

# Communications and Consultation Outcome

South Wigston, Wigston Fields and Wigston Magna

Proposed Selective Licensing Scheme (2025 – 2030)

Appendix 1

Oadby & Wigston | Our borough -  
the place to be

## Consultation Plan

[The Housing Act 2004. Section 80 \(9\)](#) requires a Local Authority to widely consult prior to considering designating an area of Selective Licensing within its Borough with two points enshrined within law, these are.

- Take reasonable steps to consult persons who are likely to be affected by the designation
- Consider any representations made in accordance with the consultation and not withdrawn.

[Section 6 of the Selective Licensing in the private rented sector: a guide for local authorities document](#), published by the Department for Levelling Up, Housing and Communities outlines the consultation requirements for any considered scheme. The guidance document outlines that the Council must undertake a full consultation for a period of at least **10 weeks**. The date for commencement for the consultation will be agreed subject to the approval of the Licensing and Regulatory Committee scheduled for 20/06/24.

Any consultation should include consultation with the following groups.

- Local Residents
- Tenants
- Landlords
- Managing Agents
- Business Operators within the designated area

Further to the groups included within the guidance document the Council will also consult with the following groups to ensure that the consultation will be widely publicised.

- Leicestershire Police (Police Area and Beat Levels)
- Leicestershire Fire and Rescue
- Leicestershire County Council, Social Services (Adult and Children Services)
- All Oadby and Wigston Borough Council Elected Members
- Office of Leicestershire Police and Crime Commissioner
- Office of Member of Parliament for Harborough, Oadby and Wigston Constituency
- Chair of the Oadby and Wigston Community Safety Partnership
- Internal Council Departments that may be impacted by designation (i.e. Housing Options, Community Safety and Economic Regeneration)
- Landlord Groups/Associations (i.e. National Residential Landlord Association and Decent and Safe Homes)

- Housing Professionals (i.e Shelter)

The plan outlining the methods and nature the Council use to engage with the groups listed to widely publicise the scheme is outlined within the communication plan below.

It is essential that the consultation provide a clear and informative outline of the considered designation, as the considered designation would account for less than 20% of the total rental stock within the Borough and less than 20% of the total geographic municipal area, which means that any scheme will be considered by the members of the Council and would not require intervention by the Secretary of State for Housing, further information on the proposed area, proposed fees and discounts and the aims of the considered designation, will be published on the Councils website, with paper copied provided to residents upon request. This approach will ensure that those individuals that are able to review the information digitally are able to do so, whilst ensuring that individuals that are unable to are still able to access the essential information, whilst limiting the environmental impact

The Council will ensure that feedback can be provided through the following channels.

- Online (Through the Councils website)
- By phone (Through the Councils Customer Service team)
- Face to Face (Through the Councils Appointment Hubs and Residents Forums)
- Email (Through the dedicated Selective Licensing Email address)
- Letter (Delivered to the Council Offices)

Following the completion of the consultation period the results from the consultation and summary responses will be published on the Councils website and presented to the Licensing and Regulatory Committee and will demonstrate how these comments have either been acted on or not and the justifications for doing so.

## Consultation Delivery and Outcomes

The table below outlines the various consultees that are being contacted, the methods and timeframes of how this is being undertaken.

| Method of contact  | Nature of communication | Target / Specific Audience  | Method of Delivery  | Target Numbers  | Justification for any deviation from comms plan and outcome  |
|--|-------------------------|---|---|---|--|
| <b>Residents and businesses within impacted areas</b>  |                         |   |   |   |  |
| Consultation postcard provided to all residences and businesses within the South Wigston, Wigston Magna and Wigston Fields ward. | Postal                  | All residents and businesses within impacted wards to encourage comments and feedback | For efficiency deliveries will be made by hand using the MEA system to offer roles to those who have registered an interest to deliver poll cards previously at a rate of 20p per card, in line with existing rate for poll cards | Number of residences<br>6,650<br>Number of residents<br>11,175                                  | Cards Delivered to Households as anticipated   |
| Three dedicated landlord, agent and public events  | Face to Face            | Landlords, Estate Agents and Members of the public                                    | Face to face presentation to residents in attendance delivered by the Selective Licensing team leader   | Number of people that attended in person<br>16<br>Number of people that attended virtually<br>4 | Hybrid engagement events held on the following dates and times<br>19 <sup>th</sup> December 2024 at 17:30 – 19:30<br>10 <sup>th</sup> January 2025 at 14:00 – 16:00<br>15 <sup>th</sup> January 2025 at 18:00 – 20:00<br>Events were held in person at Brocks Hill and also virtually on teams to ensure as many barriers to engagement were removed |
| <b>Business groups and members of the public</b>   |                         |   |   |   |  |

|   |                            |  |  |   |  |
|---|----------------------------|--|--|---|--|
| Make officers available for face to face or video appointments  | Face to face or Video Call | All residents, landlords or other parties that wish to engage face to face | Appointments that can be booked through our customer services team through the main switchboard number | Dependant on engagement to be logged upon completion and reported back to committee | Officers made available no appointments requested, although two requests received for paper copies of consultation document, which were hand delivered.  |
| Article within OWbiz newsletter   | Email                      | Businesses within the Borough  | Gov Delivery Platform  | 7751 Subscribers  | Gov Delivery message sent to <ul style="list-style-type: none"> <li>• Subscribers of Community Safety, Crime and Antisocial Behaviour</li> <li>• Consultations &amp; surveys</li> <li>• Council News</li> <li>• Information, or News For Businesses</li> </ul> |
| Article on Gov Delivery Platform to following mailing lists <ul style="list-style-type: none"> <li>• Consultations and Surveys</li> <li>• Council News and Information</li> </ul> | Email                      | Members of the public  | Gov Delivery Platform  |   |  |
| Publication on the Councils Social Media Platforms  | Social Media               | Members of the public  | Facebook, X  | X – 2682 followers<br>Facebook – 4500 followers                                     |  |
| Dedicated webpage   | Website                    | All parties  | Council Website  | Visits to site<br>539   |  |
| <b>Elected Offices</b>  |                            |  |  |   |  |
| Direct communication to all OWBC elected members, through members bulletin  | Email                      | All Elected members  | Gov Delivery Platform  | 26 Members  | Emails sent to all members 16 <sup>th</sup> December 2024  |

|  |       |   |   |                     |   |
|--|-------|---|---|---------------------|---|
| Direct communication to elected member for Harborough, Oadby and Wigston | Email | Member of parliament for Harborough, Oadby and Wigston                                      | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Neil O'Brien    | Email sent to Neil O'Brien for comment on 17 <sup>th</sup> December 2024  |
| Direct communication to office of Police and Crime Commissioner          | Email | Office of Police and Crime Commissioner for Leicestershire Police                           | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Rupert Matthews | Email sent to office of Rupert Matthews on 17 <sup>th</sup> December 2024 |
| Chair of Community Safety Partnership                                    | Email | Chair of Oadby and Wigston Community Safety Partnership                                     | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Kevin Loydall   | Email sent as part of member communication on 16 <sup>th</sup> December   |
| <b>Landlords and Landlord Group/Organisations</b>                        |       |   |   |                     |   |
| Article with the Private Sector Housing newsletter                       | Email | All subscribers to Private Sector Housing News (Landlords and Agents across Leicestershire) | Gov Delivery Platform                               | 568 Subscribers     | Gov delivery message sent 17 <sup>th</sup> December 2024                  |
| Direct communication to Decent and Safe Homes (DASH)                     | Email | Decent and Safe Homes (DASH)  | Email from Selective.Licensing@oadby-wigston.gov.uk | N/A                 | Email sent 17 <sup>th</sup> December 2024                                 |
| <b>Professional Services</b>   |       |   |   |                     |   |

|   |       |  |   |                         |   |
|---|-------|--|---|-------------------------|---|
| Direct communication with Leicestershire Police Inspector for Harborough, Oadby and Wigston Policing area | Email | Neighbourhood Policing Commander   | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Inspector Liz Perry | Email sent 17 <sup>th</sup> December 2024 |
| Direct communication with Leicestershire Police Sargent for Oadby, Wigston and South Wigston Beat Teams   | Email | Leicestershire Police Sargeant for Oadby, Wigston and South Wigston Beat Teams | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Sargeant Mark Body  |   |
| Direct communication with Leicestershire Fire and Rescue, Fire Protection Team                            | Email | Leicestershire Fire and Rescue, Fire Protection Team                           | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Vince Howard        | Email sent 17 <sup>th</sup> December 2024 |
| Direct communication with internal Housing Options Manager  | Email | Oadby and Wigston Borough Council, Housing Options Manager                     | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Louise Taylor       | Email sent 27 <sup>th</sup> November 2024 |
| Direct communication with internal Housing Manager  | Email | Oadby and Wigston Borough Council, Housing Manager                             | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Chris Eyre          | Email sent 27 <sup>th</sup> November 2024 |
| Direct communication with internal Community Safety and Wellbeing Manager                                 | Email | Oadby and Wigston Borough Council, Community Safety and                        | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Tom Maccabe         | Email sent 27 <sup>th</sup> November 2024 |

|  |              |  |   |   |   |
|--|--------------|--|---|---|---|
|  |              | Wellbeing Manager  |   |   |   |
| Direct communication with internal Economic Regeneration team            | Email        | Oadby and Wigston Borough Council, Head of Built Environment   | Email from Selective.Licensing@oadby-wigston.gov.uk | 2 – Adrian Thorpe and Raheema Caratella | Email sent 27 <sup>th</sup> November 2024   |
| Direct communication with internal Financial Inclusion Officer           | Email        | Oadby and Wigston Borough Council, Financial Inclusion Officer | Email from Selective.Licensing@oadby-wigston.gov.uk | 1 – Chetna Solanki-Mistry               | Email sent 27 <sup>th</sup> November 2024   |
| Article in Staff Newsletter  | Email        | All Oadby and Wigston Borough Council staff registered         | Gov Delivery Platform                               | 156 Subscribers                         | Completed 13 <sup>th</sup> December 2024  |
| Presentation and dedicated training the internal customer services team. | Face to Face | Oadby and Wigston Borough Council staff                        | Face to face presentation                           | 14 staff members                        | Attend customer services team meeting on the 20 <sup>th</sup> November to brief them around the consultation and Selective Licensing. |
| <b>Total Number of Consultation Requests Issued</b>                      |              |  | <b>26,884</b>                                       |   |   |
| <b>Total Number of Responses</b>   |              |  | <b>67</b>   |   |   |