£2,502.84
Sept	93	£2,455.17
Total	260	£7,314.01

Ministry of Justice Community Payback:

We are currently working with the Leicestershire and Rutland Probation Service, they are currently working in the Peace Memorial Park, then moving on to Aylestone Lane and Wigston Road Allotments to clear vacant plots.

Pavilions - Freer Centre:

Operational plans are currently being put into place for members of the public to be able to hire the Freer Centre for one off family occasion, we will shortly be going live. This will then roll out to other pavilions across the Borough.

Community and Wellbeing



Gym	4,316	4,392	4,450	4,386		4,431	4,427	4,431	4,430	-44
Swim Lessons	2,769	2,761	2,783	2,771		2,902	2,992	2,995	2,963	-192
Total	7,085	7,153	7,233	7,157		7,333	7,419	7,426	7,393	-236

Community Well-Being:

The Leisure Centres had yet another great quarter where we continue to deliver on this year's Community Well Being Plan and the addition of further colleagues into our community wellbeing team. We have seen increases across the board in all health and wellbeing categories, hitting targeted groups from young people to ageing adults and people with health inequality issues.

Children & Young People

- We provided FREE swimming sessions across the school holidays for 1,788 children.
- The HAF Junior Gym membership programme had a total of 30 users at Parklands during the summer break. This programme has been such a success that many other Everyone active sites have started to run this programme.
- There are currently 34 care experience young people (who have left care) and 3 cared for children (currently in care) with memberships that are accessing the gyms in the across Parklands & Wigston.
- In the Oadby & Wigston contract we have had 1 referral through the LCFC violence reduction programme.
- Going into the next quarter we will be looking to launch an 'Adopt a School' programme so we can encourage young people and their families to access health & wellbeing opportunities in the leisure centres.

Healthy Ageing

- Through Q2 the senior sessions have been fantastic with 636 attendances. These include Senior Kurling, Senior Badminton and Walking Football and Pickleball.
- The pickleball sessions at Parklands on the Wednesday struggled to pick up, so we have moved the sessions to a Monday at 1pm.
- The walking football at Parklands has really picked up in this quarter with 62 attendances.
- In Q2 3 staff members at Wigston Pools & Fitness completed their walk leader training.

Healthy Communities

- Through the summer in Q2 we supported Fosse Park with their 'Ready, Set... Summer' campaign. Everyone Active supported this campaign by delivering activities such as basketball, pickleball, boccia, resistance band training at the popular shopping destination. Also on offer were family-oriented classes in yoga, fitness combat, dance and circuits. These sessions helped more than 200 people of all ages to get active at Fosse Park during the school holidays this summer. As part of the



summer activities, Everyone Active also ran a competition to win a free 12-month membership, which was won by Mary-Beth Simpkins.

- Through this quarter we have supported 3 sessions of the family days at Brocks Hill in partnership with imaginariam creations.
- The Activity team supported Wigston with an outreach sports event in support of the Olympic games. To support this, we delivered pickleball and a variety of Olympic games such as javelin and discus.



Healthy Lives

- Through Q2 we have had 14 referrals, with 8 consultations complete, with all 8 taking out memberships for the scheme.
- The Parkinson's membership offer currently has 67 members, with 3 more added since Q1.
- The steady steps maintainers had 115 attendances this quarter.
- The Heartsmart cardiac rehab programme had 992 attendances across the 4 weekly sessions

Healthy Workplaces

- Through Q2 the Activity & wellbeing manager completed the Level 2 and 3 workplace health champion training.
- In this quarter we hosted an East v West region football match at the Harborough town ground, with the East coming out victorious.

	JUL-SEP	JUL-SEP		
Targeted Groups	2023-24	2024-25	Variance	% Variance
Exercise Referral	2,389	2,420	31	1%
Children and Young People	22,529	17,331	-5,197	-23%
Community	810	3,125	2,315	286%
Older Adults	2,129	2,058	-71	-3%
Total	27,857	24,934	-2,922	-10%

- The table shows a like for like on the previous year of 10% less, however this is all down to the Soft Play and Children's parties reducing and the majority of this in September as the better weather compared to last year discouraged users from that activity, all other activities are performing strongly year on year.



Other:

This is on top of the below activities we deliver for free in the local community.

- Free Weekly Children's soft play sessions for the Memphis Charity Group.
- Free Coffee for VASL Carers
- Free Memberships for PARS

We have provided for over £13,000 of free activities included within the above and It is pleasing to be able to offer these activities / memberships at small to no cost across to the community as we identify the value that this brings to increase the health and well being benefits of the whole community.

General:

In general although it is disappointing to report on numbers dropping, we are confident in the understanding that a large proportion of this was based on customer choice being driven by weather and the particular difference in it like for like in September of this year to last.

Our commitment to work with in the local community continues and we will push the customer service level of our delivery to local people with our aim to become the customer number one choice for activity, we will be working closely with the authority over the coming months to develop further their community wellbeing plan and where we in particular can impact that further with our community based activities which are growing significantly month on month.

We continue to be pleased with the centres delivering a vital community role and engaging with many thousands of people throughout the year and that although facing many challenges in our delivery and competing on a level playing field with our competitors our teams dedication and drive to succeed is second to none and shows in the results of our delivery.

Health and Wellbeing

The final draft Community Health & Wellbeing Plan, which has been produced by the Integrated Care Board, has been sent to partners for comment. The plan's priorities include:

- Housing quality
- Physical health: Cancer (screening and diagnosis), MSK (prevention and support) & Dementia (diagnosis)
- Increase Physical Activity Levels
- Addressing Risk Behaviours in Teenagers & Young Adults
- Mental Health
 - Encouraging a 'whole family' approach to managing mental health and wellbeing
 - Reducing health inequalities for those experiencing chronic mental health issues
 - Men's mental health
 - Children & Young People

Leads for each priority are being progressed and the first Community Health and Wellbeing Partnership meeting has initially been agreed to take place on 19 November. The



Partnership will convene quarterly and will provide a forum to feedback updates linked to the Plan. The Partnership meeting will replace the existing Health and Wellbeing Board with Member, Cllr Rosemarie Adams attending. With this, the two planned Health and Wellbeing Boards dated 18 February 2025 and 20 May 2025 will be cancelled via Mod.Gov. A draft terms of reference has been circulated to partners to highlight aims, objectives and responsibilities. Partners invited to attend the Partnership meeting include the Integrated Care Board, Public Health, NHS, University Hospitals of Leicester and the Primary Care Network to name but a few.

Teresa Neal has written a Community Health and Wellbeing report which compliments this update.

Following the Community Health and Wellbeing Plan work and local insights, officers have been supporting partners to set up a food pantry in South Wigston. We have worked with a Feed the Hungry to use HAF funding from Leicestershire County Council to run a weekly food pantry from beginning to July to end of October at Elliott Hall. Over this quarter, we have had on average 18 residents use the pantry every week and it has reached 28 members. This was just a trial period and partners are now looking at longer term funding and how they can increase the offer to all residents in the borough.

Through NHS data sets, it has been identified that certain screening uptake in Oadby and Wigston is below the England average. We are working with NHS and Public Health colleagues to further understand the reasons behind the low uptake and plan to use the Community Health and Wellbeing Plan to address this issue with the help of partners. We are currently running a consultation with GP practices to learn more.

Officers are continuing to support the Blaby Road Air Quality project with Environmental Health colleagues. We are working with Parklands Primary School to encourage pupils, staff and parents to use Active Travel to get to school and work.

We have reported internally on our team's UKSPF funding on projects, this has included getting qualitative and quantitative feedback on all our community grant groups. All groups have reported back positively and have been able to use the funding to improve the residents health and wellbeing.

Health update – supplied by Blaby District Council

In Q2, Blaby have worked in partnership with the ICB to provide comments and feedback on the final draft Community Health and Wellbeing Plan (CHWP) for Oadby and Wigston.

The Team Leader within Health, Leisure and Tourism at Blaby has taken on lead responsibility for a health priority within the OW CHWP. This has involved setting up a working group to focus on Physical Inactivity priorities with key local partners. The working group will collate knowledge, resources and current work streams in order to create a robust action plan to focus and work towards during the next three years.

The Service Manager for Health, Leisure and Tourism at Blaby will be attending the OW CHWP partnership meetings once established with the first taking place in November 2024. Blaby will be proactive in discussions surrounding the progress of the OW CHWP and will provide update reports on the physical inactivity priority.

The Service Manager and Team Leader from Blaby will both be attending the initial OW Children and Young Peoples Mental Health network meeting in November. This will be attended and supported by the Team Leader moving forward. This aim of this meeting is to



focus on the children and young people mental health priority, supporting with the delivery of this for the OW CHWP.

Blaby have worked in partnership with the OW Mental Health Neighbourhood Lead and made contributions to the mental health plan for OW and attended the network meetings to shape this moving forward. This will involve incorporating mental health messaging into our physical activity programmes and working with key partners to provide residents who are referred into us with mental health support.

The District Health Leads (DHL) has not met for around 12 months. DHL is integral to the health and wellbeing governance structure in Leicestershire. The Service Manager at Blaby will be attending these meetings when re-established in November and will represent both Blaby and OW. These meetings will be quarterly and Chaired by North West Leicestershire.

The functions of DHL are as follows:

- Provide high level updates to Staying Healthy Partnership via Edd de Coverly (Melton CEO)
- Provide updates to District Leads from Staying Healthy Partnership
- Focus on Community Health and Wellbeing Plans (sharing best practice, understanding cross boarder issues etc.)
- Forum where partners can share information once rather than 7 times
- Opportunity to collaborate on any other workstreams

The Team Leader at Blaby attended the World Mental Health Day pop up event on at the Menphys Hub in South Wigston, providing a stall with support and information about our services as well as an interactive mental health activity. This involved creating a mindfulness tree (see photo) with leaves which will form part of a wider project at a community hub.



Sport and Physical Activity – supplied by Blaby District Council

Referral Data



We have successfully processed a total of 102 physical activity referrals from residents for Q2. This can be broken down into 72 self-referrals through the new pathway and 30 referrals directly from health care professionals. Of the OW referrals received, 49% were deemed as completely inactive at baseline.

In chart 1 below, there is further break down of what residents referred into the Active Blaby service for, with generic Physical Activity advice (33%) and the Active Blaby Community programmes (31%) being the most common.

Chart 1- Referral reasons

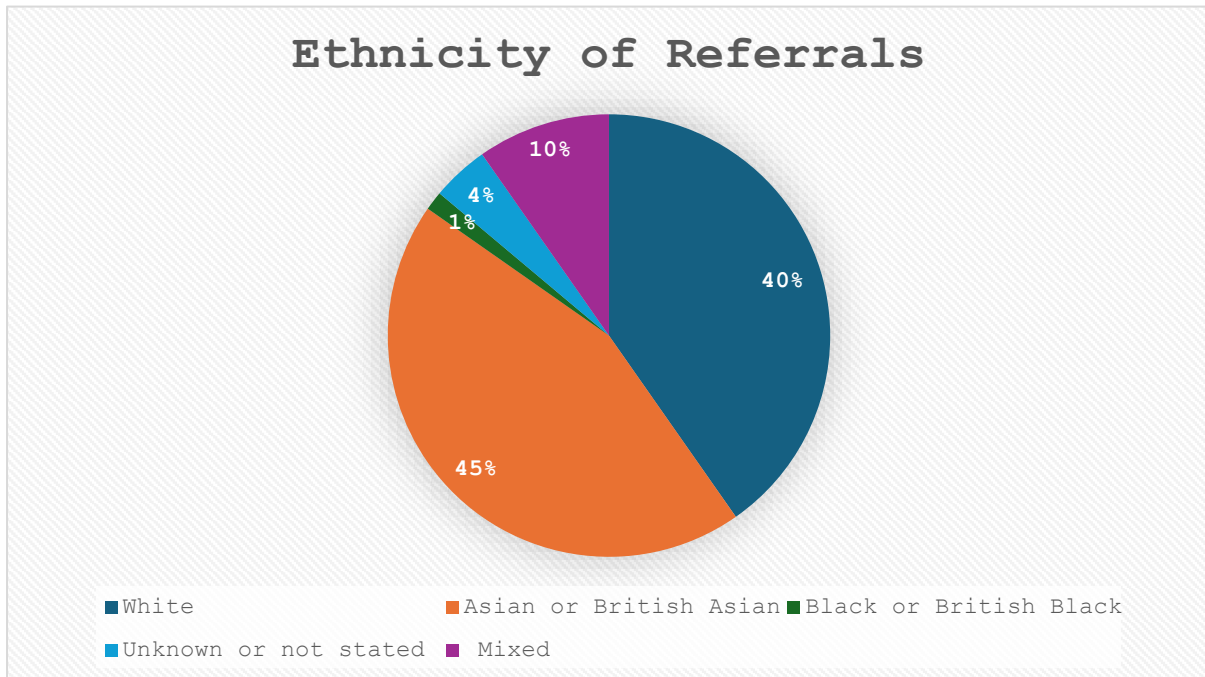


Ethnicity of referrals

The ethnic group percentage for Asian or Asian British in Oadby and Wigston is recorded by the Active Lives Survey as 27.9% of the population. For Q2, 44.4% of self-referrals identified as Asian or Asian British, with a total of 58% of Self referrals identifying themselves as within an ethnic minority group (36.2% of OW population is EM group). This is very positive as ethnic minority groups are more likely to be inactive and suffer from long term health conditions, especially within O & W, with 67% of referrals reporting as inactive at baseline.



Chart 2 – Ethnic diversity of referrals



Disability

23.6% of referrals for Q2 mentioned having a disability when they self-referred. This is higher than the OW population percentage of 15.3% and again shows that we are targeting those who are most in need of support to be more physically active.

Escape Pain

After a successful pilot in 23/24, we are due to deliver 3 Escape pain courses (arthritis focused exercise class) in 24/25. We have successfully delivered our first course, with participants reporting an average improvement in their self-reported pain score of 16.4% and a quality of live improvement of 107%. We have also secured a further £8,209 of external funding from Sport England to support with the delivery of these programmes.

Steady Steps

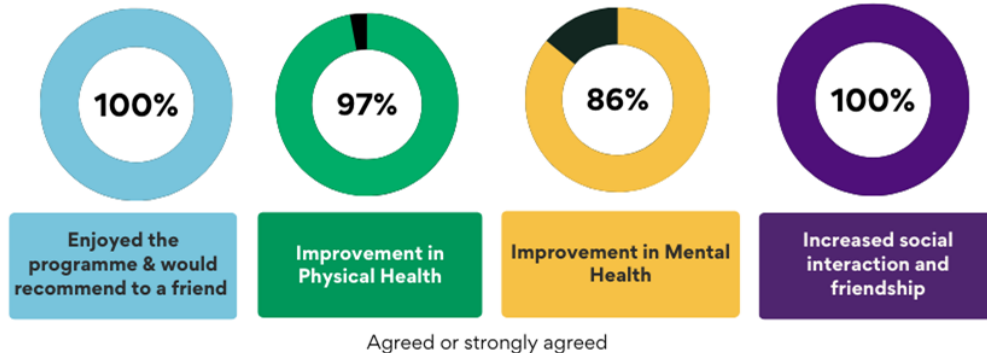
We have started two new 24-week steady steps courses in Q2 (Wigston and Oadby). From the two courses that have finished in Q2, 71% of participants said they are more confident and less concerned about falling. Using the FRAT score (fall risk evaluation) participants were also found to reduce their risk of falls by 40% on average. Furthermore, 93% of participants who were deemed inactive increased their physical activity levels.

Community Programme Feedback

100% of participants agreed or strongly agreed taking part in one of our community programmes has given them more confidence to be active. Furthermore, 86% of participants said they had seen improvements in their mental health and 97% said improvements in their physical health. Finally, 100% of participants agreed or strongly agreed they enjoyed the programme and would recommend it to a friend, with making new friendships being a major factor in enjoyment (99% agreed).



Q2 Feedback



"A big thankyou to everyone involved as the activities have been invaluable for improving my mental wellbeing".

"I really look forward to going every Tuesday, it makes you feel healthier, fitter and meeting new people. Lucie is a great role model to encourage you to do exercises and get fitter, plus improve balance and well being".

"Can feel my improvement each week as well as seeing everyone else improving as well!"

"I absolutely love the soft ball cricket session and look forward to it all week!"

Q2 Attendance

This quarter, we have had a total of **625 attendances** across our Level 2 community programmes and **608 attendances** across our targeted health condition programmes (Level 3 and 4), the highest recorded number of attendances across our programmes to date. Individual attendance figures are shown in the tables below:

Participation Numbers - Level 2 Programmes

Session	Location	Started	Attendance
Walking Football	Wigston Academy	Ongoing	74
Walking Netball	Wigston Academy	Ongoing	87
Walking Cricket	Beauchamp College	Ongoing	154
Walking Hockey	Uni of Leicester Sports	Ongoing	92
Health Walks	5 x walks across borough	Ongoing	218
Total			625

Participation Numbers- Level 3 Programmes

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	308



Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	22 Participants
Steady Steps Plus	Oadby St Pauls Church	25 th March 2024	110
Steady Steps Plus	Wigston Freer Centre	25 th June 2024	84

Participation Numbers- Level 4 Programmes

Steady Steps		Participants	Attendance
Oadby	Oadby St Pauls Church	9	87
Total			87

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	19

Youth Engagement

UKSPF funded boxing sessions to support both male and female students at South Wigston High School and Wigston Academy broke over Q2 during the school summer holiday. Preparations began and continue the session in Q3, encouraging those students to take part who have struggled with poor behaviour, poor attendance or struggling with mental health concerns.

Streetvibe were commissioned to engage and offer alternative provision for young people at Blaby Road Park during the school summer holidays. Streetvibe using their youth bus which contained games consoles, Wi-Fi and a safe space for young people was parked weekly on Blaby Road Park near to South Leicestershire College. Staff reported numbers in their 20's attending the bus. Moving into Q3, Streetvibe have concluded their work.

Promotion of the Youth Council over the summer holidays took place with information provided to partners running youth provision in the Borough in this period. A Youth Council meeting is expected to take place w/c 11 November so this promotion, coupled with school engagement from the start of the new term in August / September, is vital.

A meeting of the Children and Young People Forum will take place w/c 14 October where plans for the Youth Council meeting will be finalised, with input from relevant Partners. In addition, a revised Youth Engagement Strategy, featuring newly available 2021 Census data, will be presented at this Forum for a final review prior to submission to PFD Committee.

Community Safety

As of the end of Q2 all 65 identified street lighting columns have been structurally and electrically tested, as well as a further 3 identified in South Wigston and to the rear of Maromme Square. Of those 68 columns 40 have passed both tests, and a further 11 passed the structural test but require remedial works by LCC Highways before any conversion works can take place.



LCC Highways have been approached to provide a quote for converting the 51 columns expected to be available once remedial works have taken place. There is an extended lead time on the works due to a national shortage of commando sockets and associated power distribution boards which the OPCC has been kept apprised of. Should the quote provided by LCC exceed the allocated budget then a number of columns, utilising the available budget, will be prioritised for conversion instead – these will be identified through crime and disorder data held by the Police, Council and Fire Service.

All Safer Streets associated works are expected to be completed by w/c 28 October, within the deadline set by the Home Office and OPCC.

Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **21** reports of ASB in Q2, please see chart below for monthly breakdown:

Q2 Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 21		
Number of incidents per month		
July 24	August 24	September 24
6	5	10

Of these 21 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Shouting & swearing'. Other reports included 'Noisy neighbours', 'Taking drugs', 'Pestering people' and 'Illegal/inconvenient parking' to name but a few.

The Council's Housing Department have logged and investigated **13** reports of ASB.

The Council therefore in Q2 have recorded and investigated **34** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q2 Total number of ASB reports: 34		
Oadby	South Wigston	Wigston
14	2	18

Helping Hands

From July 1, 2024, to September 30, 428 residents from Oadby & Wigston used our services. The highest electoral ward area was South Wigston, with the Trust seeing 104 clients from the area during this reporting period. Overall, the Trust supported clients across 594 case matters.

Electoral Ward, no. of clients OWBC

Client Address	Client Details
Electoral Ward	Count Number of Clients
Oadby Brocks Hill	16
Oadby Grange	16



Oadby St Peter's	59
Oadby Uplands	35
Oadby Woodlands	13
South Wigston	104
Wigston All Saints	37
Wigston Fields	59
Wigston Meadowcourt	47
Wigston St Wolstan's	42
Report Total	428

OWBC FINANCIAL OUTCOMES

Client Address Electoral Ward	Case Outcomes Sum Annual Amount
Oadby Brocks Hill	£749.20
Oadby Grange	£1,314.32
Oadby St Peter's	£38,983.30
Oadby Uplands	£25,174.33
Oadby Woodlands	£11,503.00
South Wigston	£52,778.48
Wigston All Saints	£24,524.00
Wigston Fields	£9,196.02
Wigston Meadowcourt	£25,493.00
Wigston St Wolstan's	£30,384.18

OWBC Matter Summary

Matters	This Period		Last Period	
		%		%
Careers Advice	0	0.00%	0	0.00%
Community Care	3	0.50%	2	0.46%
Consumer/General Contracts	26	4.31%	18	4.17%
Counselling & Psychotherapy	0	0.00%	0	0.00%
Domestic Violence	1	0.17%	1	0.23%
Debt	78	12.94%	78	18.06%
Education	1	0.17%	2	0.46%
Employment	6	1.00%	15	3.47%
Family	6	1.00%	12	2.78%
Foodbank	20	3.32%	9	2.08%
General	12	1.99%	5	1.16%

Hate Crime	0	0.00%	0	0.00%
Housing	45	7.46%	26	6.02%
Legal - Solicitors	29	4.81%	18	4.17%
Mental Health	9	1.49%	12	2.78%
Miscellaneous	55	9.12%	21	4.86%
Tax	5	0.83%	3	0.69%
Welfare Benefits	0	0.00%	0	0.00%
Welfare Rights	307	50.91%	210	48.61%
Total	603	100.00%	432	100.00%

Helping Hands are in the final preparations to move to our new premises at **50e Blaby Road**, South Wigston. This will become the new base as they move out of 66-68 Blaby Road. The intended date of the move is the 14th of October 2024. This new space will offer a more comfortable, accessible, inclusive, and friendly space for both the team and those seeking support via Helping Hands community Trust.

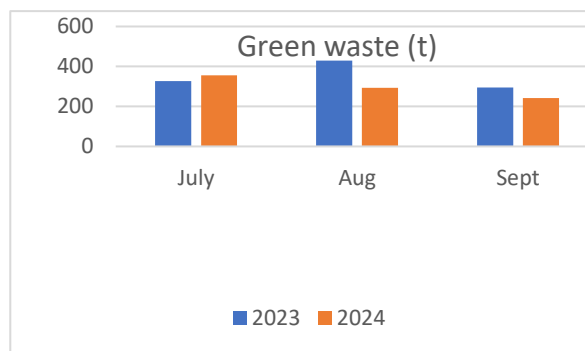
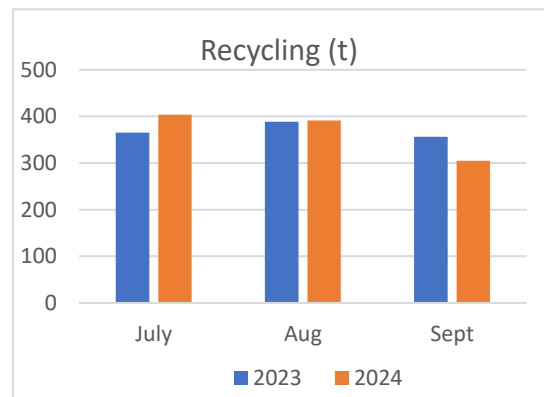
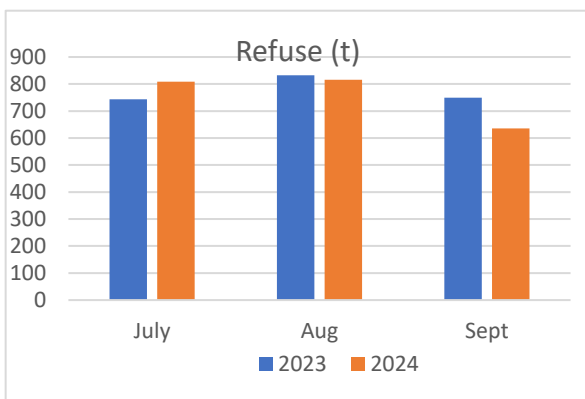


Refuse and Recycling

In Q2 2024 there has been an overall decrease of 66.08 tonnes in the refuse collected, this is a 2.84% decrease compared to Q2 2023.

For the recycling tonnages, there has been a reduction of 12.36 tonnes in Q2 2024 compared to Q2 2023. This translates to a 1.11% reduction of recycling collected between these periods.

For the green waste collected there was a reduction of 158.04 tonnes in Q2 2024 compared to the Q2 2023, which equates to a 15.06% decrease.



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

Waste Type	July		Aug		Sept	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	356.38	22.21	293.94	18.86	242.00	18.65
Recycling	403.48	25.14	391.64	25.13	304.72	23.49
Refuse	808.70	50.39	815.28	52.30	635.46	48.98
Other	36..32	2.26	57.80	3.71	115.15	8.88

Waste Transformation

The waste transformation project has now concluded, and the new service model is now in operation across the Borough. Please see the below key information in relation to the transition:



The new service model now operates 7 daily collections that are:

2 x Refuse Crews	2 x Recycling Crews
1 x Unique Collection Crew per day (ie Bulky, POPS, Clinical, etc)	2 x Garden Waste Crews

Waste Transformation – Key Statistics at 6/11/24)	
Total Bin Swaps =	3597
Split by: Large Refuse Bin: 3554 - Larger Recycling Bin: 43	
Split by Area:	
Oadby = 1765	Wigston = 1832
360L Bin Swaps = 22	
Free Bin Swap = 74 approved – 0 refused	

Waste Transformation – Key Dates	
End of early bird window (for ordering large bin)	CLOSED – 5 th July
Bin Swaps (From Early Bird)	Delivered August 2024
Bin Ordering window continues	Expected delivery ongoing
Depot Staff & route optimization changes	Complete - Throughout July, August and September
Calendar distribution	Complete – August
NEW SERVICE PROVISION STARTED FROM SEPTEMBER 2ND 2024	