



Service Delivery Committee

Operational Updates – Quarter Three (2024/2025)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 3, 76 out of 79 Planning Applications were decided in time or within an agreed extension of time. Of the 4 appeals decided by the Planning Inspectorate, 2 appeal decisions were overturned (i.e. lost by the Council), with 2 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 course of the year as a result of the service transformation work that was implemented at the beginning of the year.

The public consultation on the new Local Plan closed on 21st February 2025. 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 382 new homes per year can be accommodated within the Borough.

Climate Change

Following publication of the Council's Climate Change strategy a short-term Delivery Plan has now been drafted. It includes current and planned future climate related actions over a 2 year period and will co-ordinate these in one document to cover both internal and wider borough activities. Key teams across the council have had input into the Delivery Plan, after consultation with SLT and CMT. Consultation on this document with Members through the Working Group is ongoing.

A further phase of work on the Delivery Plan is to monitor the Council's progress on tackling climate change by measuring our carbon reduction internally and so update our baseline figures from 2019/20. The new carbon footprint will then reflect the move to the new Council Offices at Brocks Hill. This work will be accelerated on publication of the Delivery Plan.

The latest phase of the group buying Big Energy Switch scheme operated by iChoosr and promoted by the Council to local residents, auctioned in October last year. British Gas won with a 12 month fixed rate tariff and switchers based on a standard tariff made an average saving of £153. Plus, the tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability. A new auction opens in February of this year.



To update on the Local Area Energy Plan, Leicestershire County Council (have funding as part of a wider package of work) are working with Energy Systems Catapult to develop this, primarily as an interactive map to provide a plan for decarbonisation across Leicestershire by 2050. Each district will have an energy plan and the Council has continued to input into its development through steering groups and stakeholder workshops and meetings.

Finally, community energy co-operative Green Fox has completed initial calculations to help the Council explore the installation of solar PV on its buildings – this is utilising funding as part of a wider LCC project to accelerate net zero action.

Housing

Stock Condition Survey

To fully understand our housing stock, forecast required planned component renewal budgets, to gain sight into our tenants, and gather information on any potential hazards (including damp and mould) we have commissioned a complete stock condition surveys of the housing stock.

Mobilisation activity was carried out throughout June 2024 including approach, customer contacts, vulnerability and flagged tenant information, data protection, checking of DBS certificates, data collection methodology and so on.

All customers were sent a letter introducing the contractor Impart Links and explaining their role in carrying out the survey.

The survey included assessing the condition and age of components such as roofs, bathrooms, kitchens, matters relating to the Housing Health and Safety Rating System and any obvious repair issues.

As of 17th January 2025 all surveys are either complete or have been through access protocols and have been omitted from the survey list. To be omitted from the list properties need to have been:

- Sent an appointment letter
- Had a minimum of 3 x phone calls
- Minimum 3 x cold calls and or appointed visit (i.e. attended front door)
- A customer refusal

Customer response to Impart links communication has been positive. Access rates are high compared to the benchmark rate of 80% - Impart Links have achieved 87%.

The surveys have highlighted several tenant issues including hoarding and some issues with hygiene that we have been able to alert to housing officers and have begun to assist customers as appropriate. The surveys have also reported some issues that fall into the HHSRS (Housing Health and Safety Rating System) category, which our surveyors have been alerted to and have actioned as required. The data collected at survey will inform our ongoing planned programmes and will assist in prioritising the properties most in need of upgrades

A final report is expected in February 2025.



Tenant Satisfaction Measures 2023-24

The Regulator of Social Housing (RSH) has published its findings of the National Tenant Survey (NTS). The survey acts as a robust and independent benchmark for landlords' Tenant Satisfaction Measurements results and provide information about levels of satisfaction among different groups of tenants.

Benchmarked against the National Tenant Survey the Council scored higher in 11 of the 12 Measures.

		National Tenant Satisfaction Survey	OWBC Tenant Satisfaction Survey
TPO1	Proportion of respondents who report that they are satisfied with the overall service from their landlord	70%	80%
TPO2	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	75%	86%
TPO3	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	69%	81%
TPO4	Proportion of respondents who report that they are satisfied that their home is well maintained	70%	79%
TPO5	Proportion of respondents who report that they are satisfied that their home is safe	77%	78%
TPO6	TP06 Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	58%	72%
TPO7	TP07 Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	65%	76%



TPO8	TP08 Proportion of respondents who report that they agree their landlord treats them fairly and with respect	70%	87%
TPO9	TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	35%	39%
TPO10	TP10 Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	68%	54%
TPO11	TP11 Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	58%	71%
TPO12	TP12 Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	57%	60%

Lightbulb

Quarter three Performance data for Lightbulb can be found at appendix 2

In terms of the budget position, the initial allocation for 24/25 was £381,229, this was less the funding that was top sliced to cover the costs of the pilots. Further funding was received of £69,075, with a carry-over of £400,881 from 23/24.

The total amount of budget available for this year was £851,185 of which we have spent £376,446, with a further £185,289 committed leaving a balance of £289,450.

Additional meetings of the Lightbulb Executive Board have taken place to agree the approach re the pilots for 25/26 and the introduction of the case worker role into the structure to help our residents identify builders, get quotes and manage ongoing relationships with contractors.

Blaby District Council and the Lightbulb Executive Board are still working on finalising the structure for Lightbulb going forward. This includes discussions around a business case developed by County around how Minor adaptations may operate going forward. Once this work is completed a report will be brought to Service Delivery Committee.

Safe Spaces

The safe spaces project will be continuing to understand and develop the offer for people across the County who have hoarding behaviours. A recent review of the service shows that it is well regarded by Professionals, Clients and Family members of those using the service.



The only service improvement identified, was for more of the same. The underspend carried forward from the previous year, will be used to appoint a social worker with ASC. Development of this part of the project has been delayed in part due to staffing changes at LCC, the business case is currently with Directors at LCC. The Safe Spaces Performance Dashboard can be found at appendix 3

Assistive Technology & Dementia Pilot

The focus for Assistive technology and Dementia pilot over the next 12 months will be to review the service offer this will be carried out by the Assistive Technology Project Team leader following this a vision will be developed for the project and a district wide dementia offer. A similar amount of funding as last financial year is being requested again. See the Home Gadgets Performance Dashboard at appendix 4

Housing & Respiratory Illness Project

The Housing and Respiratory Illness Project will continue to develop the delivery pathway identified in the initial stages of the pilot. Working with Partners to understand the impacts of housing on health and offering a robust and accountable referral system which is easy to use for the referring professional and by providing consistent, high-quality data. The project will also look to fill the gaps in service delivery by providing a training pathway for Housing Enforcement Officers across the County, if the option to provide the additional funding is approved.

Our budget allocation for 25/26 is £571, 074 of which £125, 920 will be top sliced to cover the costs of all the proposed pilots if they all go ahead, some are still to be confirmed. The Housing and Respiratory Illness Dashboard can be found at appendix 5

Leicestershire Building Control Partnership

In terms of this quarter for Oadby & Wigton, £13,531 of the income generated has been in this borough. Our market share was 35% in October, dropping to 32% in November but then rising to 63% in December.

This has been a difficult quarter for the partnership as they have gone through two audits one internal audit and an external one by the Local Authority Building Control (LABC). There were no major issues that came out of these audits which was positive. The Partnership however has been open to a third audit which commenced on the 13th January by the Building Safety Regulator (BSR). Leicestershire Building Control Partnership is one of fifty building control providers that are being audited in the first batch of the BSR programme.

Chief Executives have received a letter from Ministry of Housing Communities and Local Government (MHCLG) regarding the new building safety levy that is to be introduced and the new burdens money that will be allocated to cover staff, training and IT costs to implement this. The Leicestershire Building Control Partnership will be developing a proposal for how they will manage this on our behalf and this will be agreed at a future Executive board meeting.

Collection of the new building safety levy will commence in September 2025.



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 over 140 applicants' details for the Household Support Fund.

Benefits Performance

Speed of processing new claims HB/CTS	Q3 Actual
Target 28 days	17.30 days

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

Speed of processing Change in Circumstances	Q3 Actual
Target 10 days	2.23 days

Benefits Calls

Quarter 3	Oct	Nov	Dec
Number of calls	245	418	185
Number of calls answered	236	409	184
Percentage answered	96.32%	97.84%	99.45%
Number of abandoned calls	9	9	1
Average wait time before abandonment (m:ss)	0:27	0:47	0:08

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 Q3	Oct	Nov	Dec
Number of referrals completed	68	80	40

Business Rates

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

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

Business Rates Calls

Quarter 3	Oct	Nov	Dec
Number of calls	67	59	42
Number of calls answered	58	51	40
Percentage answered	86.56%	86.44%	95.23%
Number of abandoned calls	9	8	2
Average wait time before abandonment (m:ss)	4:00	2:21	5:28

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.

There has been a change in the way the Team receive and process work coming in, with the introduction of DASH as a workflow. This change allows closer recording and monitoring of work being received and processed.

Q3 Council Tax Recovery	Oct	Nov	Dec
Reminders	247	379	429
Finals	51	87	43
Summonses	162	240	0
Liability Orders	109	135	190



Q3 NNDR Recovery	Oct	Nov	Dec
Reminders	39	18	20
Finals	31	16	5
Summonses	5	17	0
Liability Orders	8	12	8

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 3	Oct	Nov	Dec
Number of calls	197	224	173
Number of calls answered	173	200	153
Percentage answered	87.81%	89.28%	88.43%
Number of abandoned calls	24	24	20
Average wait time before abandonment (m:ss)	0:21	1:26	0:27

Recovery Calls

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

Recovery

Quarter 3	Oct	Nov	Dec
Number of calls	446	488	365
Number of calls answered	408	442	335
Percentage answered	91.47%	90.57%	91.78%
Number of abandoned calls	38	46	30
Average wait time before abandonment (m:ss)	3:00	3:08	4:29

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)	Oct	Nov	Dec
	%	%	%
Council Tax			
Target Rate	66.79	76.09	85.20
Actual Collection Rate	64.25	73.21	82.11
National Non-Domestic Rates (NDR)			
Target Rate	65.14	73.99	82.29
Actual Collection Rate	67.10	72.23	79.50

This is comparable to the position we were in at the same time last year.

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.

Q3	Oct	Nov	Dec
No of Council Tax properties	24,493	24,526	24,527
No of Council Tax Direct Debits	19,076	19,050	18,763
No of Single Person Discounts	7,650	7,620	7,632
No of Businesses	1,420	1,420	1,423

IT Team

Throughout Q3, the IT team have prioritised the external cyber security audit as this is a key audit that checks all elements of the infrastructure. The audit is trying to find vulnerabilities in the Councils infrastructure whereby it tries to penetrate the network from an external perspective, a user's device and known cyber threats. The audit then reports on anything that could be improved or changed to increase the chances of preventing a cyber threat affecting the Council.

The results/report was received in December and very positive. There were no major issues or vulnerabilities found, but they have given some lower threat recommendations that the Council can adopt to improve further. An action plan has been created and the IT team are working through this to ensure we are as cyber secure as possible.

Throughout this period, we have also rolled out Windows 11 to all users. Following testing with 15% of the work force, this was rolled out to all staff throughout Q3.

In December, it was time to renew the Councils VPN certificates for end user devices which was completed with no downtime to staff to ensure a seamless update whilst maintaining service provision for the entire workforce. The other main focus has been dealing with annual leave and preparing for the Christmas closure.

See key information of service delivery below:



	Type	Oct	Nov	Dec
Number of contacts	Service Desk	70	76	56
	Email	14	10	11
	Walk in / Phone	32	32	18

Standard	Target	Oct	Nov	Dec
Response time for urgent issue	Within 1 day	Less than 1 day	Less than 1 day	Less than 1 day
Response time for routine issue	3 working days	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%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

	Oct	Nov	Dec
Major changes completed by IT team	<p>External Cyber Security test started</p> <p>Team undertook some Microsoft workshops to ensure we are best utilising Microsoft products</p>	<p>External Cyber Security test completed</p> <p>Completed recruitment for vacant post</p> <p>Tested Windows 11 with select users</p>	<p>VPN certificate renewal</p> <p>Moved all devices to Windows 11</p>

Communications and Marketing

Our email subscription service

Measure	Q3 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	13282	+2.2%	31.6%



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

Measure	Q3 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	78.2%	-0.9%
Open rate	52.4%	+3.2%
Bulletins sent (in quarter)	49	+4
Emails delivered (in quarter)	202,765	+19.1%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	103	-1%
Community & Voluntary Sector	3272	+4.8%
Community Safety, Crime & Anti-Social Behaviour	1582	+12.9%
Consultations & Surveys	3355	+4.2%
Council News & Information	7068	+1.8%
Health, Wellbeing, Sport & Leisure	4959	+2.7%
News for Businesses	1226	+2.1%
News for Council Tenants*	1071	+4.1%
Planning	401	+112.1%
Private Sector Housing News	559	-2.4%
Recycling, Refuse & Bin Collections	6193	+2.4%
Sports Clubs	12	N/A
What's On & Events	3821	+3.2%

* 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.

[Borough recognised as East Midlands in Bloom's least littered entry as it scores 14th consecutive Gold Award](#)



[Consultation launched on review of local election boundaries in Oadby and Wigston](#)

[Support the boroughs Remembrance parades this November](#)

[Solar Panel installation commences at Wigston Pool and Fitness Centre](#)

[Borough bin review to maximise efficiency and prioritise heavily used areas](#)

[Oadby & Wigston volunteer heroes celebrated at glitzy awards evening](#)

[Popular scheme returns as 1,000 free trees gifted to Oadby & Wigston residents](#)

[Budget Consultation - 2025/26](#)

[Council Leader's statement on English Devolution White Paper](#)

[Read the latest 'Our Borough' now!](#)

[Salon 62's 'Santa's Workshop' scoops top prize in borough's Christmas shop front competition](#)

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	4965	+574
Number of posts	91	-22.2%
Post reach*	167,849	-8.4%
Engagement – reactions, comments, likes and shares	2,838	-1.6%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2668	-24
Number of posts	57	+5.2%
Post impressions*	11,400	-24.5%
Engagement – reactions, comments, likes and shares	142	-40.8%



*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 continues to work with both the Clean & Green team and the Revenues & Benefits team on service improvements. The Council Tax team has now fully moved to using the DASH system as their workflow. The Business Rates section is next in line to migrate, and work is currently underway to achieve this.

Following a successful assessment we achieved the Customer Service Excellence award for the fifth consecutive year, earning 10 Compliance Pluses. This achievement reflects the dedication and hard work of staff who have risen to the challenges posed by organisational change.

The new compliance system has been implemented for managing Freedom of Information (FOI) requests, leading to a reduction in response times. Work is now progressing on phase 2 and moving complaints administration over to this platform.

HR Team Update

Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q3 (31.12.24)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q3 (31.12.23)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	172	164	186	178.77
Number of Temporary Staff (Agency Workers)	5	5	6	6
Total	177	169	192	184.77

In addition to the agency workers listed above there were also 86 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

Reason for cover	Number of agency days worked
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Sickness	32
Annual Leave/Contractual Bank holidays in lieu	45
Replacement for Permanent Staff	0
Extra Agency staff to cover extra Monday & Tuesday rounds & compost	9
Total	86

The number of agency workers in our Waste & Recycling team has reduced considerably from earlier in the year following the move to fortnightly bin collections and that we need much fewer staff to cover the Monday/Tuesday rounds and compost although that have been a number of days needing to be covered due to sickness.

Staff Turnover

As you will see from the table below staff turnover has decreased over the previous 2 years. We are just slightly above the median local government rate of 14%.

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

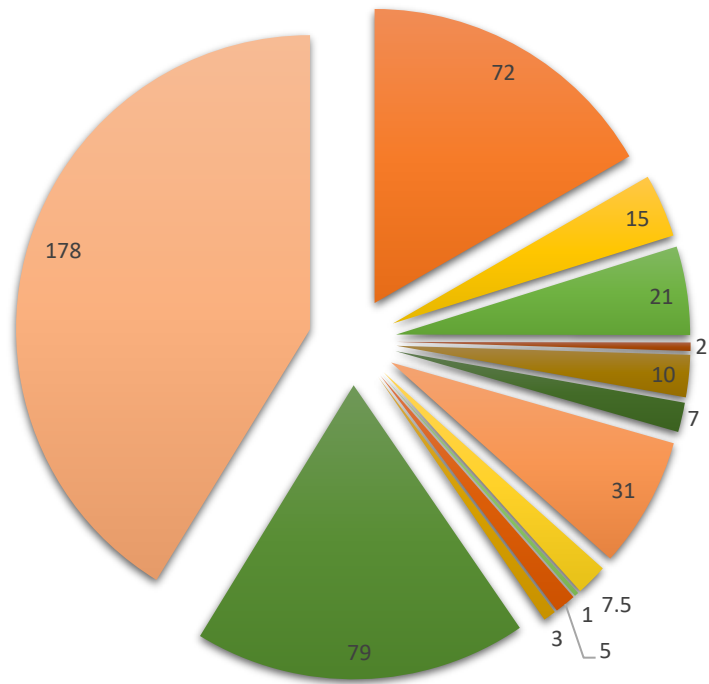
Staff Sickness

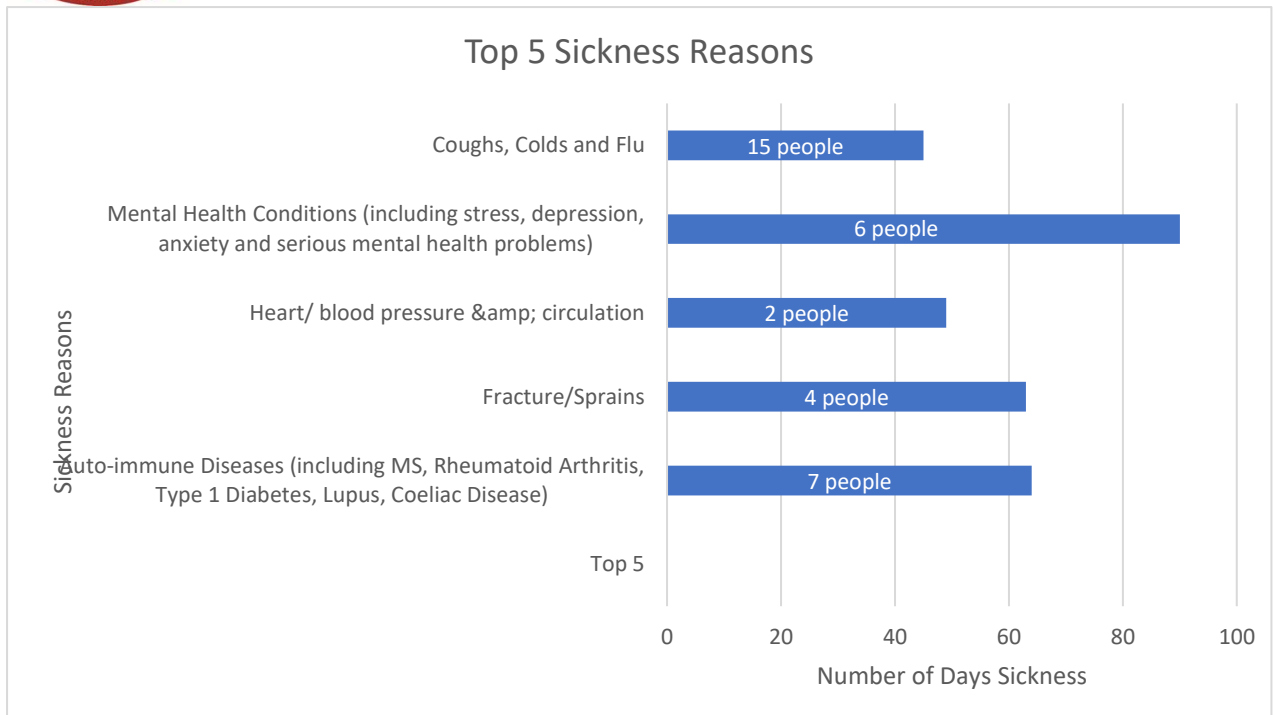
In Q3 2024-2025 our total number of days lost due to sickness was 431.5 days.



Number of Staff Sickness Days Q3 2024-2025

- Clean & Green
- Corporate Assets
- Customer Services
- Economic Regeneration
- Environmental Health
- Finance
- Housing
- HR
- Legal & Democratic Services
- Planning Policy & Development
- Regulatory Services
- Revenues & Benefits
- Waste Services





The most common reason for sickness absence tends to be mental health conditions. Although we have a high number of days lost due to this reason it is a limited number of employees who are on long term sick leave who are affected and could be for a range of reasons including personal reasons.

Other common reasons for longer term absence include auto-immune diseases and fractures/sprains. Colds/Coughs/Flu are also common and this tends to be limited to short term absences, particularly during the winter flu season.

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 (EDI)

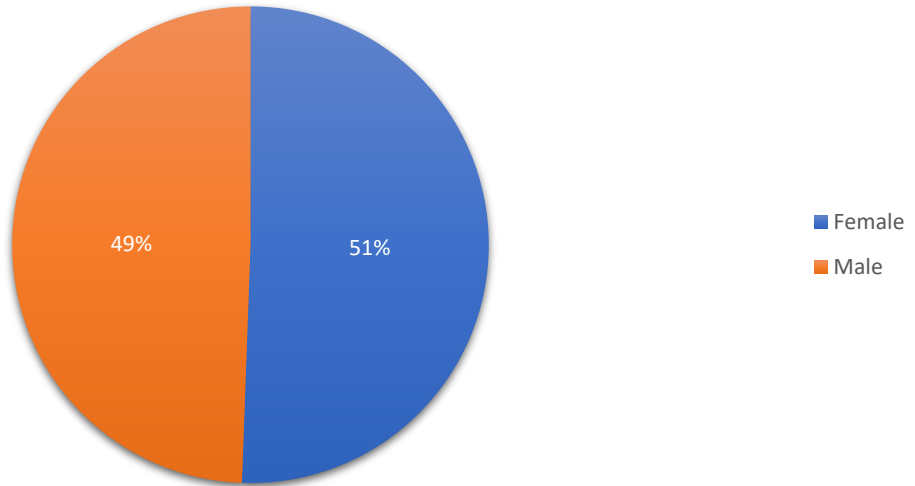
To better understand our employee profiles, we ask staff to provide us with their EDI information. Staff members do not have to provide this information, it is optional for them to do so.

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 a 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.

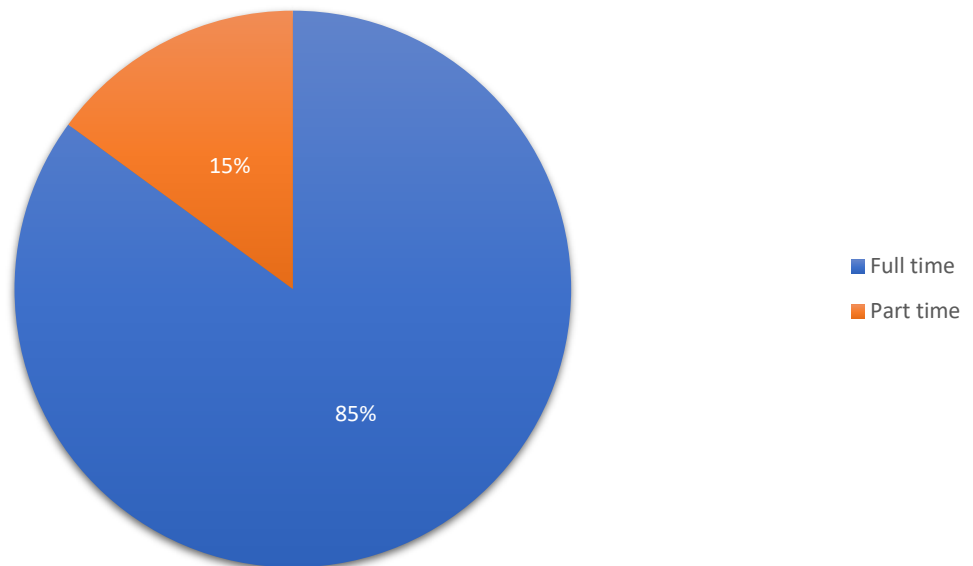


Gender Profile



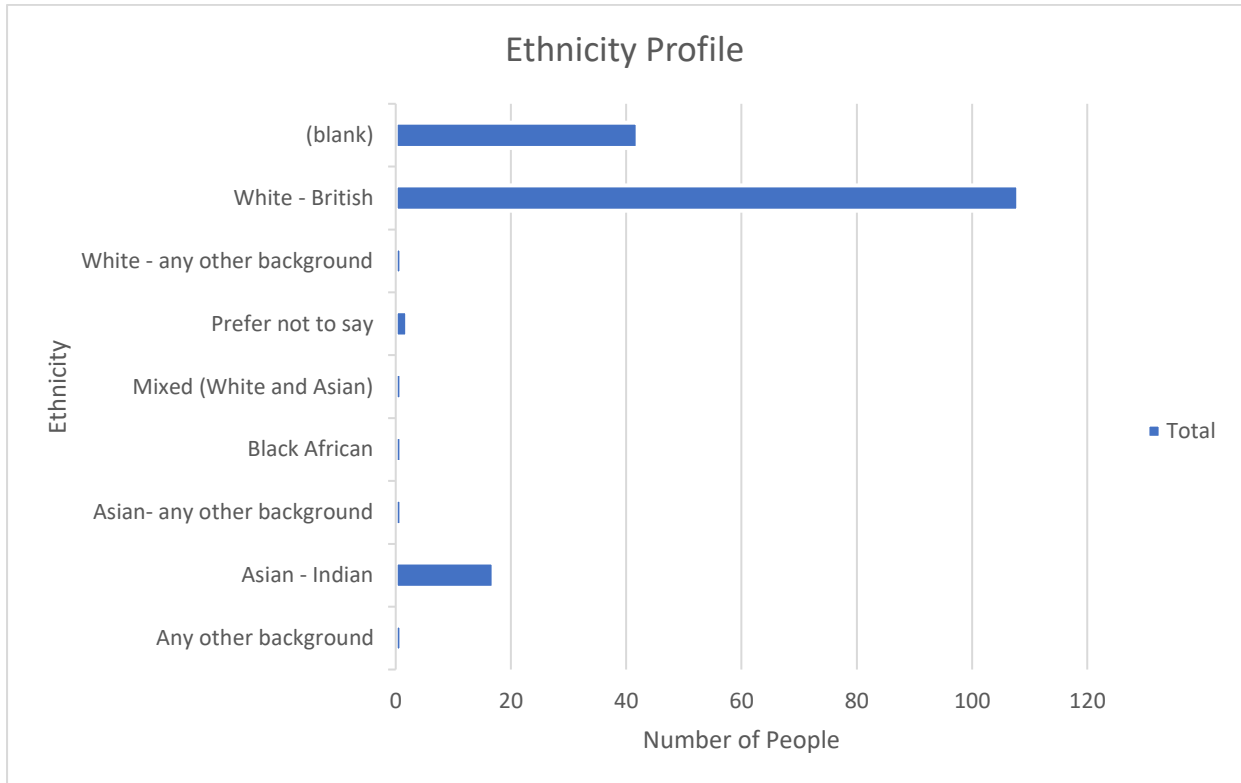
We have approximately 15% of employees who work part-time which is fairly low compared to the national average which is 24%.

Employment Type Profile

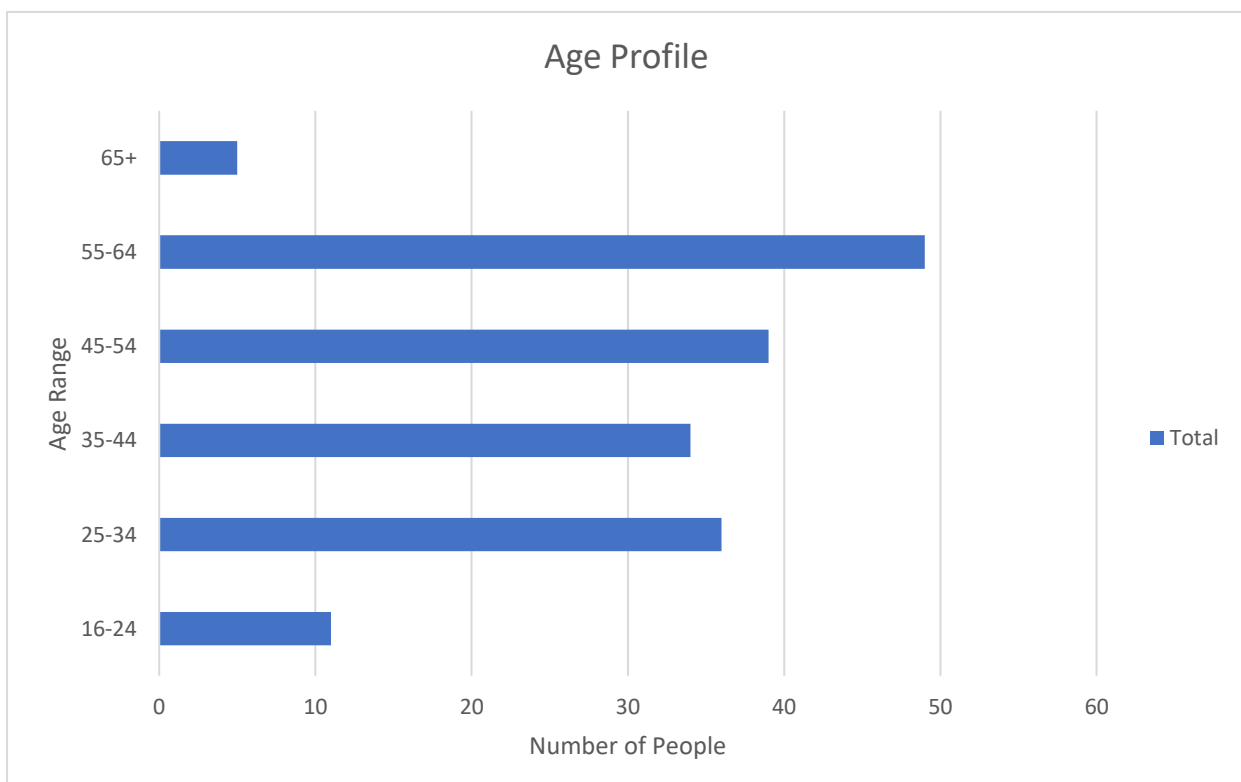




Our current data show that we have a high proportion of White British employees, followed by Asian employees, then a lower proportion of Black employees. This may be due to our local demographics. Nationally 89.9% of local government employees are White, 3.8% are Asian and 4.3% are Black.



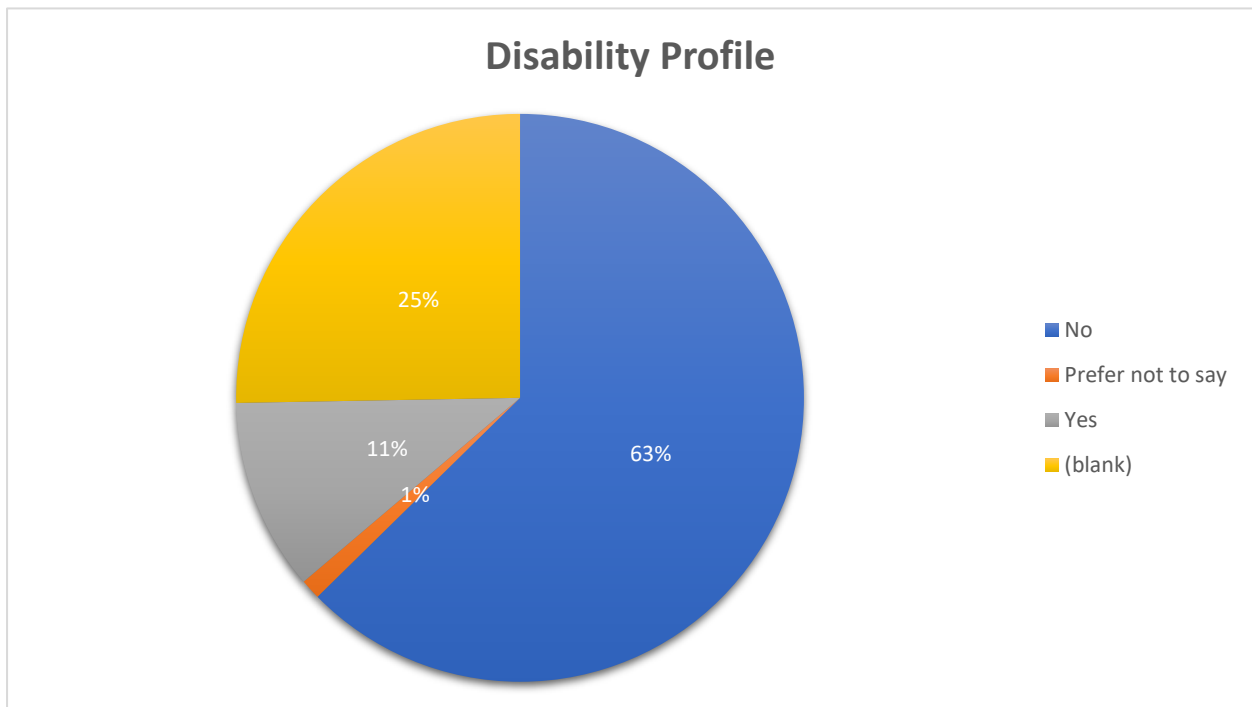
Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64.





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.



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. The Regulatory Compliance Apprentice who has now passed her assessments and exams and become a Regulatory Compliance Officer will be enrolling on a 2 year food course during Q4 which will give us added resilience and provide much needed capacity in this area of work. There is still a backlog of inspections which we are working hard to recover and we have a plan set out to ensure all high risk inspections will be completed by the year end. Staff absence and a greater demand for our other services has not helped. The Manager is now providing a day a week operational cover to ensure the day to day Environmental Health service can cope. During Q3 we had a food service audit which gave significant assurance overall while recognising capacity is an important issue.

During quarter 3, 4 inspections took place, 2 businesses had several revisits following their inspection due to pest proofing issues and hygiene issues. One involved the service of a



Hygiene Improvement Notice. 5 new businesses have registered with all 5 triaged, and all 5 classed as high risk which will 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 33 new food businesses registered that require an inspection. There have been 28 food and health and safety complaints investigated in this period.

The team are continuing to work with the FSA, the Food Crime Unit, and Trading Standards in relation to food packaging.

Environmental health service requests have increased this quarter with over 400 received relating to side waste, alleged fly tipping, abandoned vehicles, noise and pollution related incidents. One fixed penalty notice was issued for a fly tipping offence.

In Q3 no welfare burials were handled.

A case referred to the Crown Court for a trader working unlawfully during Covid along with other offences was concluded and the trader responsible received a 71 month custodial sentence, along with a 10 year directorship ban. The trader will serve approximately half of the sentence in prison and then will be released on licence. If he breaches his licence conditions, he will be recalled to prison to continue the remainder of his sentence. Trading Standards were the lead agency supported by Environmental Health.

The Council attended a Defra workshop on PM 2.5 (particulate matter less than 2.5 microns in diameter which due to their small size can travel far, and many can be inhaled and enter the bloodstream). This work is looking to examine options for real time measurement, see what future controls are needed, clearly define objective levels, and how practically we can make a difference working more effectively.

The Parklands Primary School air quality school pilot project is unlikely to continue into Q4. Much work has taken place with the support of the school in the last 2 years. Unfortunately at this time the school are unable to commit staff and pupil time going forward. Launde Primary School is one that is now being considered. They are keen to work with us to improve outcomes for their children, to improve knowledge, understanding, reduce inactivity levels for their pupils and reduce congestion issues in and around the school at peak times.

In Q3 we consulted on our first ever Air Quality Strategy and this will set out our key objectives to improve local people's health and wellbeing. This also meets with the new mandated requirement from the Government that all local authorities should have an air quality strategy for their area. It is recognised that local government has an essential role to play in delivering cleaner air for communities and this will be considered by the Licensing and Regulatory Committee in Q4.

Dogs

Animal Care Services Ltd (ACS) continue to be contracted to provide our statutory stray dog service. The agreement runs until April 2026 (with an option to extend a further 2 years after).

In the last 12 months they have collected 15 strays on our behalf with 0 put to sleep, 6 reclaimed by their owners (5 within 24 hours) and 5 rehomed. Only 1 dog had to be treated by the veterinary surgeon. Dogs prior to rehoming will receive a behavioural assessment.



We make stencilling requests direct (35 in the last year) and ACS will carry these out as and when they patrol. Our contract is for 6 hours per week of patrols in parks, open spaces, along footpaths and known problem areas. Most of the work is focussed on education and reminding dog owners of their obligations to remove dog fouling. No fines have been issued but 25 warnings given to dog owners who have then conformed.

ACS provide an invaluable service for us when assisting with dangerous dogs and banned breeds.

There is a consultation currently on our Public Space Protection Order which provides controls for dog fouling, keeping dogs on leads and dog bans from certain areas. This will be considered at the Licensing and Regulatory Committee in Q4 and then Council in April 2025.

Private Sector Housing

The team are dealing with approximately 150 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	892
Number of exemptions	0
Empty homes undergoing renovation	13
Licenses pending	21
Licenses issued	765
Licenses withdrawn	104
Income	£646,204.01
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

We have now completed 303 property inspections within the selective licensing scheme area.

During Q3 a considerable amount of work has been carried to develop proposals for a new selective licensing scheme which, subject to approval, could start following the conclusion of the current one in May 2025. Consultation is currently taking place with a report and decision to be considered in Q4.

Empty Homes

Proactive work on empty homes is currently limited due to a focus on the selective licensing scheme inspections. Reactive work continues with tackling empty homes on a complaint basis. In Q3 we have issued two properties with Prevention of Damages by Pests Act notices.



Energy Grants Projects

We are currently in the process of commencing the close down for the Social Housing Decarbonisation Fund, Wave 2.1 where measures have been successfully installed into 72 properties with a further 5 being surveyed at the moment. In total 150 energy efficiency measures will be installed across the term of the scheme.

We have also received an indicative figure for the new governments private homes scheme called Warm Homes: Local Grant which would provide us with £1.78 Million of funding for the initial two years of the scheme with potential for further funding in year three subject to the Department for Energy Security and Net Zero approving further funding for the scheme nationally. A decision is likely after April 2025.

Licensing

A case file is being prepared for a former licensed premises for allegation around noise nuisance and contravention of Licensing Act 2003. This follows joint working with Environmental Health over an extensive period.

The Institute of Licensing have produced some new guidance for taxi and hackney carriage drivers. We are in the process of updating our policy to reflect this along with a revision of our penalty points system. The proposed changes will be considered by our Licensing and Regulatory Committee in Q4.

All animal welfare establishment have now been inspected.

Q2 licenses processed

New and renewal vehicles	102
New and renewal drivers	36
New and renewal operators	2
Street collections	5
Small society lottery	2
House to house	8
Other licences	17 (4 relate to animal welfare)
Licensing Act	22

Community Lottery

A successful volunteer event was held in November 2024. This was supported by and promoted the work our community lottery, recognising the value that our local volunteers and community groups make.

We are now required to provide quarterly Gambling Commission regulatory returns. I am pleased to report there are no issues to raise in Q3.

Our Gambling Licence has been updated to include the Section 151 Officer as Annex A along with the Head of Law and Governance. An Annex A individual is a person ultimately responsible for ensuring we comply with all the Gambling Commission requirements.

There are 29 good causes currently signed up and 417 tickets sold approximately each week which is generating £13,010 in annual revenue for our voluntary and community sector.



Corporate Assets

Staffing

A new assistant premises officer was recruited in October which allows for more resilience within the team.

Training

From discussions during appraisals and previous one-to-one meetings, a comprehensive training program has been implemented across the team. This aims to ensure that all staff have the necessary skills and knowledge while also improving the team's overall resilience. The training will continue to be rolled out over the coming months

Events

The Clean and Green team have helped with the following events by ensuring the areas were clean and tidy, while providing support wherever needed

- Remembrance Sunday Parade 10th November
- Beacon Lighting at Peace Memorial Park 11th November
- Oadby Light Switch on 16th November
- Wigston Light switch on 30th November
- Christmas Capers South Wigston 7th December

Pothole repairs

Work has begun on repairing potholes and refreshing line markings across the borough's car parks.

In this quarter the following car parks had works-

- Sandhurst street- pot hole repairs- 19th November
- East Street Car Park – pot hole repairs- 21st November
- Spring Lane- line marking- 21st November
- Aylestone Lane -Line marking- 25th November
- Station Street- Line marking - 27th November

The following works are due to take place in the next few months weather permitting

- East Street Car Park- Line marking
- Kirkdale road- pot holes and line marking
- Wigston Swimming pool- line marking

Parking

We have been collaborating with our parking machine contractors to resolve issues with our card readers. Following a successful trial at Parklands, we are now preparing to install 20 new card readers across all our car parking machines to enhance efficiency and user experience.



Penalty Charge Notice Issued, and income generated

2024	PCNs Issued	Income generated
October	94	£2,401
November	88	£2,349
December	46	£1680
Total	228	£6,430

Complaints, FOI's Member Enquiries and Dash

Area	FOI	Complaints stage 1	Members Enquiry	Dash
Cemetery	1	0	2	8
Allotments	0	0	0	36
Parking	3	0	0	27
Pavilions	0	0	0	3
Cleansing	1	0	5	177
Green	1	0	1	35
Other	3	0	4	24
Total	9	0	12	310

Corporate Assets received 331 enquiries through the channels mentioned above, with the majority submitted via the customer service team and the DASH system. There has been additional enquiries received through email and customer calls, which are more difficult to quantify.

Ministry Of Justice Community Payback

The weekend team have been very helpful in clearing overgrown vacant plots and carrying out winter maintenance of hedges at the Aylestone Lane allotments. They will soon begin similar work at the Wigston Lane allotments.

The weekday team has completed winter maintenance at Blaby Road Park and the Peace Memorial. They are now focusing on the junior play area project at Brocks Hill. This work has been a great asset to the Clean and Green team and allowed them to focus on other work.

Community and Wellbeing

Leisure Contract – provided by SLM

The Autumn/Winter Period of October through December is notoriously the slowest period of the year in the leisure industry with dark nights, cold and wet weather and lots of other distractions including Christmas and New Year. Similar to the previous period it is one which is difficult to predict for activity use as this is very weather dependent, if the weather is mild we can expect an increase in the people attending the indoor leisure environment, however if the weather is inclement and cold people are looking to go home and get warm rather than come out to the Local Leisure Centre.

Review:



It is pleasing to note that gym use and group exercise classes had a good increase like for like on last year, with more users accessing the facilities particularly after the investments at Parklands to increase weight resistant equipment, however the increase in Gym use was tempered with reduction in sports and activities particularly soft play as the weather was better than last year so more people looked to participate in other activities outside of the centres.

An average attendance of 55,880 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was 59,190 customers per month coming through the doors. The main decrease we have seen were in October and December where movement in School Holidays and noted above the weather being better than it was the same period last year so less people came to use the centres.

We do note that Swimming lesson numbers are down on last year which particularly impacts on user numbers as shown with spectator visits dropping commensurately. The biggest driver in this is post COVID swimming lesson numbers grew rapidly as there was a year of missed swimming and now as time progress those additional children coming through the pools has reverted back almost to pre covid levels.

Description	Oct-24	Nov-24	Dec-24	Total	Oct-23	Nov-23	Dec-23	Total	Variance
Swimming	23,224	22,675	15,611	61,510	27,818	24,355	19,932	72,105	-10,595
Gym/Fitness Classes	22,657	21,836	17,068	61,561	21,504	19,526	16,206	57,236	4,325
Sports/Activities	4,799	4,638	3,956	13,393	4,863	4,546	4,880	14,289	-896
Activity Total	50,680	49,149	36,635	136,464	54,185	48,427	41,018	143,630	-7,166
Spectators	12,067	11,709	7,400	31,176	12,843	12,306	8,791	33,940	-2,764
Grand Total	62,747	60,858	44,035	167,640	67,028	60,733	49,809	177,570	-9,930

Membership:

Over the last Quarter the trend on core activities was good and Gym membership maintained a good like for like on last year which has shown some signs of recovery from previously where we have lost out in regards to competition and car parking related issues.

Swimming Lessons have taken a significant hit however and as noted in the usage we put this down to the post covid effect where swimming lessons performed at their highest ever levels and are now returning to Pre Covid levels.

Membership	Oct-24	Nov-24	Dec-24	Average	Oct-23	Nov-23	Dec-23	Average	Variance
Gym	4,415	4,436	4,388	4,413	4,409	4,426	4,334	4,390	23
Swim Lessons	2,750	2,695	2,783	2,743	2,913	2,916	2,868	2,899	-156
Total	7,165	7,131	7,171	7,156	7,322	7,342	7,202	7,289	-133



Community Well-Being:

The Leisure Centres had yet another great quarter where we continue to deliver on this years 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

- The Winter HAF Junior Gym membership programme ran at Parklands. We managed to have a total of 29 users over the Winter break.
- We have had 2 referrals through the LCFC violence reduction programme.

Healthy Ageing

- Through Q3 the senior sessions have been fantastic with 780 attendances. These include Senior Kurling, Senior Badminton and Walking Football.
- At Wigston Pools & Fitness we trialled a community health walk in. this walk was targeted at over 50s and people with long term health conditions. Its was a 30-minute walk around Blaby road park and back to the leisure centre for a hot drink. We had 4 attendances, but we have decided to relaunch on a different day.
- There's current 8 carer memberships across the 2 leisure centres.

Healthy Communities

- In October we ran a Menopause Roadshow in partnership with Vita Health, Active Together and Age Concern menopause awareness. Over the course of the week, we ran sessions at across the leisure centres as well as an online event on world menopause day to celebrate and offer the information online that's was offered at the events. People attending the events managed to access specific exercise classes targeted at menopause such as Pilates, walking netball and aqua fit as well as to hear about the different signs and symptoms of menopause along with a specific diet that could support the management of the symptoms. it was a great success, and we managed to reach over 200 people over the week!
- As part of our partnership with the Leicestershire FA, they delivered partnership footballs to each site.
- The ladies No strings badminton session had 114 attendances • The social pickleball session at Parklands had 48 attendances through this quarter

Healthy Lives

- Through Q3 we have had 5 referrals come through and start the programme. All of these signed up as members to access the exercise referral scheme. We will be looking to create some new marketing in the new year, to push new referrals.
- The Parkinson's membership offer currently has 71 members accessing the leisure centres in the Oadby & Wigston Borough.
- The steady steps maintainers had 115 attendances this quarter.
- The Heartsmart cardiac rehab programme had 964 attendances across the 4 weekly sessions.
- Escape pain plus we are now running at the centre had 72 attendances over the quarter.



Healthy Workplaces

- Everyone Active attended the Leicester Business Festival skills workshop at University of Leicester Business hub. The event looked at bringing together local business to build a skills plan looking at the local sport and physical activity sector and making a collective effort to improve the conditions of the local sector to recruit, train, support and retain a more representative, inclusive, skilled and trusted workforce ready to support our local population.

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

General:

In general although it is disappointing to report on numbers dropping, we have identified that a large majority of this is industry wide and not as of a local effect. W

We are confident in the understanding that a large proportion of this was based on customer choice being driven by the winter and the weather and despite this core gym memberships etc have maintained a parity on last year.

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 health and 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 team have continued to support boxing sessions provided by professional boxer Paige Murney and Waterfront Sports & Education Academy that engage with disengaged students at South Wigston High School. Funded by UKSPF, data will be gathered in Q4 for reporting.

Due to capacity challenges, Parklands Primary School have taken a step back with supporting the Council's Air Quality Project. A shift in focus to Launde Primary School has taken place.

Martha Jones, Public Health Apprentice and supported the relaunch and redesign of the Pantry Nook in South Wigston. The provision now runs weekly from Elliott Hall to support individuals and families with affordable groceries and household items. After 8 weeks, the Pantry now has 23 members supporting the project and have provided essential items to 63 adults. The Pantry also ran a Christmas hamper day where families were provided with affordable Christmas foods and items.



As part of the Community Health and Wellbeing Plan, Martha is working on the priority group for Physical Health. In particular, she is working on cancer screening rates in the borough. She is meeting with O&W PCN staff to look at the barriers to accessing cervical screening and how to promote more residents to take it up. Other colleagues are sitting on the Risky Behaviours with Young People priority group.

Health and Wellbeing – supplied by Blaby District Council

In Q3, the health partnership was launched on the 19th of November with both Faye Gardiner and Tracy Gaskin in attendance.

The first working group for the Physical Inactivity priority commenced and was chaired by Faye Gardiner. Within this meeting, 4 key priorities were identified and set with delivery partners, funders and key stakeholders such as Active Together in attendance. The four identified priorities within Physical Inactivity are Older Adults, Ethnic Diversity Communities, Place based Approaches and Children and Young People. Within these priorities, the working group have begun to set objectives to deliver against, such as physical activity provision and education in Mosque Schools. Objectives for delivery are due to be finalised at the next meeting on the 12th of February when the full action plan will be outlined.

Faye and Tracy also attended the children and young people mental health working group on the 8th of November, where we were involved in discussions to shape the action plan to support Hussein Khan with the delivery of this priority and to gain a greater understanding of the support schools need regarding children's mental health.

We are currently in the process of writing a Sport England bid to support a 'place based' approach to delivery of physical activity and health initiatives in Oadby and Wigston Borough. We have identified an MSOA in OW using Active Lives and JSNA data where residents are the most inactive in Leicestershire and have poor health outcomes. The funding would support us to run community consultation in this MSOA area for 25/26 (contract dependant) with the aim being to use the data collected to shape the delivery of a targeted 9-week physical activity behaviour change programme supporting residents within this area to be more active and improve health outcomes as a result. This would involve signposting to local activities as well as providing new, targeted programmes in the community, with incentives and rewards for attending.

Tracy Gaskin attended the district health leads meeting on behalf of Oadby and Wigston on the 25th of November to discuss health priorities for the borough and will continue to attend this quarterly.

We are looking to recruit a full-time permanent health and physical activity post in early 2025 which would support the operational delivery of health initiatives in Oadby and Wigston and allow Faye Gardiner to provide more strategic support for the contract.

Meetings with Martha Jones, the public health apprentice, took place in November to outline where further support may be needed moving forward with health programmes in the borough.

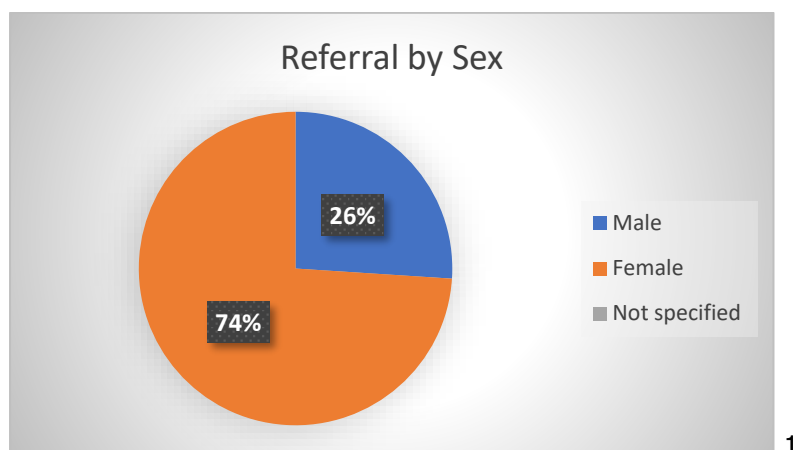


Sport and Physical Activity – supplied by Blaby District Council

Referral Data

We have successfully processed a total of 110 physical activity referrals from residents for Q3. This can be broken down into 73 self-referrals through the new pathway and 39 referrals directly from health care professionals. Of the OW referrals received, 56% were deemed as completely inactive at baseline.

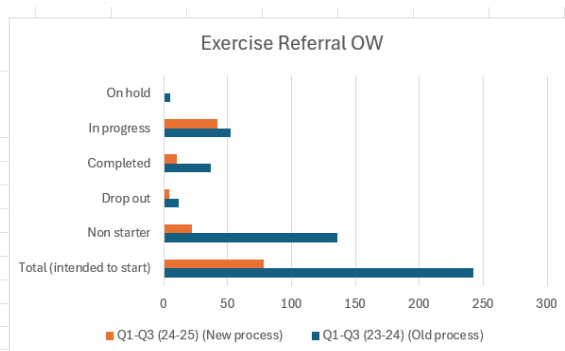
We have seen a considerable increase in the number of female referrals received since moving to a self-referral pathway, with 74% of referrals from Q3 reporting as being female. This is positive as women are more likely to be inactive (49% of female referrals are completely inactive vs 44% of male referrals). However, more targeted promotion to encourage an increase in male referrals should still be looked at.



1

Exercise Referral

Status	Q1-Q3 (23-24)	Q1-Q3 (24-25)
	(Old process)	(New process)
Total (intended to start)	242	78
Non starter	136	22
Drop out	12	4
Completed	37	10
In progress	52	42
On hold	5	0
Unknown	0	0



The change in process from Health Care Professional referring into Exercise Referral at Parklands Leisure Centre to a self-referral process has had a positive impact on the number of non-starters, falling from 56% (136) in Q1-Q3 23/24 to 28% (22) Q1-Q3 24/25. Furthermore, dropouts from those starting the programme have dropped from 12 in Q1-Q3 of 23/24 to 4 in 24-25, a 67% reduction.



Easy Movers

We have begun a new 'Easy Movers' circuit class at the Freer Centre, providing a new community offer for residents with health conditions who are looking to get active. We have had 19 participants attend so far with 106 attendances over the quarter.

Community Programme Feedback

94.4% of participants agreed or strongly agreed taking part in one of our community programmes has increased their physical activity levels. Furthermore, 61% of participants said they agree or strongly agree they had seen improvements in their mental health. Finally, 89% said they were very satisfied overall with the programme they attended.

I have done more PA than I would of without the programme	To what extent do you agree or disagree with the statements about your participation in the activity. [It has helped me to manage my mental health]	How would you rate your overall experience of participating in the activity?	How satisfied were you overall with the programme?
94.4% agree or strongly agree	61.1% agree or strongly agree	83% rated their experience as Excellent	88.8% were very satisfied with the programme

Quotes from feedback
I enjoy pushing myself and learning new exercises that are helping me get stronger. I like that it gets me out the house each week for some time to myself.
My favourite part of the sessions is learning new skills, making friends and fitness. I love it and it's always something I look forward to in the week.
I love that I feel included in every session and everyone is made to feel welcome. I've also found out more about what is available locally to me.
Lovely group to walk with and Michael is very committed and a great walk leader. It has motivated me to walk more.

Q3 Attendance

This quarter, we have had a total of **691 attendances** across our Level 2 community programmes and over **564 attendances** across our targeted health condition programmes (Level 3 and 4). Individual attendance figures are shown in the tables below:

Participation Numbers - Level 2 Programmes



Session	Location	Started	Attendance
Walking Football	Wigston Academy	Ongoing	77
Walking Netball	Wigston Academy	Ongoing	96
Walking Cricket	Beauchamp College	Ongoing	81
Walking Hockey	Uni of Leicester Sports	Ongoing	106
Health Walks	5 x walks across borough	Ongoing	331
Total			691

Participation Numbers- Level 3 Programmes

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	110
Easy Movers	Freer Centre	Ongoing	106
Escapees	Parklands Leisure Centre	Ongoing	57

Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	9 Participants
Steady Steps Plus	Oadby St Pauls Church	Ongoing	91
Steady Steps Plus	Wigston Freer Centre	Ongoing	40
Total			404

Participation Numbers- Level 4 Programmes

Steady Steps	Participants	Attendance
Finished delivery – no programmes in Q3		

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	10



Community Safety

As of December all Safer Streets 5 actions for the Council have been completed to the satisfaction of both the OPCC and the Home Office. This work has seen the CSP arrange for the structural and electrical testing of 65 street lighting columns across the Borough to deter and reduce crime and ASB in hot spot locations identified via Partner data. Of these columns 20 were converted by Rapid Vision, the manufacturer of the CCTV units utilised by the Partnership, to host new units funded by Safer Streets bringing the total number deployed in the Borough to 25. These units are accessible via 4G and direct Wi-Fi, using dedicated software, by both the Council and the Police.

Remaining CSP funding provided by the OPCC has been earmarked for the identification, testing and conversion of around 10 additional columns in the Borough, focusing on South Wigston, to address new hot spot locations for crime and ASB raised via the CSP and JAG meetings. The OPCC are in support of this approach.

Additionally, within Safer Streets both the Oadby and the Wigston cemeteries have seen the installation of a dedicated, hinged CCTV column to host solar powered CCTV units purchased outside of the Safer Streets funding. An installation attempt for these cameras was made prior to Christmas but it was found that an engineer from the provider of the solar CCTV would be required as the system is not 'plug and play'. A date is being sought where both the engineer and Gary Moss are available in order to drop the columns and install the CCTV currently stored at the Depot.

In the wider Safer Streets work in the Borough there is only one remaining action open, managed by the Police and the OPCC themselves, focusing on target hardening and cocooning of properties that have been victim to, or are within an area of increased risk for, burglary. This action, although one of its original goals has been completed, has been extended due to public demand; the original target for target hardening was 400 properties with 746 assisted to date. For cocooning the target is 1,300 properties in the Borough with 1,162 assisted to date. A large driver in the success of this work has been a door knocking campaign lead by the OPCC and the Police Volunteers, and the extremely well attended target hardening event held at the Council Offices in November.

Anti-Social Behaviour

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

Q3		
Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 12		
Number of incidents per month		
October 24	November 24	December 24
3	7	2



Of these 12 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Taking drugs'. Other reports included 'Damage', 'Shouting and swearing', 'Presence of dealers of users', 'Verbal abuse' and 'Noisy neighbours'.

The Council's Housing Department have logged and investigated **10** reports of ASB. The most common reports being 'Noisy neighbours' and 'Verbal abuse'.

The Council therefore in Q3 have recorded and investigated **22** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q3		
Total number of ASB reports: 22		
Oadby	South Wigston	Wigston
4	4	14

Helping Hands – Information supplied by Helping Hands

From the 1st of October 2024 to the 31st of December 2024, approximately 387 residents from Oadby & Wigston used our services. The highest electoral ward area was South Wigston, with the Trust seeing approximately 114 clients from the area during this reporting period. This quarter, welfare rights were the highest matter for clients seeking support.

The Trust has continued to operate within the Borough in many areas due to additional funding support outside that provided by the Council. However, the funding received from OWBC remains a critical part of our operating model as it covers a significant element of our core costs.

Electoral Ward, no. of clients OWBC

Client Address	Client Details
Electoral Ward	Count Number of Clients
Oadby Brocks Hill	7
Oadby Grange	13
Oadby St Peter's	32
Oadby Uplands	18
Oadby Woodlands	16
South Wigston	114
Wigston All Saints	36
Wigston Fields	60
Wigston Meadowcourt	51
Wigston St Wolstan's	40
Report Total	387

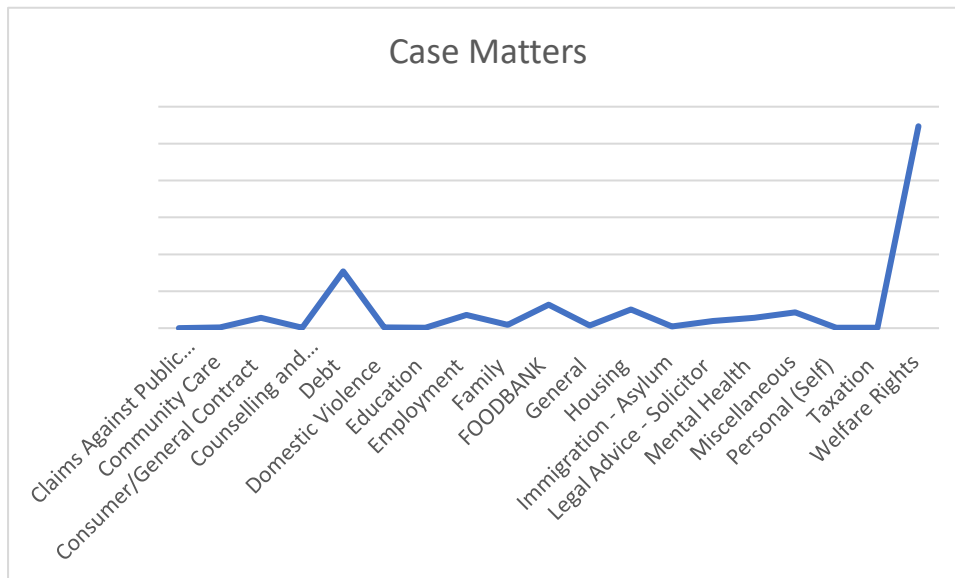


This report shows South Wigston was the highest electoral ward seeking support this quarter.

OWBC FINANCIAL OUTCOMES

Client Address Electoral Ward	Case Outcomes Sum Annual Amount
Oadby Brocks Hill	£1,331.20
Oadby Grange	£0.00
Oadby St Peter's	£101,026.00
Oadby Uplands	£7,016.65
Oadby Woodlands	£10,968.53
South Wigston	£37,401.28
Wigston All Saints	£47,847.00
Wigston Fields	£12,859.13
Wigston Meadowcourt	£15,386.00
Wigston St Wolstan's	£60,179.91

OWBC Matter Summary



This quarter, Welfare rights were the most sought-after advice and support needed. Debt was the second most sought-after advice and support. This is similar to other quarters in reporting, with welfare and debt being the highest case matters HHCT supports clients with.

Securing good financial outcomes and helpful advice on welfare and debt are core services in our delivery. However, HHCT supports clients with many different types of matters. This support is offered in a holistic and person-centred approach. The quality of advice and



support goes beyond the financial gains for the people we support within communities. Please see the case study below to reflect on the extra mile and person-centred approach that the team take in helping individuals and families across LLR.

Developments and moving forward

We continue to work with many partners operating in the Borough. In addition to those who provide funding for us, we have a great working relationship with the Local Area Co-ordinators, the Social Prescribers (from O&W PCN), and other charities such as Menphys, Real Purpose, and The Bridge (a Leicester-based charity that uses our premises weekly). We also have drop-in sessions where clients can access legal advice through local solicitors. We continue to work to build relationships and networks across LLR.

In October, we held our AGM and Stakeholder event, which was a great success. The event allowed stakeholders to see the amazing work the HHCT team is doing.

We have also partnered with South Leicester Foodbanks to hold a Christmas event. We offered hot meals, games, and gifts to clients identified by HHCT or SLFB as volunteer clients in need over the festive period. We supported over 60 individuals/families at this event, and the feedback was very positive.

We have been involved with the winter pressures campaign via the Leicestershire Partnership NHS Trust. This has allowed HHCT to signpost, refer, and build awareness of services within Leicester, Leicestershire, and Rutland (LLR) to support people.

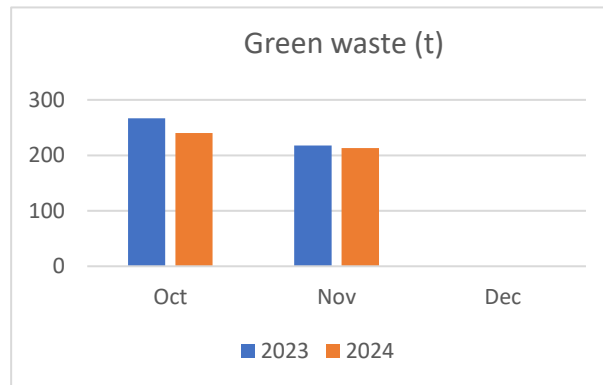
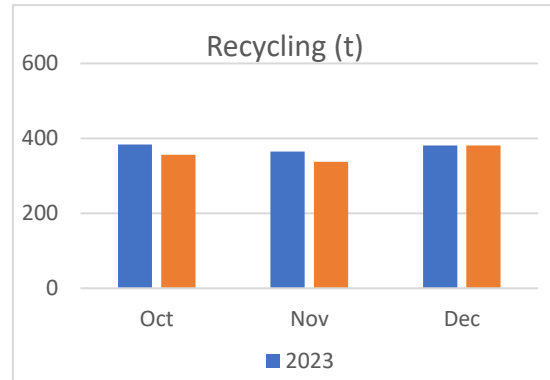
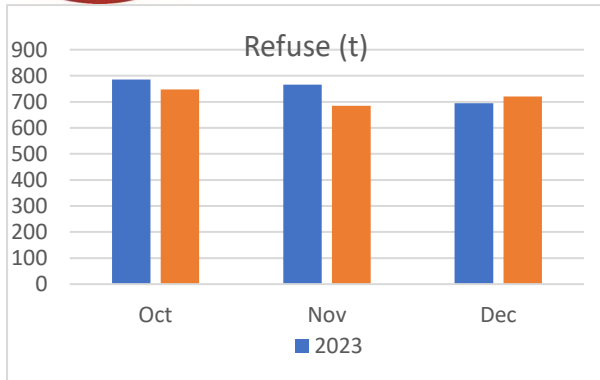
We are improving our marketing and media approach to build awareness of the support and services we offer to others in the community.

Refuse and Recycling

In Q3 2024 there has been an overall decrease of 92.84 tonnes in the refuse collected, this is a 4.13% decrease compared to Q3 2023.

For the recycling tonnages, there has been a reduction of 54.94 tonnes in Q3 2024 compared to Q3 2023. This translates to a 4.86% reduction of recycling collected between these periods.

For the green waste collected there was a reduction of 31.34 tonnes in Q3 2024 compared to the Q3 2023, which equates to a 6.4% decrease. No tonnages are available for December due to collections being suspended during the winter months.



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

Waste Type 2024	Oct		Nov		Dec	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	239.89	17.18	213.34	16.64	0.00	0
Recycling	356.12	25.49	337.38	26.31	381.22	33.09
Refuse	747.62	53.51	684.70	53.40	720.60	62.54
Other	53.43	3.82	46.88	3.66	50.33	4.37