



Service Delivery Committee

Operational Updates – Quarter Four (2024/2025)

BUILT ENVIRONMENT UPDATE

Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 4, 63 out of 64 Planning Applications were decided in time or within an agreed extension of time. Of the 4 appeals decided by the Planning Inspectorate, all 4 were dismissed (ie 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 workings 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.

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 384 new homes per year can be accommodated within the Borough. The Council has recently carried out a Call for Sites consultation, and has commissioned a market absorption study as well as a local transport assessment. Alongside others, these pieces of evidence will aid the Council in concluding whether it has an unmet housing need.

Climate Change

The draft short-term Delivery Plan (which 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) was presented to Members at January's Place Shaping and Climate Change Working Group for consultation. Following Member's input, the draft Delivery Plan has been amended and was presented to the Working Group in May before finalisation and publication on the Council's website.

Progress on updating the carbon footprint for Council Operations includes identifying buildings with the highest carbon emissions and appropriate processes to facilitate the collation of energy data for financial year 2024/25 – the breadth of carbon emissions measured will be dependent on ease and necessity of data collection and available Officer time. 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 March this year. British Gas won offering a dual fuel online tariff with switchers saving an average of £236 on annual energy bills. Plus, the tariff offers 100% renewable electricity, underscoring the initiative's commitment to sustainability. A new auction opens in June of this year.



Solar Together Leicestershire 2024 has delivered (through a partnership of councils across Leicestershire and iChoosr) a total of 433 Solar PV installations across the 2024 scheme by Greenscape Energy, saving more than 300 tonnes of carbon in the first year. This includes 24 installations for Oadby and Wigston with private resident investment in renewables of over £169,000 across the borough.

To update on the Local Area Energy Plan, LCC are working with Energy Systems Catapult to develop this, primarily as an interactive map to provide a plan for decarbonisation across Leicestershire by 2050. The Council continues to engage in its development by attending workshops, the latest to consider modelling outputs for heat, renewables and electric vehicles.

Also, to update on the Flex D scheme, in which the Council are part of a countywide partnership to install an electric vehicle charging hub and solar canopy at Sandhurst Street Carpark in Oadby. The project led by Harborough District Council will be procuring a contractor to be in place by June 2025, with installation expected in Autumn this year.

Finally, community energy co-operative Green Fox have been asked to provide further calculations to help the Council explore the installation of solar PV on additional buildings, now the leisure centres have grant funding for this – this is utilising funding as part of a wider LCC project to accelerate net zero action.

Housing

Homelessness

There are 218 households who are currently owed a form of duty through the homelessness service. This position has remained stable over the last three months.

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

Interim and Temporary Accommodation

Within this caseload of households receiving homelessness support, the Council is currently accommodating 87 of these households in either Interim (sometimes referred to as Emergency Accommodation) or Temporary Accommodation. These Households are accommodated as follows;

- 58 Households in bed and breakfast/hotel rooms (down from 66 Q3)



- 20 Households in Council housing stock accommodation (up from 15 Q3)
- 4 Households in Council hostel accommodation (down from 5 Q3)
- 5 Households in leased accommodation (up from 4 in Q3)

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

B&B Elimination Plan

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

Of the 58 Households in B&B the Council has 20 families who have been placed into the B&B elimination plan as the average time in B&B was 100 days (as of 1/5/25).

7 of these families have been selected to move from B&B into temporary accommodation (self contained). These units of accommodation are Council properties that have recently become vacant. The accommodation has been redesignated as temporary accommodation for the purpose of moving families out of B&B.

The B&B elimination plan, highlights a number of actions the team are taking to reduce the need to use B&B accommodation for families, Actions focus on

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

The Housing Options Team have recruited a Temporary Accommodation Officer on a fixed term basis using grant funding, this post will be supporting families in B&B accommodation with move on plans, in addition to managing temporary accommodation licences and ensuring that service charges and accommodation costs are paid in a timely manner.

The officer will also ensure that households adhere to their personal housing plans including supporting them in moving on from their temporary accommodation to more settled accommodation.

Stock Condition Survey

In order to effectively manage and improve our housing stock, we have undertaken a comprehensive stock condition survey (Appendix 3). The survey aims to achieve an understanding of the housing stock condition, forecasting necessary component renewal budgets, gaining insights into the needs of our tenants, and identifying any potential hazards, including issues related to damp and mould.



Survey Methodology

The survey encompassed a thorough assessment of key components within our housing stock, specifically focusing on:

- Roofs- Evaluating the structural integrity and condition to determine remaining lifespan and future replacement needs.
- Bathrooms - Analysing the age, functionality, and compliance with health and safety standards.
- Kitchens - Assessing the condition of kitchen installations, including mechanical extractions and fixtures.
- Housing Health and Safety Rating System (HHSRS) -Ensuring compliance with regulatory standards to safeguard tenant health and safety.
- Repair Issues - Identifying any visible repair needs that require immediate attention.

The primary goals of the survey included gaining a complete picture of the condition and age of our housing stock, which is essential for effective management and resource allocation. It also presents data to accurately project costs associated with planned component renewals over both short-term and long-term timeframes.

In addition we sought to gain an understanding of tenant needs and potential hazards they may face within their homes, enabling proactive measures to enhance their living conditions.

Hazard Identification was also a key priority and surveyors were tasked in identifying and addressing issues such as damp and mould, which could pose risks to tenant health and property integrity.

Key Findings

The total projected spend over the next 30 years is approximately £41 million. It is estimated that spending peaks are observed every five years, with a significant spike expected in 2040 at £8 million. Assessments of key components revealed;

- Kitchens - Many kitchens are aging but still functional. Replacement needs are expected to rise substantially in the next two decades, with over 250 kitchens requiring replacements by 2030, followed by around 200 by 2035, and more than 100 by 2040.
- Bathrooms - A total of 800 standard bathrooms and over 300 wet rooms have been documented. Increased replacement demands are foreseen starting from 2030, with further assessments needed as the replacement dates approach. Presence of mechanical ventilation is a positive aspect to mitigate damp and mould risks.
- Central Heating - Gas boilers show signs of wear in approximately 20% of the properties, indicating the need for a thorough review of the annual replacement program to ensure operational efficiency and compliance.
- Windows - While many windows are over 20 years old, they remain usable, albeit with some wear. Replacement schedules will align with observed deficiencies.



- Doors - Composite and UPVC doors are prevalent, with significant investment required starting in 2031. A focused fire door audit and risk assessment will be prioritised.
- Roofing - Roofs are currently in good condition, and an assessment for future replacement needs has been made.

Next Steps

The Housing Team continue to analyse the data and will focus on developing work programmes that outline timelines, budgets, and the nature of the required works based on the survey findings. In addition to this a full review of the Housing Revenue Account (HRA) business plan will take place and set out how delivering repairs and capital improvements will be achieved over the coming years, this will also include longer-term forecasts which will reflect the Council's ambitions to improve and deliver good landlord services.

The team are now in the process of preparing work programmes for the coming year. This will include

- A heating replacement scheme
- Door replacement project
- Fire Risk Assessments and remedial works
- Electrical Installation upgrades
- Communal block internal decorations and flooring replacement

The team are also working with the Tenant and Leaseholder Forum to ensure transparency and allow for tenants to have a voice in what type of property improvements should be a priority.

Report supplied by Leicestershire Building Control Partnership



The number of fee earning applications received by the Leicestershire Building Control Partnership between April 2024 and March 2025 for Oadby & Wigston is 123 applications.

The income brought in for our area is detailed in the table below: -

Month	Amount	Month	Amount
April 2024	£3,552	October 2024	£4,221
May	£3,681	November	£3,529
June	£3,023	December	£5,781
July	£4,081	January 2025	£7,699
August	£3,891	February	£6,216



September	£6,594	March	£6,624
TOTAL			£58,892

Our market share is currently at 35% which is less than the other local authorities in the partnership who are around the 50%. Previously active marketing has taken place to address this but due to the continual loss of staffing the marketing strategy has had to be put on hold.

In quarter four the Leicestershire Building Control Partnership has been audited by the Building Safety Regulator; the partnership was in the first tranche of Councils to be audited following the new Building Safety Legislation which has been brought in following Grenfell.

All partners met with the auditor, and he said that the purpose of the inspections was not to punish but raise up standards of councils. Our audit was okay, the areas identified for improvement are:

- Procedures & Policies – some need updating.
- Key Performance Indicators and Building Safety Regulator Targets (We have not had these targets previously so could not measure ourselves against them).
- Agree a legacy period regarding managing old cases.
- Record reasons when a decision is made for not taking enforcement action.

The partnership raised the issue of staffing and their concern regarding the introduction of these new regulations at the same time rather than a staggered approach. This has had a major impact on the workforce and resource. Over the last two years the partnership has lost 30% of its staff and believes that within the next couple of years we may be forced to use agency staff. The partnership agreed that they would write to the Building Safety Regulator to raise their concerns on this matter.

The next Executive Board Meeting of the partnership is in June. At this meeting, the Partnership Manager will share an action plan on how they plan to respond to the audit. This will include a list of resourcing and support needed to move the partnership forward. The new Key Performance Indicators (KPI's) and targets will be measured from April 2025.

Report supplied by Lightbulb



Lightbulb Executive Board met on the 7th May and performance was shared with all members for the period ending 31st March 2025.

Key Performance

Eighty-four cases were dealt with under the main Lightbulb Model.

Seventy-seven cases under the Home Gadgets Pilot, with gadgets being provided in sixty-seven of those cases.

Twenty-one applications were made for support under the Home Support Grant, of which eleven withdraw their application and six remain open which will be carried over to this year.



Two home discharge grants awarded. The small number here is down to the lack of referrals from Occupational Therapists (OTs). The criteria is that the applicant must be in hospital or discharged from hospital no more than 6 weeks before their application. If application made after the 6 weeks, then it is dealt with as a normal DFG equipment order. The Lightbulb Team will send a reminder to all OTs about this service.

Lightbulb Performance charts are in the appendices attached.

- Appendix 4 Lightbulb Dashboard
- Appendix 5 Home Gadgets Dashboard
- Appendix 6 Home Support Grant Figures
- Appendix 7 Home Discharge Grant Figures
- Appendix 8 Safe Spaces Dashboard

Lightbulb Operational Group met on the 9th May members of this group have been tasked with establishing task and finish groups to look at four projects.

- Minor adaptations and whether these become part of the Lightbulb Model
- Supply of Ceiling Track Hoists
- Recruitment and introduction of new case worker role
- Updating the Housing Assistance Policy.

Budget

In 2024/25 the funding received for Oadby and Wigston was £851,225 this amount was after funding had been taken to cover our contributions towards the cost of the Lightbulb pilots. We have spent £549,812 which leaves us a balance of £301,443, this funding will be carried forward to 25/26.

Blaby also reported that there is an underspend of £75,264 in terms of the running costs for Lightbulb. Partners agreed that this should be kept as a contingency to cover staff training and additional temporary staff to cover staff absences.

University Partnership

Over the last twelve months we have continued to work in Partnership with Leicester University and progress actions from our action plan. Cllr Samia Haq and Anne Court have annual meetings with the Vice Chancellor; Cllr Haq is also a member of the Botanical Gardens Board. Anne is a member of the University Partnership Steering Group and Anne and Teresa attend the Community Liaison meetings with the University and local representatives.

The achievements include: -

- Joint promotion of events via each partners communications team. We have promoted events at the University, and they have promoted events being run by the council.
- Shared information from the University to the Community Leaders in Oadby & Wigston.
- University attended the Turkish Business Event we held at Brocks Hill.
- Botanical Gardens was part of the East Midlands in Bloom Entry for 2024, and the Vice Chancellor of the University attended this.



- A representative from OWBC participated in the work on Student Empowerment.
- We investigated the option of using student accommodation in Oadby as temporary accommodation for people who have presented as homeless. Whereas we were not able to progress this, the university have said that they could help us in an emergency if we needed some accommodation for a short period of time.
- Provided advice to the university in terms of their licence and temporary event notices.
- Supported a bid made by Attenborough Arts for arts and culture funding.
- University supported us with Customer Service Excellence application in December 2024.

New actions have been developed for 25/26, below is not a comprehensive list just some key points.

- University representatives at Business Networking events organised by Oadby and Wigston Borough Council
- To keep Council updated with Botanical Gardens funding plans and support required for funding bids.
- To progress training provision for Businesses in the Oadby & Wigston area through courses run by the University. This will be funded through "Funded by UK Government."
- To work together to look at opportunities for Graduate Placements and to invite the University to the Jobs fair in June.
- To continue to share information on events and initiatives so that each organisation can promote these.

There were two actions raised at the last service delivery committee, the responses to those actions are listed below.

Increase Referrals for OWBC for the Home Gadgets (Asst Technology) project.

Last month we had eight referrals for O&W residents, last year we averaged about six referrals per month for the district.

The team at Blaby have met with both the Local Area Coordinators for the Oadby and Wigston area and the Social Prescribers to increase referrals and are attending a meeting of the Integrated Care Coordinators for the area. Alongside this we have promoted the project in the staff and member newsletter and will also be promoting via Communications Team to our residents.

Map provision of Community Health and Wellbeing

Attached at Appendix 9 is the Community Programme for Active Oadby and Wigston which lists all activities running in the area. Walking groups (free of charge) run across the three centres.

With regards Steady Steps Plus – these currently run within Oadby and Wigston. Currently little to no demand in South Wigston – but the team are looking into this and if demand increases would be happy to run a programme in that locality.

Poor life expectancy figures for South Wigston falls under the health remit – work has commenced and will continue over the next few months to look at this.



Oadby has the highest levels of physical inactivity. That is why there is a current focus on more programmes running from that locality.

CUSTOMER SERVICE AND TRANSFORMATION UPDATE

Customer Service Team

The Customer Service team provides a key frontline service for the Council. They receive our enquiries through a wide range of access channels including over the telephone, online, email, face to face and virtual appointments. As well as dealing with customer enquiries, the Customer Service Team carry out admin duties and process enquiries for other teams in the council.

Email/Contact Us Online

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

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

Quarter 4	January	February	March
Number of emails	402	359	347
Number of contact us forms processed	130	114	142
Number of complaints triaged	20	13	12
Average response time	1 Day	1 Day	1 Day

Online forms

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

Online Forms Q4	January	February	March
Garden Waste Renewal	23	2575	2448
Garden Waste Sign up	1	207	275
Contact Us Form	129	114	158
Direct Debit Form	55	49	207
Council Tax Refund	1	2	25
HB & CTS Application	47	44	72
Council Tax Vacation Form	35	39	52
Arrange Clinical Waste Collection	68	46	71
Taxi Vehicle Application	37	41	55
Single Person Discount	8	21	24
Other Council Tax Discount/Exemptions	9	19	33



Council Tax Moving within the Borough	12	10	23
Council Tax Moving into the Borough	40	44	80
Direct Debit	55	49	207
DHP Application	20	17	12
Book a Competency Test	20	16	25
Abandoned Vehicle Report	7	10	14
Garage Waiting List Enquiry	7	3	11
Taxi Driver Renewal	14	5	4
Video Appointment Request	2	0	2
HB Change of Circumstances	2	2	3
Cleansing Issue	9	13	13
Allotment Application	0	0	2
Anti Social and Noise Report	19	7	18
Early Bird Bin Swap	89	77	56
Monthly Total	709	3410	3890
Q4 Total	8009		

Calls

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

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

Quarter 4	January	February	March
Number of calls	4993	5238	7701
Number of calls answered.	4489	4321	5938
Percentage answered.	90%	82%	77%
Number of abandoned calls*	504	917	1763
Average wait time	1.25	1.50	3.34

Definition of Abandoned Calls

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



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

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

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

Face to Face

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

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

There was one requested appointment during Q4, for Housing Options this resolved over the telephone we also continue to promote the appointment hubs in the following ways:

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

Reception

Our reception point at Brocks Hill allows customer to visit the council, see a member of the team face to face, to help with basic customer enquiries.

Reception Stats – Q4			
Enquiry Type	January	February	March
Number of Quick Enquiries	325	346	430
Full Enquiries (Waste, Housing, Clean & Green)	64	59	76



Quick Enquiries Breakdown – Q4			
Enquiry Type	January	February	March
Visitors/contractors	85	105	138
General basic council enquiries	108	119	133
Handing in post/documents & photo copying proofs	32	8	31
Car Parking	4	15	7
Jenno's enquiry	0	0	2
Refer to back office/assistance with customer phone	34	42	52
Key Collection/drop off	7	10	8
County Council Issue	1	1	3
Issue Pride of Borough card	28	5	4
MI Permit	6	0	0
Form issued	10	2	9
Delivery	3	17	9
Signpost to another Agency	3	1	3
Garden Waste Assistance	0	20	33
Reference number given	1	1	0
Directions	0	0	1
Use of Toilet	3	0	0

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

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

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

Service Area Administration Support

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

This involves them:

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



Quarter 4	January	February	March
Number of Taxi vehicle apps processed	37	40	52
Number of competency tests booked	21	17	25
Number of EH admin tasks	81	58	86
Number of Waste reports run/processed	286	264	275
Number of Housing apps processed	39	50	61
Number of Homelessness admin tasks	97	59	70
Number of First Contact Requests	1	0	1
Number of Tell Us Once Requests	77	46	40
Number of Sport Pitch Invoices raised	8	10	10
Number of Facilities email/contact forms	54	45	54

Customer Service Centre Team - Output summary

Quarter 4	January	February	March
Number of emails/online contacts answered	402	359	489
Number of calls answered	4489	4321	5938
Number of admin work items processed.	701	589	674

Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

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

Quarter 4	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Jan 25	98%	100%	100%	99%	100%	100%
Feb 25	98%	100%	100%	100%	100%	100%
Mar 25	97%	100%	100%	100%	100%	100%

Call Back Stats (Automated Callback)

This is a feature on our phone line that lets customers receive a callback instead of waiting in the queue for an available agent to answer their call. When a customer's select this, they



can hang up and keep their place in the virtual queue, an Agent will call them back when it would have been their turn.

Quarter 4	Number of Call Backs to Customers
Jan 25	226
Feb 25	356
Mar 25	1007*

*The call back feature proved particularly popular during our busy period in March, customers have given positive feedback about the introduction of this.

Virtual Video Call Backs

Virtual call backs enable customers to see a member of the Customer Services virtually via Teams. The customer is able to request an appointment either for a same day call back or a pre bookable call back within the next 7 days. We have not had any confirmed requests during Q4 but continue to actively promote this service.

Revenues and Benefits

Benefits

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

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

Benefits Performance

Speed of processing new claims HB/CTS	Q4 Actual
Target 28 days	10.34 days

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

Speed of processing Change in Circumstances	Q4 Actual
Target 10 days	1.2 days

Discretionary Housing Payments (DHPs) are available to help the residents of OWBC when they are at their most vulnerable. A DHP can help cover a shortfall in Housing Costs and each case is assessed on its own merits. This can, in some cases, help to avoid homelessness. A DHP is funded by Central Government and the Benefits team work hard to stay within this funding.



DHP Applications

Quarter 4	Jan	Feb	March
Number of Applications	29	11	7
Number of Awards	18	5	5
Accumulative Expenditure	£43,458	£49,436.81	£55,281.26
Remaining Government Contribution	£5,768	£3,092.33	£114.00

Benefits Calls

	Jan	Feb	March
Number of calls	304	276	360
Number of calls answered	292	262	333
Percentage answered	96%	95%	93%
Number of abandoned calls	12	14	27
Average wait time before abandonment (m:ss)	0:30	0:24	0:04

Finance Inclusion Officer

The Financial Inclusion Officer (FIO) works to support families and individuals who are facing financial hardship. Referrals are made to the FIO from Benefits, Council Tax, Recovery, NNDR 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	Jan	Feb	Mar
Number of referrals completed	44	47	49

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 4	Jan	Feb	March
Number of calls	83	68	73
Number of calls answered	83	62	66
Percentage answered	100%	91%	90%
Number of abandoned calls	0	6	7
Average wait time before abandonment (m:ss)	0	0:17	1:58

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.

Q4 Council Tax Recovery	Jan	Feb	March
Reminders	314	753	368
Finals	222	100	0
Summons	163	0	13
Liability Orders	0	113	0

Q4 NNDR Recovery	Jan	Feb	March
Reminders	23	25	33
Finals	12	1	2
Summons	38	15	1
Liability Orders	0	13	8

Council Tax Calls

The Customer Services Team answer the first tier of Council Tax calls, this include enquiries 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 4	Jan	Feb	March
Number of calls	290	226	208
Number of calls answered	266	198	193
Percentage answered	92%	88%	93%
Number of abandoned calls	24	28	15
Average wait time before abandonment (m:ss)	0:47	1:33	2:15

Recovery Calls

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

Recovery

Quarter 4	Jan	Feb	March
Number of calls	515	462	404
Number of calls answered	474	415	382
Percentage answered	92%	90%	95%
Number of abandoned calls	41	47	22
Average wait time before abandonment (m:ss)	3:31	3:32	4:05

Collection Rates

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

Percentage of Debit Collected	Jan	Feb	March
(Cumulative)	%	%	%
Council Tax			
Target Rate	94.42	96.76	97.50
Actual Collection Rate	90.81	93.82	96.45
Actual Collection Rate 23/24	91.18	93.96	96.81
National Non-Domestic Rates (NNDR)			



Target Rate	90.23	94.52	98.50
Actual Collection Rate	88.41	93.04	96.56
Actual Collection Rate 23/24	88.40	92.14	95.73

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

Property Statistics

Q4	Jan	Feb	March
No of Council Tax properties	24,557	24,557	24,558
No of Council Tax Direct Debits	18,714	18,590	18,708
No of Single Person Discounts	7,624	7,628	7,639
No of Businesses	1,421	1,421	1,415

IT Team

Throughout Q4, the IT teams primary focus was to complete the recommendations of the external audit report and ensuring the action plan was completed so the organisation could submit their PSN compliance application. The action plan was completed and subsequent certification has been received ensuring the organisation can access critical information via the Public Sector Network.

The section also underwent an internal audit of its processes and operating model which received significant assurance with numerous substantial assurances. This demonstrates a clear management of the section and working to best practice ensuring downtime is avoided.

The academy system was upgraded to 24.3 in test and live in readiness for year-end processing. Year-end processing went well from an IT/Systems team perspective ensuring no delays to this vital task for the R&B section.

The section conducted a full server room electrical failure test. This involved a safe and automated shut down of the servers and testing the data centre to ensure we are covered in a major electrical outage.

The UPS & generator at Brocks Hill were also tested in a replicated power loss situation and everything is now fully configured & tested to protect the Council in the event of an electrical outage.

In March the section ensured all equipment, and end user devices were configured accordingly with the relevant updated software to undertake election duties in April/May.

Infrastructure wise, the senior officers in the section have been working to consolidate the Councils physical servers to reduce the amount in use (from 4 to 6) to ensure the hardware is working as efficiently as possible, whilst offering as much resilience and to have a more robust disaster recovery process (if it were needed). This is also to reduce the amount of hardware required to reduce the revenue and replacement costs.

See key information of service delivery below:



	Type	Jan	Feb	Mar
Number of contacts	Service Desk	75	72	75
	Email	16	19	20
	Walk in / Phone	28	31	30

Standard	Target	Jan	Feb	Mar
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	100%	100%	100%	100%
Monitoring of system/software issues to drive improvements	Monthly Monitoring completed	Yes	Yes	Yes

Communications and Marketing

Our email subscription service

Measure	Q4 Totals	Comparison to previous quarter	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	13951	+5%	33.2%

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,558 household properties in the borough.



Measure	Q4 Totals	Comparison to previous quarter
Average subscriptions per subscriber	2.0	-0.0
Engagement rate	80.3%	+2.7%
Open rate	55.7%	+6.3%
Bulletins sent (in quarter)	50	+1
Emails delivered (in quarter)	169,069	-16.6%

Subscribers by topic (email subscription service)

Topic	Number of subscribers	Comparison to previous quarter
Citizen's Panel	103	-1%
Community & Voluntary Sector	3352	+2.4%
Community Safety, Crime & Anti-Social Behaviour	1715	+8.4%
Consultations & Surveys	3432	+2.3%
Council News & Information	7768	+10%
Health, Wellbeing, Sport & Leisure	5053	+1.9%
News for Businesses	1237	+0.9%
News for Council Tenants*	1110	+3.6%
Planning	568	+41.6%
Private Sector Housing News	557	-0.3%
Recycling, Refuse & Bin Collections	6892	+11.2%
Sports Clubs	12	N/A
What's On & Events	3960	+3.6%

* 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.

[New Year Job & Skills Fair offers up opportunities in Oadby & Wigston](#)

[Final stage of Oadby & Wigston new Local Plan consultation opens](#)

[Government halts Oadby & Wigston's Local Plan with demand for even higher housing numbers](#)

[Mural celebrating town's heritage causes a stir in South Wigston](#)

[Borough council encourages local communities to celebrate VE and VJ Day with grants](#)



[Council leader responds to city council's local government reorganisation proposals](#)

[Funding boost to make borough's social housing greener](#)

[Bold vision for future of local council structures submitted to Government](#)

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

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

[Joint statement by leaders of the district and borough councils in Leicestershire](#)

[No collaboration - our residents deserve better, say the leaders of district and borough councils in Leicestershire and Rutland County Council](#)

[Putting communities at the heart of future local government services](#)

[Council leaders meet Minister to discuss local government reform](#)

Social media

Measure	Facebook	Comparison to previous quarter
Number of Followers	5049	+84
Number of posts	102	+12.1%
Post reach*	309,997	+84.6%
Engagement – reactions, comments, likes and shares	2,734	-1.6%
Measure	Twitter	Comparison to previous quarter
Number of Followers	2646	-22
Number of posts	50	-14%
Post impressions*	9,663	-15.2%
Engagement – reactions, comments, likes and shares	97	-31.6%

*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.



New Role

The Communication and Marketing team are currently recruiting for a fixed term (12 Month) Communication and Events officer. This role will primarily support the additional work created by the introduction of food waste. National government funding is paying for a high percentage of this role, to ensure we are best placed to communicate effectively with residents about this national change. In addition this new role will also support the team with additional work created by Local Government Reorganisation, UKSPF and Council wide events and our commercialisation strategy.

HR Team Update

Headcount

Quarterly Comparison Current Year 2024/25 Actual Headcount as at end of Q4 (31.3.25)			Quarterly Comparison Previous year 2023/24 Actual Headcount as at end of Q4 (31.3.24)	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	170	162.03	179	170.2
Number of Temporary Staff (Agency Workers)	5	5	3	3
Total	175	167.03	182	173.2

In addition to the agency workers listed above there were also 95 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	32
Annual Leave/Contractual Bank holidays in lieu	17
Replacement for Permanent Staff	27



Extra Agency staff to cover compost	19
Total	95

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 no longer need extra staff to cover the Monday/Tuesday rounds and fewer staff to cover compost although some agency staff have been required to cover sickness and annual leave.

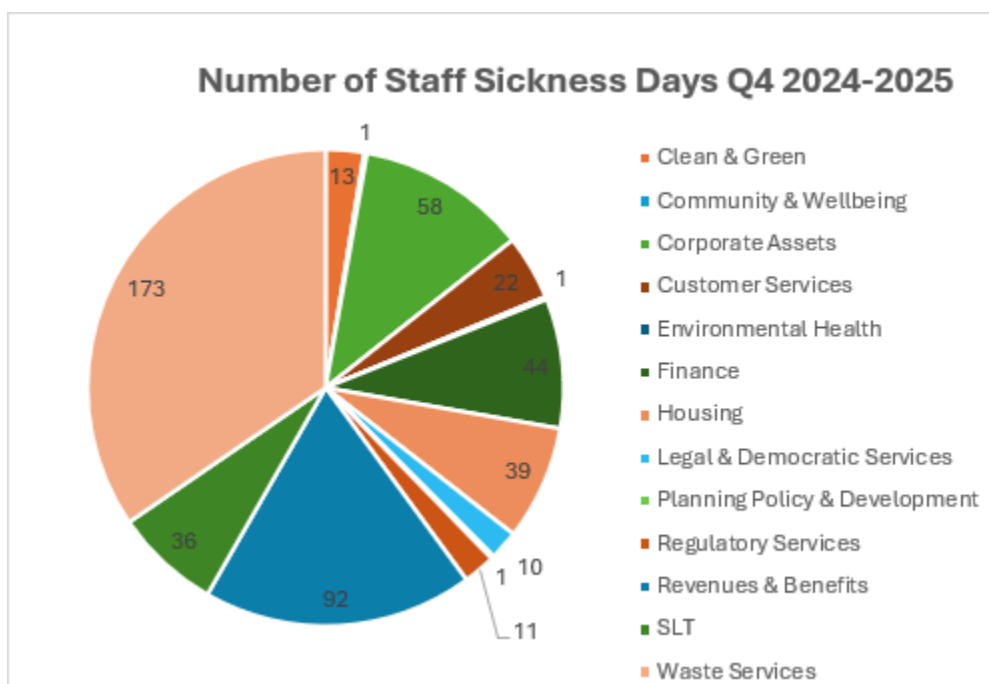
Staff Turnover

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

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

Staff Sickness

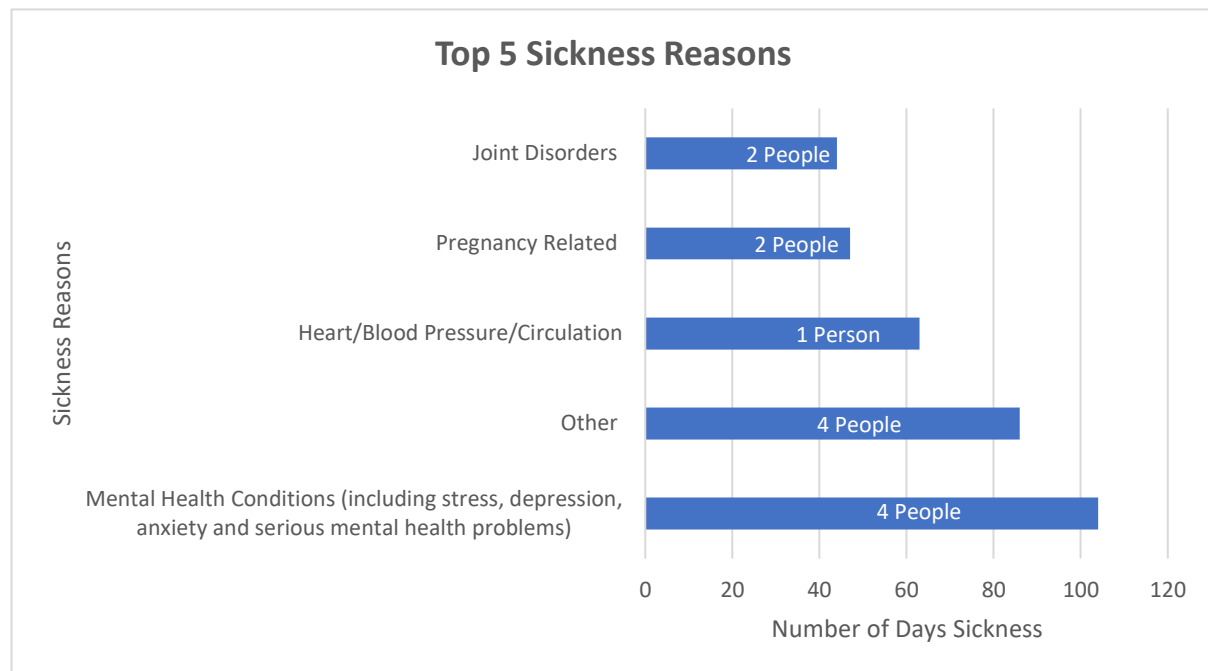
In Q4 2024-2025 our total number of days lost due to sickness were 501 days.





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

Our top 5 reasons for sickness in Q4 2024-2025 can be shown as follows:



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.

Our other more common reasons for longer term absence include Heart/Blood Pressure/Circulation issues, Joint Disorders and Pregnancy related issues but these are also limited from 1 to 2 people in each case who are all on long term sick leave. We also had 4 people who were off for other reasons which don't fall into our general absence categories.

The Office of National Statistics highlights that minor illnesses followed by musculoskeletal issues and mental health conditions were the most reported reasons for sickness. We have had fewer staff off with minor illnesses and higher number of people off with mental health issues. The latter tends to be quite common in the public sector but the drop in traditional short term sickness compared to Q4 2023-2024 looks positive.

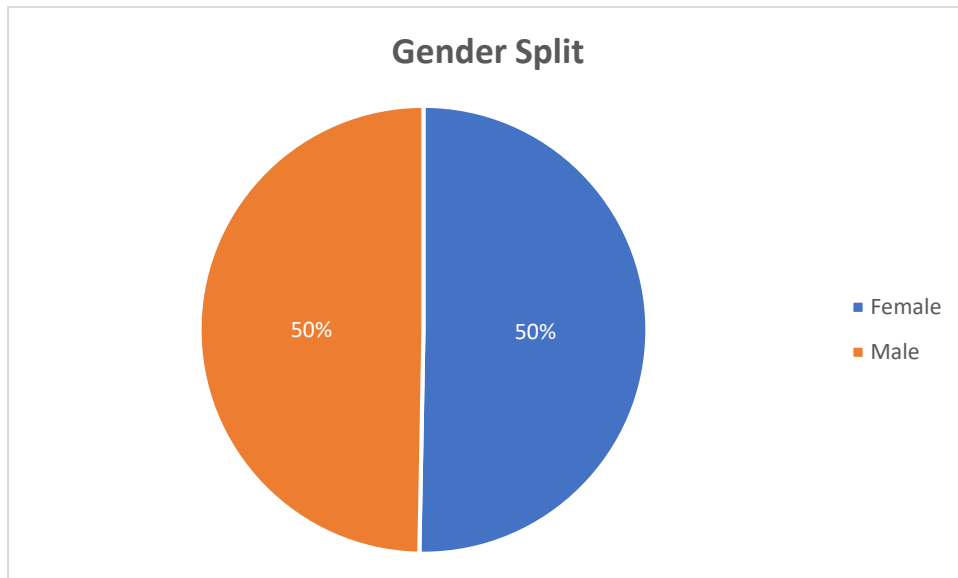
Equality, Diversity & Inclusion (EDI)

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

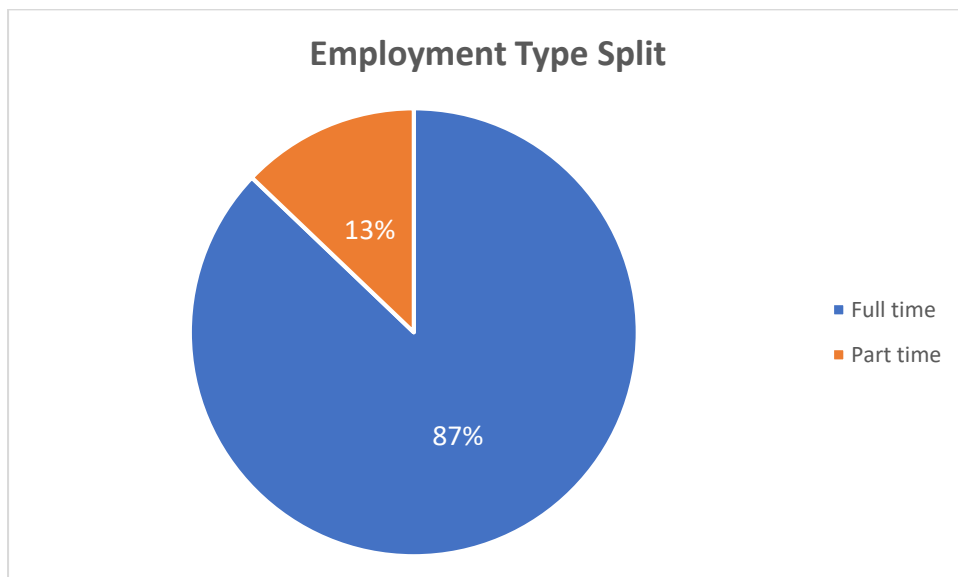


Team will continue to encourage staff to provide us with this information to help us close the data gap.

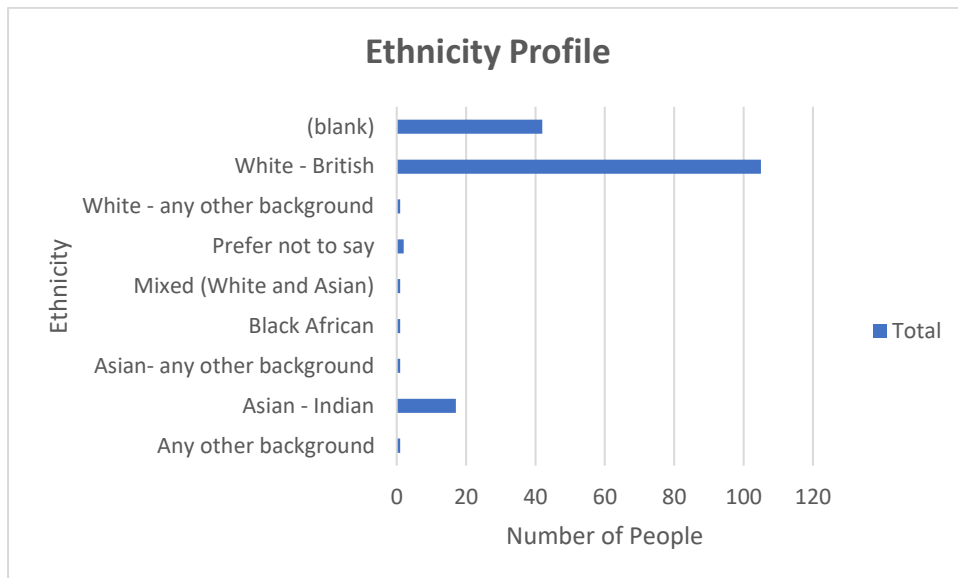
The Council has equal split between males and females which is unusual compared to the national local government profile which is that 74% are female and 26% are male. We also have a high number of females in senior roles within the Council.



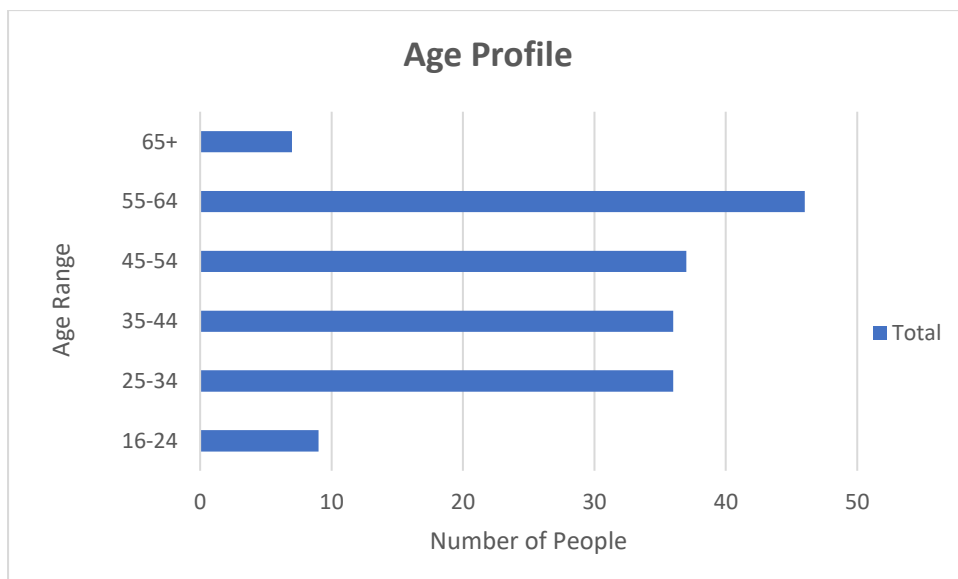
We have approximately 13% of employees who work part-time which is fairly low compared to the national average which is 24%.



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

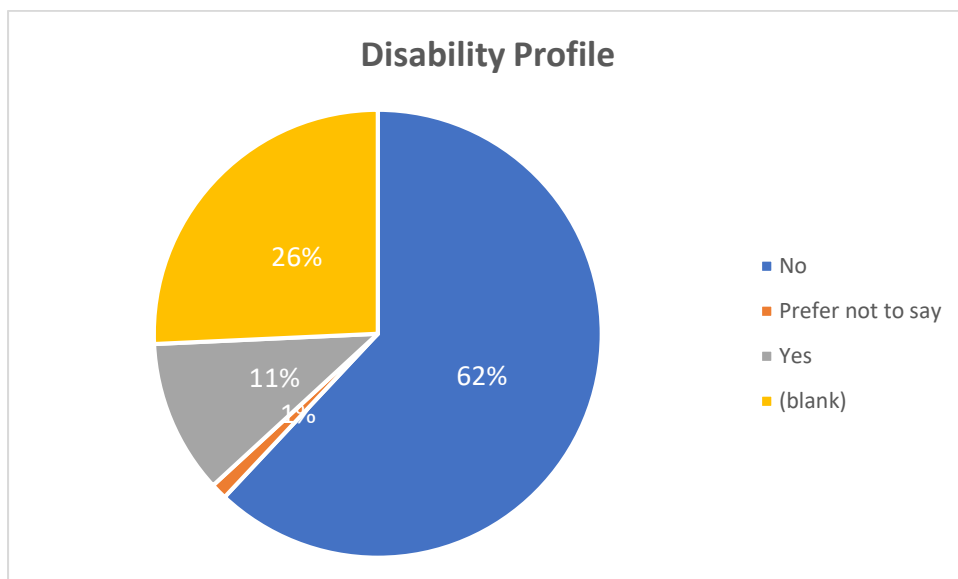


Our age profile is similar to the national local government age profile where 66.9% of local government employees are aged between 40 and 64.



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

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



LAW AND DEMOCRACY UPDATE

Regulatory Services

Environmental Health

The Food Standards Agency (FSA) have confirmed that high risk food businesses are the priority and we continue to work with them to ensure they are regulated effectively. We have two officers who are competent to undertake such inspections under the Food Standards Agency Code of Practice. The Regulatory Compliance Officer has now registered to start the Higher Certificate in Food Safety and Food Legislation in September which is a two-year course. This will give the Council much needed resilience and capacity in this area of work.

During quarter 4, 44 inspection/audits were completed and 31 low risk questionnaires were sent out to those businesses who fall in category E (low risk, inspection every three years). This has reduced the slight backlog of inspections with the following now outstanding at the end of March 2025; two C inspections (moderate risk profile for the business meaning an inspection every 18 months), and 24 D inspections (an inspection every two years). All of the category C and D outstanding premises score a 5 (very good) on the Food Hygiene Rating Scheme and their inspection was due in quarter four of 24/25. They will now be programmed for inspection during quarter 1 and 2 of 25/26.

The priority work area, that of high risk inspections were all completed during 2024/2025. We have received 17 new registered businesses in this last quarter and nine of these are deemed high risk which therefore require inspection which will take place in quarter 1 of 25/26.

Of the 412 premises we regulate, compliance rates remain high, with 91% achieving a score of 3 (generally satisfactory) and 81% achieving a score of 5 (very good). In terms of the poorer performers there are 4 who fall below the generally satisfactory standard and work continues with these to improve standards with revisits scheduled in quarter 1.

A satisfactory return has been submitted to the FSA and the food audit is now completed with all outstanding actions now signed off.



The annual Food Safety Service Plan for 25/26 will be considered by the Licensing and Regulatory Committee in quarter 1, 25/26.

The Manager now provides two days a week operational cover to ensure the day to day Environmental Health service can cope. This is proving challenging given other duties and requirements, and work demands for the post holder.

In quarter 4 we had three welfare funerals to handle, one involving a warrant to enter premises where a will was discovered and the distant family contacted.

There were 178 service requests to action, which related to issues such as side waste, waste receptacles blocking pavements, fly tipping, overgrown land, abandoned vehicles, watercourse pollution, noise pollution and bonfires. This has resulted in 4 vehicles being lifted and the registered keepers fined, service of multiple abatement notices, action in default of owners who fail to comply, a duty of care caution, and a case involving the revocation of a street trading consent for a mobile food outlet.

All permitted processes prescribed for control of emissions to air have been inspected and their permits updated. This includes the regulation of petrol stations and dry cleaners in our Borough and they were all satisfactory.

During quarter 4 the Council's first ever Air Quality Strategy was approved by the Policy, Finance and Development Committee. One key piece of work within this is the air quality school project work. This now continues with Launde Primary School, Oadby, who are working with us in much the same way that Parklands Primary School did to promote sustainable travel to and from school, influence the behaviour of pupils and raise awareness of environmental issues and local air quality. We are proposing that this work is supplemented by real time monitoring using Zephyr Lite devices (see below) working with EarthSense.



The intention is to hire two of these units for a year. They will be positioned in prominent positions outside schools and they work by indicating the current pollution levels visually with a bright LED beacon, with clear air quality indicator bands given for reference. The project is being supported by Public Health, Leicestershire County Council sustainable Travel Team, the South Leicestershire School Sports Partnership and the Children's and Young People Respiratory Group. Monthly reports will be produced for the school using the data obtained from the devices and the pupils will all have the opportunity to become air quality scientists for a day and provide valuable input and interpretation.



Linked to the development on land east of Welford Road, Wigston is a section 106 developer contribution for air quality. This funding will be used to pay for a study which will run over three years commencing during quarter 1/2 of 25/26. The study will ensure air quality can be measured during the construction phases of the development using a series of sensors positioned around the site. Weather stations will be deployed and this will enable characterisation of pollution sources and dispersion. It is also proposed that some sensors remain following completion to judge any impact that may arise.

The Council's Public Space Protection Order which regulates dogs, specifically dog fouling, dogs on leads and dog bans from certain areas, was approved by the Licensing and Regulatory Committee in quarter 4 and recommended for decision by Council in quarter 1.

Private Sector Housing

The team are dealing with approximately 247 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	895
Number of exemptions	0
Empty homes undergoing renovation	13
Licenses pending	22
Licenses issued	766
Licenses withdrawn	105
Income	£669,244
Enforcement cases	5 penalties served (£3,000 each) Currently with the legal team

During quarter 4 there has been a push on ensuring all inspections are complete.

In February 2025 Council approved a new and larger Selective Licensing Scheme which will start following the conclusion of the current one in May 2025.

Following the conclusion of the current scheme a summary report will be prepared to clarify the outcomes.

Energy Grants Projects

Wave 2.1 of the Social Housing Decarbonisation Fund has now been completed with 77 bungalows upgraded. This includes 77 solar PV, 15 ventilation and 37 loft insulations. The scheme has now been closed compliantly; we have received recognition that the Council now have the second highest number of a rated properties as a percentage of total stock within England and Wales.



The Council have secured funding through the Warm Homes: Local Grant scheme to allow further net zero and energy efficiency measures to be installed within private dwellings within the Borough. The Council has received confirmation of its indicative allocation, which is anticipated to be £940,500 and currently awaits a formal award letter confirming the value of the award. Initial works to scope and structure the project with a project plan and tender being drafted in readiness for the receipt of a formal award letter to ensure that any delivery can be operational as quickly as possible following receipt of the award.

Licensing

The Institute of Licensing have produced new guidance for taxi and hackney carriage drivers. Work to update our policy continues and this will be presented to Licensing and Regulatory Committee for decision in quarter 1 along with a revision of our penalty points system. The delay in part is due to a long term absence within the team which has brought capacity down by 50%.

The Manager is again providing some level of cover and exploring low cost options for providing temporary cover.

There have been numerous complaints about taxi drivers and these are being tackled on a priority basis.

A Licensing Hearing was held in quarter 4 following many representations made by the public for a new Off Licence. The Licensing Sub Committee gave consideration to the application, report and representations and granted the licence without conditions.

Q4 licenses processed

New and renewal vehicles	134
New and renewal drivers	40
New and renewal operators	0
Street collections	1
Small society lottery	0
House to house	4
Other licences	7
Licensing Act	20
Total	206

Community Lottery

The quarter 4 regulatory return made to the Gambling Commission was accepted with no issues recorded.

There are 29 good causes currently signed up and 526 tickets sold approximately each week which is generating £16,411 in annual revenue for our voluntary and community sector.

Corporate Assets

The focus in this last quarter has been the Health & Safety of our parks. In-depth inspections are now taking place monthly which means we can highlight and deal with any issues early on. Working closely with the Housing Team we are focusing on maintaining the land around our properties and the scheduled grass cutting is ahead of where we should be. A review of



the equipment and fleet used by the team has been undertaken, new sweepers and a triple mower will be delivered shortly.

Over the last six months there has been no stage 1 or stage 2 complaints across corporate assets and clean and green. To boost income the team are not only promoting the Freer Centre for hire but are developing plans to make better use of all our community centres and pavilions. Due to how busy the team presently is, they have had to delay the removal of any further litter bins at this time.

Pothole repairs

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

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

- Kirkdale Road- pot holes and line marking
- Wigston Swimming pool- line marking and EV bay
- East Street – line marking
- Sandhurst Street – line marking
- Ellis Park – line marking
- Paddock Street potholes

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. Contracts have been signed and the installation date to be confirmed.

Penalty Charge Notice Issued, and income generated

2024	PCNs Issued	Income generated
January	42	£925
February	79	£2,166
March	79	£2,166
Total	200	£5,257

Ministry Of Justice Community Payback

The weekend community payback team are currently working in Aylestone Lane and Wigston Lane allotments clearing down vacant plots.



The weekday team during quarter 4 have been working at Brocks Hill to clear the Junior play area and have completed winter maintenance at Blaby Road Park and the Peace Memorial park. This work has been a great asset to the Clean and Green team and allowed them to focus on other work.

Parks and Green Spaces

Work continues on improving and maintaining our parks across the Borough. We are currently replacing /repairing the skate park in Willow Park in addition to refurbishment of the soft surfaces in the junior play area. We are also replacing/repairing soft surfaces in Horsewell, Hayes , Uplands and Two steeples parks in order to improve both the appearance and safety of the play areas.

Community and Wellbeing

Leisure Contract – provided by SLM

January through March is the busiest time of the year for the Leisure industry, with many people making New Years resolutions in regards to their fitness and health goals. This year was no exception and we took the opportunity to introduce a new membership plan for fitness and health users called YOU+. YOU+ membership program promotes total wellbeing through its six pillars: sleep, nutrition, movement, recovery, social wellness, and brain health. It has currently been well received with 10% of new customers joining the scheme.

Review:

Although we will note some good fitness membership growth over the quarter we do report on usage numbers being down like for like on last year. Predominantly we have lost over 10,000 swimming users and this is within the swimming lessons / spectators side of activity. We have noticed this trend nationwide and it appears that girls are leaving the activity earlier than they used to with football being the main distraction currently.

An average attendance of just over 70,000 per month, came to the leisure centres during the quarter which in contrast to the previous year where the average attendance was over 78,000 customers per month coming through the doors. As noted Swimming Lessons account for approx. 3,500, however another factor on the reduction was that the easter holidays fell in March last year and April of this year moving a significant amount of expected users into the following quarter so not a completely accurate like for like period.

What is pleasing to note is that sports and activities is rising year on year and this corresponds with our growth in community wellbeing activities.

Description	Jan-25	Feb-25	Mar-25	Total
Swimming	27,564	27,434	27,496	82,494
Gym/Fitness Classes	27,260	25,910	27,080	80,250
Sports/Activities	6,304	6,609	4,385	17,298

Jan-24	Feb-24	Mar-24	Total	Variance
29,442	30,687	31,581	91,710	-9,216
27,607	28,914	27,835	84,356	-4,106
5,511	6,175	4,836	16,522	776



Activity Total	61,128	59,953	58,961	180,042
Spectators	10,358	10,655	11,347	32,360
Grand Total	71,486	70,608	70,308	212,402

62,560	65,776	64,252	192,588	-12,546
10,485	11,368	11,953	33,806	-1,446
73,045	77,144	76,205	226,394	-13,992

Membership:

Over the last quarter the fitness and health membership increased like for like on last year which is pleasing to see, we believe that this is a combination of factors including significant investment in the Gym at Parklands and the introduction of the new membership plan as discussed earlier.

Swimming Lessons have continued to take a significant hit however and this would be more worrying if as a company we were not seeing this trend replicated across the country. However, this is still something that requires attention and our current findings are that swimming is competing with sports like football particularly with girls as the fastest growing sport in the UK which has detracted from girls participating in swimming more than historically suggested.

Membership	Jan-25	Feb-25	Mar-25	Jan-24	Feb-24	Mar-24	Variance
Gym	4,477	4,423	4,426	4,411	4,351	4,298	128
Swim Lessons	2,480	2,647	2,541	2,822	2,849	2,800	-259
Total	6,957	7,070	6,967	7,233	7,200	7,098	-131

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

- There are currently 27 care experienced young and 4 cared for children that are currently accessing the gyms in the Oadby & Wigston Borough.
- In the Oadby & Wigston contract we have had 2 referrals through the LCFC violence reduction programme.

Healthy Ageing

- Through quarter 4 there has been great attendance across the senior sessions, with 844 attendances. These include Senior Kurling, Senior Badminton and Walking Football. To break this down there has been 147 attendances on the Wednesday walking football, 46 attendances on the Friday walking football, 231 attendances on the Monday senior badminton, 226 attendances on the Friday senior badminton and 194 attendances on the New Age Kurling
- There are currently 9 carer memberships across the 2 leisure centres.



Healthy Communities

- Everyone active are part of the physical activity working group for Oadby & Wigston where we are looking to set priorities to get the most inactive moving.
- Everyone active are now part of the Leicestershire FA's disability working group. The main priority for the group is disability club pathways, but as a key leisure partner we support directly with community access for all.
- As part of our partnership with the Leicestershire FA, they delivered partnership footballs to each site.
- The ladies no strings badminton session had 115 attendances.
- The social pickleball session at Parklands had 67 attendances through this quarter.

Healthy Lives

- In quarter 4 we have created new marketing to show that we can take direct referrals for exercise referral at the leisure centre. This is in attempt to boost the low referral numbers that have been coming through. Through this first quarter we had 9 referrals with 7 starting as exercise referral participants and 5 taking out the exercise referral membership.
- The Parkinson's membership offer currently has 77 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 1076 attendances across the 4 weekly sessions.

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 Menphys Charity Group.
- Free Coffee for VASL Carers
- Free Memberships for PARS

General:

In general although it is disappointing to report on visitor numbers dropping, we have identified that a large majority of this is industry wide and not as of a local effect. We are confident in the understanding that a large proportion of this was based on customer choice being driven by alternative activities which are available throughout the region and city locally.



We are pleased to see Fitness and health memberships growing and the new membership package of You+ being delivered at local sites.

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.

Sport and Physical Activity – supplied by Blaby District Council

Referral Data

We have successfully processed a total of 146 physical activity referrals from residents for Q4. This can be broken down into 95 self-referrals through the new pathway and 55 referrals directly from health care professionals. Of the OW referrals received, 46% were deemed as completely inactive at baseline.

Referrals into Active Blaby currently make up 40% of the total referrals received across LLR. Self- Referral numbers in Oadby and Wigston are currently the 3rd highest in the county, with a 30% increase in the volume of referrals from Q1 to Q4 in 24/25.

Year summary

In 24/25, we have received 323 self-referrals from OW residents and direct partner referrals, totalling **463 referrals** for the year.

We have had 321 participants take part in our community programmes (Level 2 and 3) and 202 in our specialised programmes (Level 4), a total of **523 residents** accessing our programmes delivered in OW.

Overall, we have had **5,196 unique attendances** across our community and specialised programmes for 24/25.

Escape Pain and Escapees

This quarter, we have successfully delivered one Escape Pain programme at Parklands Leisure Centre. From this course, there were a total 10 participants who completed, with 125 individual attendances. 25% of those attending were from an ethnic minority group. Attendance at the follow-on class, Escapees, has been positive, with 14 participants and 84 attendances for the quarter.

Escape Pain Feedback

“To what extent do you agree or disagree with the statements about your participation in the programme. [It has helped me reduce my joint pain)”

100% agree or strongly agree with above statement



"To what extent do you agree or disagree with the statements about your participation in the programme. [I have enjoyed participating in activity as part of this programme]"

100% strongly agree with above statement

"It has given me confidence to get back to the gym. I have met some lovely people. This has been an excellent programme. All the leaders were excellent, encouraging and professional. They also made it fun. Thank you."

"Hearing how others deal with pain and not feeling alone in coping with feeling disabled. Most enjoyable combining with those attending class. It had encouraged me to exercise rather than stay at home."

JUST Get Involved

JUST Get Involved, the 9-week physical activity programme which aims to increase women's physical activity levels through signposting to local activities, has been very successful in its 9th year. Despite a cut to funding, the programme has managed to engage 87 women from Oadby and Wigston, with over 515 attendances recorded in the five classes on offer in O&W.

78% of those who signed up were new to JUST and 18% were completely inactive at baseline. 46% of participants in OW completed at least 8 sessions and were able to claim a JUST T-shirt as a reward and on average, participants increased their PA levels by 40%.

Steady Steps

In Q4, two 24-week Steady Steps classes have been started at the Freer Centre in Wigston and St Pauls Church in Oadby. Currently, there are 11 participants in each class, with 103 attendances so far.

Steady Steps Feedback

"I am very appreciative of the chance to take part in the steady steps programme and feel more positive about my abilities"

"The Steady Steps programme allows participants to exercise according to ability; it is not too intense but challenges you to improve your mobility"

"It is a well-constructed course, giving overall exercise to the body. A relaxed and friendly atmosphere".

Q4 Attendance

This quarter, we have had a total of **1428 attendances** across our Level 2 community programmes and 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	54
Walking Netball	Wigston Academy	Ongoing	100
Walking Cricket	Beauchamp College	Ongoing	72



Walking Hockey	Uni of Leicester Sports	Ongoing	87
Health Walks	5 x walks across borough	Ongoing	322
Total			691

Participation Numbers- Level 3 Programmes

Activity	Location	Started	Attendance
Seated Activity	Freer Centre	Ongoing	120
Easy Movers	Freer Centre	Ongoing	121
Escapees	Parklands Leisure Centre	Ongoing	84

Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	8 Participants
Steady Steps Plus	Oadby St Pauls Church	Ongoing	60
Steady Steps Plus	Wigston Freer Centre	Ongoing	97
Total			404

Participation Numbers- Level 4 Programmes

Steady Steps		Participants	Attendance
Two programmes	Wigston, Freer Centre and St Pauls Church, Oadby	22	103 so far

Cardiac		Participants
Oadby and Wigston	Parklands Leisure Centre	55

Health and Wellbeing – supplied by Blaby District Council

In Q4, Tracy attended the District Health Leads meeting, which was reinstated in December. District Health Leads seek to improve health and wellbeing, and reduce inequalities for local people, through partnership working. Districts and Boroughs will share local progress (CHWP) and challenges that will be shared back to the Staying Healthy Partnership. The group will also report back on the 6 focus points from county wide forums, these include: Healthy weight, Mental Health, JSNA steering group, Oral Health, Sport and Violence Reduction Network, SMI and breast screening.



Health and Wellbeing

Boxing sessions delivered by professional boxer Paige Murney and Waterfront Sports & Education Academy have continued in South Wigston High School. As it is funded by UKSPF the data from Q4 has been received.

We continue to work with a range of partners to improve air quality in the borough, with a focus on Launde Primary School. We have applied for a Leicestershire County Council grant to purchase a second air quality monitor.

Martha Jones, Public Health Apprentice, is still supporting the Pantry Nook in South Wigston which continues to grow. She helped organise a professional open morning in March where over 60 professionals attended to hear about the history of the food pantry, food insecurity issues in the borough, the impact we are having on residents and to meet our volunteers. We had great feedback from those who attended.

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 has worked with O&W PCN to create a project plan on the priority with work expecting to start in April 2025.

Community Safety

As of the end of the financial year all Safer Streets actions agreed for the Borough, both Council and Police, have been completed and feedback provided to the Home Office via the OPCC. A stock of target hardening and 'cocooning' packs remain at Wigston Police Station following the distribution targets for these actions being exceeded, and will be provided to victims of, and those at risk of, burglary by NPA officers across the Borough.

Bracketry for Solar CCTV has been installed at Wigston Cemetery but issues with the weight of the equipment means that a cherry picker is now required to complete installation of the assembled unit itself. This is being arranged to coincide with the install of bracketry at Oadby Cemetery so both units can be deployed on the same date. Oadby's bolts were used to complete this installation as Wigston Cemetery is the priority site for ASB.

In addition, early conversations are taking place around moving access to the redeployable CCTV units onto a remotely accessible laptop within the Council's server room, removing restrictions where CCTV is inaccessible for Council staff whenever Mark Smith is absent, and providing upgrades in both physical and virtual security for the device. Access by the Police via their own dedicated computers will be unaffected by this.

All remaining CSP funds for 2024-25 are on track to be spent as agreed with the OPCC, with timescales for works agreed to extend into the new financial year. Funding for 2025-26 has also been confirmed by the OPCC to be at the same value.

Anti-Social Behaviour

The Community Safety & Wellbeing Manager has recorded **12** reports of ASB in Q4, please see chart below for monthly breakdown:

Q4		
Number of ASB logged/investigated by Community Safety & Wellbeing Manager: 12		
Number of incidents per month		
January 25	February 25	March 25
9	2	1



Of these 12 ASB reports, issues remained that of a wide range. The most common report referred to issues of 'Noisy neighbours' and 'Shouting and swearing'. Other reports included 'Hooliganism', 'Taking drugs' and 'Dropping litter'.

The Council's Housing Department have logged and investigated **12** reports of ASB. The most common reports being 'Verbal abuse' and 'Taking drugs'.

The Council therefore in Q4 have recorded and investigated **24** reports of ASB on the ASB system, please see chart below for number per area breakdown:

Q4		
Total number of ASB reports: 24		
Oadby	South Wigston	Wigston
4	6	14

Helping Hands – Information supplied by Helping Hands

From the 1st January to 31st March 2025, approximately 115 residents from Oadby & Wigston used our services the highest electoral ward area was South Wigston, with the Trust seeing approximately 76 clients from the area during this reporting period. This quarter, welfare rights were the highest matter for clients seeking support.

OWBC FINANCIAL OUTCOMES

Oadby Brocks Hill	£19,630.80
Oadby Grange	£82.00
Oadby St Peter's	£2,345.30
Oadby Uplands	£12,480.00
Oadby Woodlands	£13,875.88
South Wigston	£94,237.10
Wigston All Saints	£11,352.82
Wigston Fields	£33,574.53
Wigston Meadowcourt	£51,064.20
Wigston St Wolstan's	£41,689.82

Key Updates

- We are delighted to have been successful in an application for a new pilot project funded by Utilita – for two years, the funding covers the costs of one full-time worker only – the project will focus on food and fuel poverty and working in partnership with the Tigers foundation, Zinithiya Trust, B-Inspired and Action homeless.
- Our funding for multiple projects and independent ages has now come to an end. This has resulted in the loss of a team member who were on a fixed-term contract ending employment with Helping Hands Community Trust.
- We continue to attend Better Mental Health network members, Oadby and Wigston INT Meetings and LLR Financial Inclusion Group to ensure we have a presence in key conversations within the community.
- We are developing strategic approaches for the organisation.



- We are working on improving our fundraising events – these start in the new financial year.
- We have had three new members of the board join us, and one member step down after many years of service.
- Over the past six months, we have dedicated time to thoroughly reviewing, analysing, and enhancing our understanding while implementing updates to our reporting system, "AdvicePro." These changes were made to streamline our data collection process, ensuring it is accurate, efficient, and meaningful. With this work now complete, we are currently training all team members on the system to guarantee that, moving forward, our reporting remains functional, transparent, and reliable.
- Our team is supported by various funding sources for specific projects that benefit residents in the Borough and beyond. This includes funding from Trussell Trust and Leicester South Foodbank for a team of debt and benefit advisors. These projects and the support we offer to those seeking our help allow us to take a holistic approach to our services. The contract for our Independent Age comes to an end in January 2025, with Multiply also coming to an end in March 2025; no further funding for these projects is available. We have funding from Cadent, who are supporting the delivery of our services with funding towards some of our costs. This has come at a much-needed time, as funding is becoming increasingly difficult to secure and operating costs are increasing. While this funding is much needed, HHCT still faces uncertainties regarding ongoing financing and delivery of services.
- Helping Hands Community Trust have just reviewed and planned for the next financial year. Unfortunately, the budget is showing we will be in a larger deficit by the end of the financial year. This means we are having to make some very difficult decisions that will have an impact on our team. We hope that over the next quarter we can establish more funds through grants and fundraising activities; however, in the current landscape, this is increasingly difficult.

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. We are in discussions with LAMP and the University of Leicester to explore partnership working.

Our new pilot project addressing food and fuel poverty is in its early stages. Our goal is to extend support not only to those visiting Helping Hands Community Trust (HHCT) but also to reach out into the community. By collaborating with schools and community hubs, we aim to engage with diverse age groups through workshops, events, group activities, and one-to-one support to educate, empower, and provide assistance. We welcome contributions and collaboration from local charities, businesses, and the council to bring this vision to life.

After 6 months of working remotely due to personal circumstances, our Service Delivery Manager is now back in the office, and this is providing a high standard of supervision and streamlining our approach to delivery. Moving forward, the Service Delivery Manager will be taking the lead in all reporting for all our contracts, allowing our CEO to focus on the strategic development of the organisation. A handover and an induction process will be carried out to ensure a smooth transition.



We are currently refining our strategy, focusing on key priorities such as people, governance, services, and marketing. This strategic development will strengthen and stabilize our delivery service, and we are pleased to have three new members joining our board of trustees. Although we anticipate challenges ahead, particularly regarding funding, we are optimistic about the exciting new opportunities on the horizon for Helping Hands Community Trust

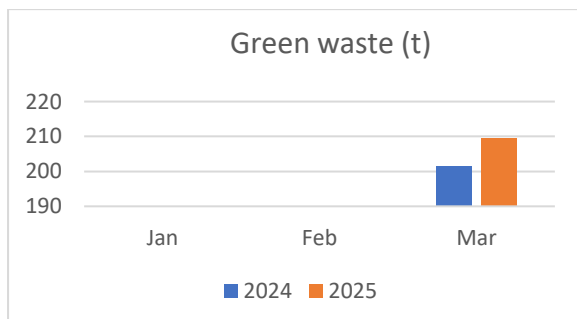
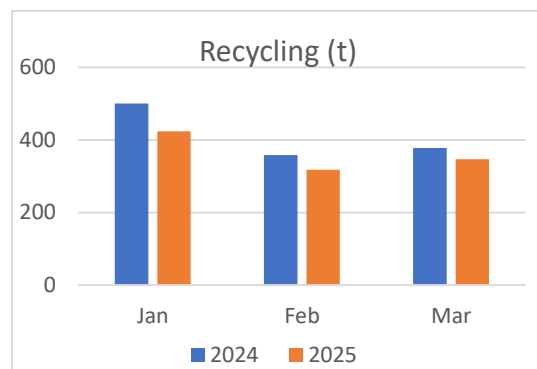
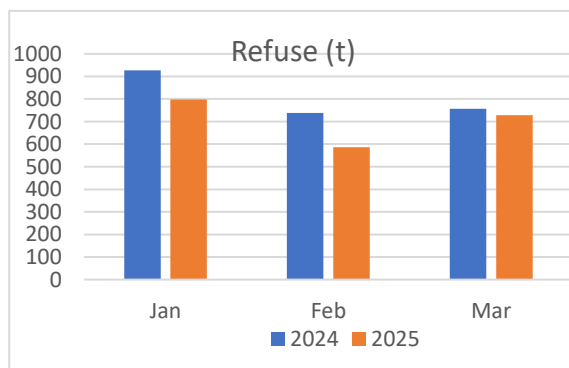
Refuse and Recycling

In Q4 2025 there has been an overall decrease of 309.49 tonnes in the refuse collected, this is a 12.78% decrease compared to Q4 2024.

For the recycling tonnages, there has been a reduction of 149.27 tonnes in Q4 2025 compared to Q4 2024. This translates to a 12.07% reduction of recycling collected between these periods.

There has been a substantial decrease in the tonnages for both refuse and recycling since the transition to alternate weekly collections.

For the green waste collected there was an increase of 7.86 tonnes in Q4 2025 compared to the Q4 2024, which equates to a 3.90% increase. No tonnages are available January and February 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 2025	Jan		Feb		Mar	
	Weight (t)	%	Weight (t)	%	Weight (t)	%
Green Waste	0.00	0	0.00	0	209.42	15.61
Recycling	423.42	33.01	317.40	32.95	346.52	25.82
Refuse	797.42	62.18	586.91	60.93	728.08	54.25
Other	61.68	4.81	59.02	6.12	57.94	4.32