



## Service Delivery Committee

### Operational Updates – Quarter Four (2025/2026)

#### BUILT ENVIRONMENT UPDATE

##### Planning

The Planning Section continues to perform well in relation to statutory targets and KPI's. For Quarter 4, 51 out of 51 Planning Applications were decided in time or within an agreed extension of time. Of the 1 appeal decided by the Planning Inspectorate, 1 was dismissed (i.e. won by the Council). In relation to Planning Enforcement and Tree Enforcement, there were no appeals made against any of the decisions made.

In addition to statutory targets and KPI's the department is currently meeting internal service standards. The average time to validate valid applications was within the target of 15 working days.

Due to the planning framework changes published by Government, the Council was forced to pause its new Local Plan production at draft plan stage. The pause was required so that the Planning Department could assess whether 389 new homes per year can be accommodated within the Borough. The completed evidence suggests that the Borough area cannot accommodate the Government's target of 389 new homes per year. On the basis that the Borough area can meet 240 new homes per year the Council has declared an unmet housing need. The new Local Plan, produced on this basis, was approved by Full Council on the 14<sup>th</sup> April 2026, for public consultation and subsequent submission to the Planning Inspectorate by the 12<sup>th</sup> June 2026.

##### Housing

This year end update provides a year-end overview of homelessness demand, temporary accommodation pressures, and the Council's response during 2025/26. It highlights a rise in homelessness duties and temporary accommodation use, outlines progress made through the B&B Elimination Plan and summarises how additional funding and targeted staffing will support a reduction in the use of unsuitable emergency accommodation.

Over the last 12 months, the number of households presenting to the Council as homeless and accepted as owed a homelessness duty has increased by 21%, from 216 to 262 households. This year-end position reflects continued pressure on homelessness services and temporary accommodation provision.

- **32 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
- **55 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.



- **175 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**

At year end, the Council was accommodating 133 households in B&B or hotel accommodation, nightly paid accommodation, or self-contained temporary accommodation. This represents an increase of 58%, from 86 to 133 households, over the previous 12 months.

The current temporary accommodation profile is set out below, together with the percentage increase or decrease over the last 12 months:

- 77 Households in B&B/hotel rooms (20% Increase)
- 39 Households in Council housing stock accommodation (179% Increase)
- 5 Households in Council hostel accommodation (40% Decrease)
- 7 Households in leased accommodation (75% Increase)
- 7 Households in self contained nightly accommodation (no records from previous years)

**NB at the time of writing there were 2 vacant rooms in hostel accommodation and 9 council properties undergoing works or waiting to be occupied**

The use of B&B accommodation for homeless households can have significant adverse impacts, particularly for children, and also places additional pressure on the Council's financial resources.

The use of B&B accommodation for homeless families with dependent children is permissible only as a last resort and for a maximum of six weeks. At year end, there were no families with dependent children placed in B&B accommodation for longer than 42 days.

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

The Housing Options Team has developed a B&B Elimination Plan to reduce, and where possible eliminate, the use of bed and breakfast accommodation as a temporary housing solution, particularly for homeless families. The plan focuses on increasing access to more suitable and sustainable accommodation through a combination of social housing, private rented sector opportunities, and targeted support services.

Since the introduction of the elimination plan, the Council has increased the number of Council-owned properties used as temporary accommodation by 243%, from 14 to 48 properties.

All vacant Council properties, including general needs and sheltered housing, are assessed to determine whether they should be advertised through the housing register or redesignated



for use as temporary accommodation. This assessment is undertaken by the Lettings Officer, Housing Manager and Housing Options Manager.

Where a sheltered housing property is redesignated for temporary accommodation, a sensitivity review and risk assessment are undertaken to ensure appropriate placements are made.

In addition to maximising the use of suitable Council housing stock as temporary accommodation, the B&B Elimination Plan identifies a number of actions to reduce the need to place families in B&B accommodation. These actions include:

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

The service has also agreed a service level arrangement with private hotel accommodation providers and is continuing to strengthen links with housing association partners to develop more sustainable housing solutions.

### **Emergency Accommodation Reduction Pilot (EARP) Funding**

The Council has been allocated £150,000 of additional homelessness funding in recognition of high levels of bed and breakfast use beyond the statutory six-week limit. The Emergency Accommodation Reduction Pilot funding will support delivery of action plans, the development of accommodation solutions, and an occupancy audit for households in temporary accommodation.

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

### **Regulatory Services**

#### **Environmental Health**

##### Food Business performance data

<b>Table 1 Profile of food businesses</b>	<b>Number of food businesses</b>
Total food businesses	437
Category A premises (those requiring an inspection every 6 months)	0
Category B premises (those requiring an inspection every 12 months)	11
Category C premises (those requiring an inspection every 18 months)	58
Category D premises (those requiring an inspection every 24 months)	110



Category E premises (those requiring an inspection every 36 months)	199	
<b>Table 2 Compliance levels of food businesses *</b>	<b>Number of food businesses</b>	<b>Direction of travel (compared with Q2)</b>
Non-compliant with urgent improvement required (graded 0 on the FHRs)	0	
Non-compliant where major improvement is necessary (graded 1 on the FHRs)	3	
Non-compliant where some improvement is necessary (graded 2 on the FHRs)	2	
Satisfactory (graded 3 on the FHRs)	15	
Good (graded 4 on the FHRs)	38	
Very good (graded 5 on the FHRs)	267**	
Total number of businesses falling under the Food Hygiene Rating Scheme (FHRs)	402	
New businesses awaiting an inspection	46	
Inspections carried out in Q4	45	
Number of outstanding inspections	0	

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

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

### Service Requests

<b>Table 3 Type of service request</b>	<b>Number received and investigated</b>
Food complaints	22
Outbreak notifications	2
Infectious Disease Notification	9
Health and safety complaints	3
Accident notification via RIDDOR	0
Abandoned vehicles	29
Fly tips, litter/side waste reports	16
Planning consultation responses	33



Housing disrepair requests	59
Noise cases	23
Pollution incidents e.g. bonfires, odours, smoke etc.	18
Overgrown land	35
Welfare burials	1
Pest related complaints (excluding complaints within a food business)	49
Unauthorised travellers	0
Flooding/watercourse issues	9
Total number received	<b>308</b>

### Enforcement cases

The team have been heavily involved in tackling fly tipping and litter/rubbish complaints. Some have led to formal action and work in default and there has been a significant case for which an investigation is ongoing – see photograph below.



This involves 20 tonnes of waste material comprising mainly household items such as mattresses, letters, Christmas decorations, wood, furniture, clothes, footwear, a sofa, drinks bottles, cardboard/packaging, toys, fencing remnants, chairs, garden waste etc. The company who own the land have now cleared the waste at their cost and we are working jointly with them to investigate evidence obtained. Five separate PACE interviews are now scheduled.



Considerable planning comments and representations have been made during this quarter involving significant developments and work analysing and appraising many supporting technical documents for example acoustic reports, land remediation surveys, light appraisals and demolition and construction plans.

A couple of significant cases are still ongoing. One relates to a strong odour associated with a screen printing business which is using solvent based products. The company have been asked to carry out a full audit of their control measures and extraction and filtration systems. Recommendations made are to be implemented.

There is an ongoing problem associated with a stagnant pond located by several homes which gives rise to seasonal mosquito problems. In the last few years the owners of the land have carried out preventative treatment including placing traps and applying a pond barrier to the water surface. This year following further meetings with the land owners it was decided to drain the pond to hopefully finally resolve the problem.

Mosquito trap



Before



After



During quarter 4 we audited and visited all of our prescribed processes for control. We regulate vapour recovery from petrol stations and solvent use and control from dry cleaners in our borough. All were compliant and classified as low risk due to the control measures and management in place.

Following a licence application to vary the premises licence at the University of Leicester botanic gardens, meetings have been held with the applicants and their agents and conditions now agreed. This matter was considered and successfully determined by the Licensing Sub Committee in April 2026.

Periodic and proactive monitoring is now taking place for events held at the Kube and Leicester Racecourse following complaints regarding noise levels and Health and Safety concerns.

A resident contacted the team to report a blockage in the Washbrook watercourse caused by a collapse of a gabion wall further downstream. Through a proactive approach by a team member we engaged the Leicestershire County Council as Strategic Flood Authority to clear the obstruction.

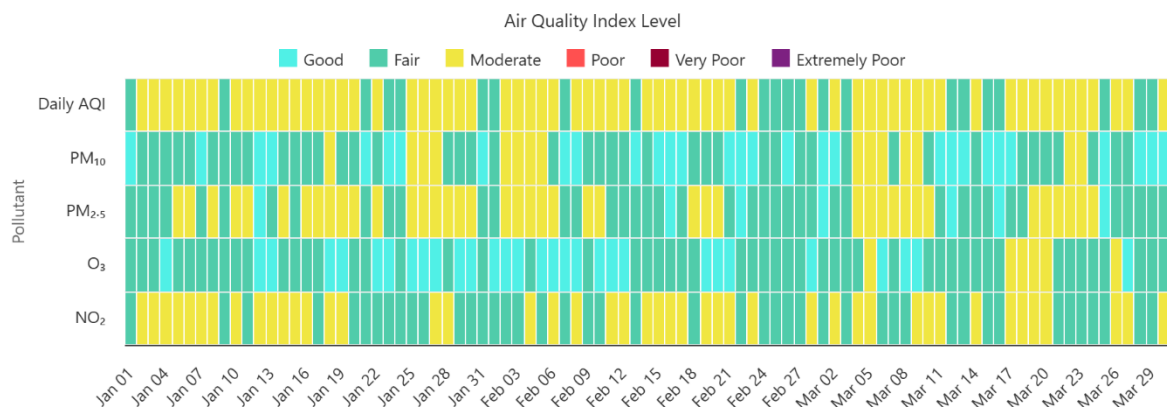




## Air Quality

### Launde Primary School Project

The Zephyr Lite units continue to monitor air quality levels at Launde Primary School.



Daily Air Quality Index Levels (AQI) measured to European standards for Q3 (hourly intervals).

#### Observations:

- Moderate 67 days (74.4%)
- Fair 23 days (25.6%)
- All levels are within National Objective Guidelines
- No significant difference in air quality has yet been identified between term, and non-term times.

Air Quality Partnership members convened throughout Q4 to discuss progress and updates. The possibility of installing bollards outside of the school gates to prevent the parking of vehicles directly outside school gates was explored, however this was not supported by Leicestershire County Council's Traffic and Safety Department due to the existing guiderails and the sites good collision record.

A respiratory nurse lead at South Wigston Health Centre, and member of the Children and Young People Respiratory Working Group, Lisa Blake, has agreed to assist in the delivery of educational material working directly with the school. Lisa's work will be ongoing throughout the project where she has the capacity.

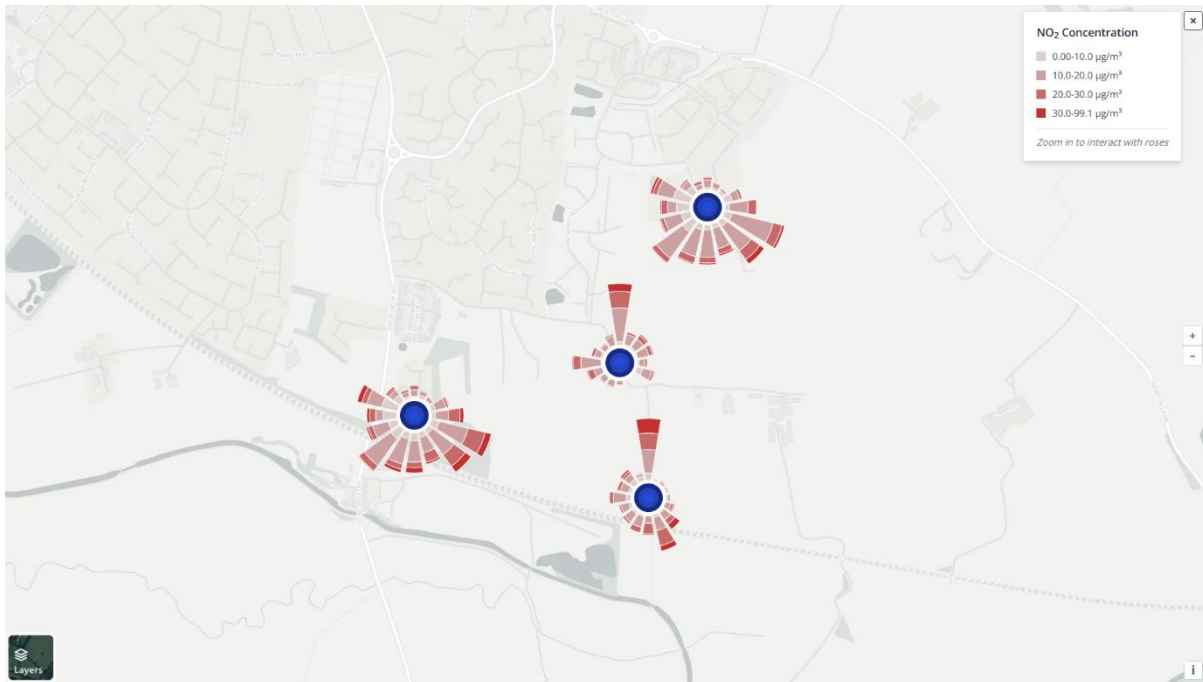
Funding for Launde Primary School finishes at the end of the 25/26 academic year and the project is being concluded via an assembly performed by the school's 'Eco Warriors'. A meeting was held at the school with members of the partnership to establish the aims as well as reinforce understanding of the assembly material. The session with the Student Eco Warriors at Launde Primary School focused on the air quality monitor and how to interpret its data. Building on this learning, the Eco Warriors developed an action plan aimed at improving air quality across the school environment. This included generating creative ideas and initiatives to encourage more children and families to walk or travel sustainably to school, helping to reduce vehicle emissions around the site. They also took an active role in raising awareness by planning and delivering an assembly on air quality, educating their peers about its importance and the impact it has on health and the environment. In addition, the group



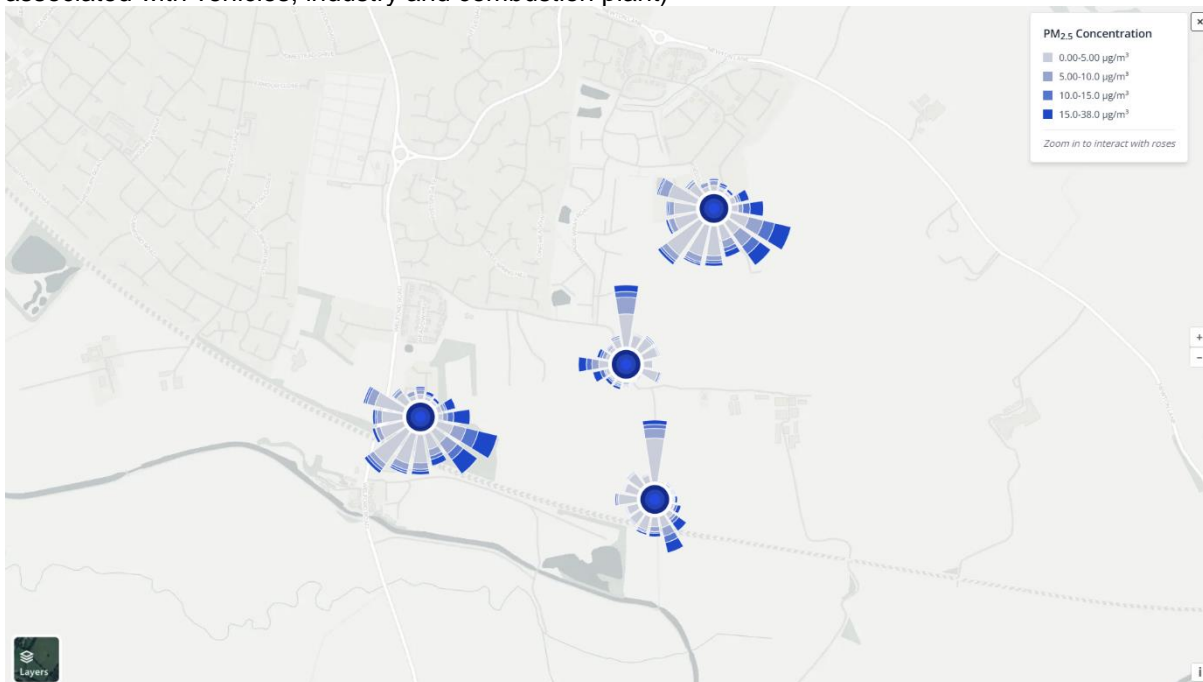
committed to regularly reviewing, sharing updates with the school community, and exploring further opportunities to promote environmentally friendly habits. The delivery date for this assembly is expected to be June 2026.

Advancing the project, partnership members have agreed that throughout the 26/27 academic year initiatives will be focused on a secondary education school.

### **Construction Air Quality Monitoring Project/Study**



Pollution rose displaying NO<sub>2</sub> Concentrations (hourly intervals). (Nitrogen Dioxide, a reactive gas associated with vehicles, industry and combustion plant)



Pollution rose displaying PM<sub>2.5</sub> Concentrations (hourly intervals). (Fine particulate matter below 2.5 microns in diameter, linked with vehicles, industry and dust)



### Observations:

- Data patterns across the four Zephyrs are not comparable and this is being examined along with weather data given the various sources nearby which include the construction site and railway line. The findings will be reported in Q1 26/27.

### Private Sector Housing

The new selective licensing scheme is on target, see the chart below:

<b>Table 4 New Selective Licensing Scheme</b>	
Applications received	725
Money received	25/26 – £266,200

### Energy Grants Projects

Year 1 of the Warm Homes: Local Grant project has been successfully closed, with tools being down on the 31 March 2026. With installations being completed in 11 properties. This equates to 25 measures at a cost of approximately £160,000.

Year 2 works have commenced with 10 properties currently out to retrofit survey, with another 10 properties currently going through the qualification process. Once this batch are completed the Grants Officer will be shifting focus to identify lower rated rented properties.

### Licensing

<b>Table 5 Q4 licenses processed</b>	
Combined Driver	8
Combined Driver (renewal)	27
Hackney Carriage	15
Hackney Carriage (renewal)	101
Hackney Carriage (transfer)	4
House to House	1
Pavement Licence	1
Personal Licence	6
Private Hire Operator (renewal)	2
Private Hire Vehicle (renewal)	3
Street Collection	3
Street Trading Consent	4
Temporary Event Notice	2
Transfer of Premise Licence	1
Vary to the DPS	4
Total	182



<b>Table 6 Q4 competency tests for licenced drivers</b>	
Passes	6 Passes.
Fails	31 Fails in March.

<b>Table 7 Enforcement activity</b>	
Driver investigations	6 (3 due to standards of driving, 1 sexual assault, 1 inappropriate behaviour, 1 police interaction (vehicle stop))
Number of drivers receiving penalty points	61
Driver revocations/suspension	4 revocations (public safety suspensions does not include routine DBS issues) 2 suspensions
Other enforcement cases Personal licence holder review Gambling club inappropriate unlicensed gaming activities and noise	2

### **Community Lottery**

The Q4 regulatory return has been made to the Gambling Commission with no issues recorded.

There are 28 good causes currently signed up and 387 tickets sold approximately each week from 154 players which is generating £12,074 in annual revenue for good causes.

### **Animal Care – Dog Service**

The Environmental Health Manager has been working with the Animal Care to review monitoring arrangements and consider more proactive measures. Reporting information will be included from Quarter 1 of 2026/27 onwards.

### **Revenues and Benefits**

#### **Benefits**

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

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



## Benefits Performance

<b>Speed of processing new claims HB/CTS</b>	<b>Q4 Actual</b>
Target 28 days	8.06 days
<b>Speed of processing Change in Circumstances</b>	<b>Q4 Actual</b>
Target 10 days	1.39 days

## Incoming Post

<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Total Number of Work Items Received	387	353	392
<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Average Duration (in days) of Time Taken to Process the Above Work Received	5.20	3.54	2.75

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

<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Number of Successful Awards	17	22	19
Expenditure	£3,904.97	£4,624.38	£3,217.69
Remaining Government Contribution	£7,063.75	£3,158.78	£0

## **Business Rates**

The Business Rates Billing Team are responsible for the administration and collection of over £13m of National Non-Domestic Rates (rising to £14m in 2026/2027). The Team has a duty to bill over 1,400 non-domestic properties.



### Incoming Post

<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Total Number of Work Items Received	492	274	265
<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Average Duration (in days) of Time Taken to Process the Above Work Received	5.54	2.82	3.02

### **Council Tax**

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

### Incoming Post

<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Total Number of Work Items Received	1,312	1,139	1,243
<b>Quarter 4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Average Duration (in days) of Time Taken to Process the Above Work Received	4.26	3.40	4.79

### Property Statistics

<b>Q4</b>	<b>January</b>	<b>February</b>	<b>March</b>
No of Council Tax properties	24,680	24,682	24,700
No of Council Tax Direct Debits	18,819	18,697	18,842
No of Single Person Discounts	7,645	7,632	7,630
No of Businesses*	1,455	1,459	1,462

\*We have seen a rise in the number of businesses within the 2025/2026 financial year. Since Q1 (April 2025), the number of businesses has risen from 1,414 to 1,462.

### **Recovery**

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



## Revenues Collection Rates

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

In Q4, we have seen an increase in Council Tax collection rates, compared to the previous year, for the first time since 2020.

This is due to continuous improvements to procedures, staff training and teamwork.

Q4 Percentage of Debit Collected	January	February	March
<b>(Cumulative)</b>	%	%	%
<b>Council Tax</b>			
Target Rate	94.42	96.76	97.50
<b>Actual Collection Rate</b>	<b>91.20</b>	<b>94.28</b>	<b>97.00</b>
Collection Rate 24/25	90.81	93.82	96.45
<b>National Non-Domestic Rates (NNDR)</b>			
Target Rate	90.23	94.52	98.50
<b>Actual Collection Rate</b>	<b>85.74</b>	<b>90.51</b>	<b>94.32</b>
Collection Rate 24/25	88.41	93.04	96.56

## NNDR

The collectible net position within NDR has increased by almost £1m compared with 2024/2025. This reflects a combination of new hereditaments entering the rating list and overall increases in rateable values.

Throughout the year, the team has made significant efforts to recover outstanding business rates and has collected more income than was received in the 2024/2025 financial year. In Q4 for 2024/2025, a total of £12.1m had been collected compared to £12.6m in Q4 for 2025/2026.

While we are cautiously optimistic about an improved collection rate in 2026/2027, the impact of the revaluation and changes to reliefs means some businesses have advised the team that they are likely to experience difficulties in meeting their payment obligations. This may impact on our collection rates and subsequently our debt collection.

## Housing Benefit Overpayments

Q4	January	February	March
Overpayments Brought Forward	£430,967.68	£433,561.35	£443,161.11
Number of Invoices Raised	26	17	14
Amount of Overpayment Created	£20,988.52	£23,830.03	£15,196.50
<b>Actual Amount Recovered</b>	<b>£17,925.96</b>	<b>£22,740.21</b>	<b>£24,654.36</b>
Actual Amount Outstanding	£433,591.56	£434,651.17	£433,703.25



## **Finance Inclusion Officer**

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

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

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

<b>FIO referrals Q4</b>	<b>January</b>	<b>February</b>	<b>March</b>
Number of referrals completed	82	85	107
Total monetary values of successful awards	£4,560.82	£6,600.75	£8,646.17
Food Vouchers Issued	4	5	5
Total of Food Vouchers	£80.00	£105.00	£95.00

## **NEIGHBOURHOOD SERVICES UPDATE**

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

Over the last quarter, the Corporate Assets and Clean & Green teams have supported several community events, including the Holocaust Memorial event at Peace Memorial Park and the Holi celebration at Ellis Park. This support included grounds maintenance and litter picking to ensure the areas were clean, tidy and welcoming. The teams also assisted with the jobs fair by setting up the room and clearing away afterwards.

The Clean & Green team have continued with winter maintenance across parks and open spaces, and this work has now been completed. The team have since commenced their regular mowing rounds.

Work on the Uplands tennis courts is nearing completion. Once finished, an open day will be held on 31 May, offering residents the opportunity to try out the courts. Free tennis sessions will be available on the day, with rackets and balls provided, and qualified coaches on hand to support those who wish to take part.

Preparation work on the cricket square is ongoing and includes rolling, mowing and adding soil where required. However, due to the wet winter conditions, the square is not yet ready for the new cricket season. With a period of drier weather, it is expected that the square will be fully ready for play within the next month.

Work has now been completed on the new play area at Willow Park, which was officially opened on 24 March. The new play area is a welcome addition to Wigston and is fully accessible, allowing children of all abilities to enjoy the space.



Brocks Hill has once again been assessed for the Green Flag Award, which evaluates parks based on cleanliness, safety, maintenance, sustainability and community involvement. The result will be announced in early June and, if successful, this would mark the 19th consecutive year that Brocks Hill has achieved the Green Flag Award. Works and orders have now been placed for replacement equipment at Brocks Hill County Park. Work is due to commence in Q2 2026/27.

The sale of Bushloe House was completed this quarter, bringing to a close a significant piece of work. This outcome reflects the considerable effort of the Clean & Green team, alongside the Corporate Assets and Projects Officer teams, who worked together to empty the building and ensure it was fully prepared for sale.

The Parks and Open spaces strategy was adopted in Q4, with a budget request subsequently submitted and approved. A works plan is currently being devised with works due to start throughout Q1 of 2026.27.

### Allotment Update

The number of allotment plots can change periodically, as some plots are divided into smaller sections while others are combined to form larger plots. As a result, direct quarter-to-quarter comparisons are not always meaningful.

Water pipe and standpipe works are currently being carried out at Aylestone Lane and Wigston Road to address ongoing water issues at these sites. This work should provide a more reliable water supply for tenants and help reduce the flooding problems experienced in the past.

The clearing of vacant plots has continued, supported by both the MOJ Community Payback scheme and the Clean & Green team. The Corporate Assets team has then worked hard to ensure these cleared plots are quickly re-tenanted, resulting in some very positive vacancy rates across the allotments.

Allotment Site	Total plots	Vacant Plots	On warning*	% of plots let
<b>Wigston Road</b>	130	0	8	100%
<b>Brabazon</b>	14	0	1	100%
<b>Manchester Gardens</b>	15	0	0	100%
<b>Aylestone Lane</b>	189	7	22	96%

\*On warning means the resident has been given notice for non-cultivation of the plot

### Fleet Replacement

As part of the ongoing fleet replacement cycle, three new vehicles were ordered this quarter to ensure the fleet remains roadworthy and operates in a cost-effective manner. The vehicles procured include a new caged vehicle, a 7.5-tonne compactor vehicle for the collection of street litter bins, and a Ford Transit to support bin deliveries within the waste service.



## Waste

### Food Waste

The new food waste collection service began on 30 March and has been a success. Crews are currently collecting approximately 7.5 tonnes of food waste per day, which is being diverted away from landfill. This waste is instead processed through anaerobic digestion, where it is converted into renewable energy and an agricultural bio-fertiliser.

Early trends indicate that increasing numbers of residents are taking part in food waste recycling, which represents a positive step forward in improving recycling rates and supporting environmental sustainability.

### Assisted Collection

Assisted Collection Data	Numbers
Number of new assisted Collections (Q4)	23
Total number of households receiving assisted collections	437

### Bulky / Pops and Electrical Collections

Q4	Jan	Feb	Mar
Bulky	177	70	179
Pops	97	162	127
Electrical	78	62	110
Total	352	294	416
Total Income generated Q4	£8,839		

### Garden Waste Permits

Q4	Jan	Feb	Mar	Total
New	85	3385	3363	6833
Renewal	1	196	248	445

## POLICY PERFORMANCE AND TRANSFORMATION UPDATE

### Customer Service Team

Oadby & Wigston Borough Council is committed to delivering a high standard of service to all our customers and to improving the services we provide.



We have a Customer Charter which covers the whole Council which is available on the website. The Customer Service Centre also has a published service standards agreement along with all other front facing services.

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

#### Email/Contact Us Online

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

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

Quarter 4	January	February	March
Number of emails	375	366	433
Number of contact us forms processed	128	131	228
Number of online forms Completed	1662	4240	4060
Number of complaints triaged	13	17	14
Average response time	1 Day	1 Day	1 Day

#### Calls

Quarter 4	January	February	March
Number of calls	4848	5008	7130
Number of calls answered	3920	3968	5322
Percentage answered	81%	79%	75%
Number of abandoned calls	928	1040	1808
Average wait time	2.40	2.19	2.57

#### 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 selects 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
January	234
February	199
March	329

### Face to Face

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

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

At the Service Delivery Committee meeting held on 10 March 2026, it was agreed that, due to low customer uptake, appointments would no longer be offered at town centre locations. Customers who wish to book an appointment will instead be offered one at Brocks Hill Council offices.

### **Reception**

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

Reception Stats – Q4			
Enquiry Type	January	February	March
Number of Quick Enquiries	431	299	543
Full Enquiries	76	61	78

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

#### Service Area Administration Support

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

This involves them:

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

#### Customer Service Centre Team – Admin output summary

Quarter 4	January	February	March
Number of admin work items processed.	617	529	589

#### Customer Service Satisfaction

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

- Telephone
- E Mail
- On-line

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

Quarter 4	Waiting time	Customer Service skills	Knowledge of advisor	Treated fairly as a valued customer	Enquiry resolution	Quality of service
Jan 26	96%	100%	100%	100%	100%	100%
Feb 26	97%	100%	100%	100%	100%	100%



<b>March 26</b>	96%	100%	100%	99%	100%	100%
-----------------	-----	------	------	-----	------	------

## Communications and Marketing

### Our email subscription service

Measure	Q4 Totals	Percentage of possible subscribers (based on 42,000 adults registered to vote)
Total subscriptions	15085	35.9%

Please note that whilst there are 42,000 registered voters in the borough, it is unlikely that every adult in each household will sign up to our email subscription service. It is more realistic to aim toward one adult in each property signing up. There are currently 24,700 household properties in the borough.

Measure	Quarter Totals
Average subscriptions per subscriber	3.0
Engagement rate	75.4%
Open rate	55.6%
Bulletins sent (in quarter)	48
Emails delivered (in quarter)	169,847

### Subscribers by topic (email subscription service)

Topic	Number of subscribers
Community & Voluntary Sector	3498
Community Safety, Crime & Anti-Social Behaviour	1963
Consultations & Surveys	3568
Council News & Information	8092
Health, Wellbeing, Sport & Leisure	5251
News for Businesses	1292
News for Council Tenants*	1174
Planning	963
Private Sector Housing News	572
Recycling, Refuse & Bin Collections	7248
Sports Clubs	12
What's On & Events	4192

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



## News articles

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

### [Holocaust Memorial Day 2026](#)

[Borough council achieves Customer Service Excellence for sixth consecutive year](#)

[Holocaust Memorial Day service in Wigston](#)

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

[Oadby & Wigston businesses benefit from £30,000 Green Grant scheme](#)

[80th anniversary of Lancaster bomber crash in Wigston](#)

[Have your say on future of local government in Leicester, Leicestershire and Rutland](#)

[Borough's jobseekers invited to meet local employers and access career support this March](#)

[Last call for Wigston's final units as town centre bucks trend with almost 100% occupancy rate](#)

[Local community groups are invited to our grant scheme launch event!](#)

[Our Community Grant Scheme is now open for applications!](#)

[Families welcomed to borough's newest accessible play area](#)

[Public consultation launched on draft Supplementary Planning Documents](#)

## Social media

Measure	Facebook
Number of Followers	6049
Number of posts	90
Post reach*	800,476
Engagement – reactions, comments, likes and shares	2,871
Measure	X
Number of Followers	2617
Number of posts	28
Post impressions*	4200
Engagement – reactions, comments, likes and shares	163



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

## **Community and Wellbeing**

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

The Community Health & Wellbeing Partnership (CHWP) met at the Council Offices on 24 February 2026. Updates were received from priority leads across Physical Inactivity, Risky Behaviours (children and young people), Physical Health, Mental Health and Housing Quality, alongside programme updates relating to employment support and externally funded projects.

Minutes of the meeting have been cascaded and are available should Members wish to receive a copy.

Key highlights included feedback from the physical activity consultation undertaken in Oadby South, with survey responses and initial findings presented to the Partnership. Partners discussed demographic trends, barriers faced by inactive residents and the importance of linking residents to existing community assets. Further work will continue to analyse the findings in more detail and establish a place-based working group to take this forward.

Updates relating to children and young people included the continued delivery of boxing sessions supporting disengaged pupils, alongside the rollout of a newly developed self-harm resource which has been circulated to schools, parents and GP surgeries. Partnership discussions also focused on collaborative working in schools, capturing youth voice and improving coordination between services supporting mental health, wellbeing and positive activities.

Positive progress was reported within the Physical Health priority, with Primary Care Networks continuing to offer additional weekend cervical screening appointments and enabling direct booking via text message. The introduction of 'Popper Pants' across surgeries was noted with the intention of further reducing barriers to attendance, while further links are being developed with the wider LLR cancer programme to address ongoing inequalities in screening uptake.

Mental Health updates included progress across several funded initiatives, including menopause support programmes, suicide bereavement support through Beyond the Silence, and continued delivery of inclusive community groups. The Mental Health lead also discussed the need to refresh the Mental Health Action Plan in response to emerging data and strengthen visibility and access to support within community settings.

The Partnership received summary updates on eight UK Government funded community projects, which continue to demonstrate positive outcomes across mental health, youth provision, physical activity, housing conditions and food support. These projects collectively support vulnerable groups, promote prevention and reduce health inequalities across the borough.

### **Community Engagement**



The Council's Community Grant scheme launched on 23 March, supported by a launch event held at the Thythorn Centre. Approximately 40 representatives attended on behalf of local community and voluntary groups.

The grant scheme is designed to support a wide range of organisations that deliver valuable services to our communities, including voluntary and community groups, charities, Community Interest Companies, faith groups, sports clubs and youth organisations, among others.

11 groups have been supported through this scheme. Successful projects will be required to submit outcome reports to enable the Council to monitor impact and assess the effectiveness of the funded activities.

In parallel, the Community Engagement Officer is strengthening the Council's community group database to improve our understanding of the range and scope of organisations operating across South Wigston, Wigston and Oadby. This data will be used to produce a quarterly bulletin for registered groups, sharing relevant updates and support opportunities.

### **Anti-Social Behaviour**

The Community & Wellbeing Team has recorded **7** reports of ASB in Q4, please see chart below for monthly breakdown:

<b>Q4</b>		
Number of ASB logged/investigated by Community & Wellbeing Team: 7		
Number of incidents per month		
January 26	February 26	March 26
3	1	3

Of these 7 ASB reports, issues have tended to involve concerns with neighbours' behaviour. This has included parking issues, noise nuisance, verbal abuse and drug use. The Council continue to conduct enquiries, engage with partner agencies and support victims.

The Council have recently received reports of young people accessing the shop roofs on Bell Street, Wigston as well as causing disturbances in local amenities. The Team have liaised with Leicestershire Police and will be contacting the schools to identify the young people responsible.

The Council's Housing Department have logged and investigated **9** reports of ASB. The reports revolved around neighbour nuisance and disputes, including noise as well as drug use and dealing.

The Council therefore in Q4 have recorded and investigated **16** reports of ASB on the ASB system, please see chart below for number per area breakdown:

<b>Q4</b>		
Total number of ASB reports: <b>16</b>		
Oadby	South Wigston	Wigston



5	3	8
---	---	---

## **HR Team**

### **Headcount**

<b>Quarterly Comparison Current Year 2025/26 Actual Headcount as at end of Q4 (31.03.26)</b>			<b>Quarterly Comparison Previous year 2024/25 Actual Headcount as at end of Q4 (31.3.25)</b>	
Headcount	Full Number	FTE	Full Number	FTE
Number of Permanent/Fixed Term Staff	181	171.93	170	162.03
Number of Temporary Staff (Agency Workers)	6	6	5	5
Zero Hours	7	0	0	0
<b>Total</b>	<b>194</b>	<b>177.93</b>	<b>175</b>	<b>167.03</b>

In addition to the agency workers listed above there were also 196 days covered by agency workers within the Waste & Recycling team. These can be summarised as follows:

<b>Reason for cover</b>	<b>Number of agency days worked</b>
Sickness	72
Annual Leave/Contractual Bank holidays in lieu	10
Replacement for Permanent Staff	80
Delivering Food Waste Hangers	34
<b>Total</b>	<b>196</b>

The number of agency workers in our Waste & Recycling team is higher than previously. Although we increased the establishment for additional collector/loaders and Driver/Loaders



we haven't been able to recruit to all of the permanent posts, as we were in direct competition with other local authorities for these roles. This has led to us using agency workers to supplement the permanent establishment which has contributed to our higher numbers.

### **Staff Turnover**

There has been a reduction in staff turnover since last year.

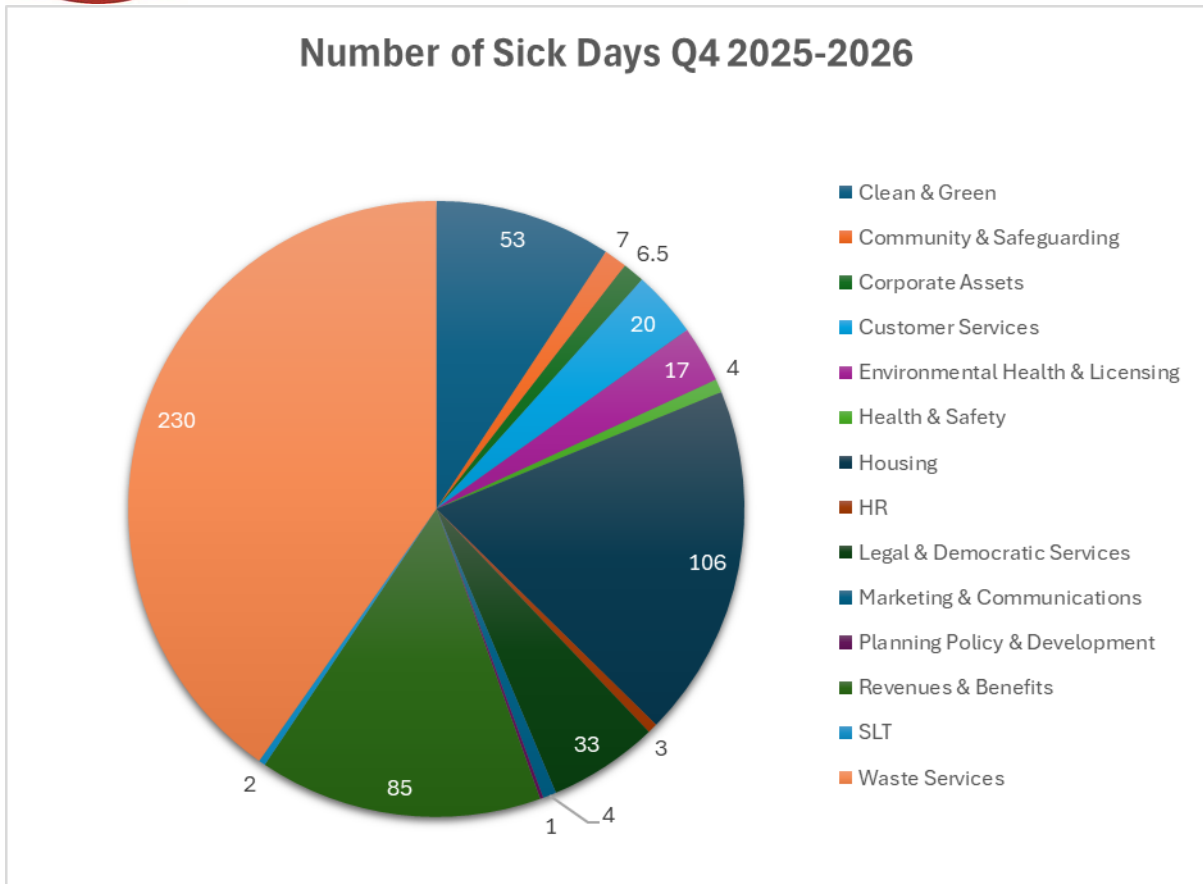
Last year's figure was higher than previous years due to organisational change and this year's figure is the lowest that it has been for some time which is good news.

These figures can be compared to the median local government rate of 14% so we are below average.

<b>Staff Turnover - Yearly comparison</b>		
	<b>2025/2026</b>	<b>2024/2025</b>
Average Head Count for the period	177.5	174.5
Number of Leavers	22	31
Staff Turnover	12.39%	17.76%

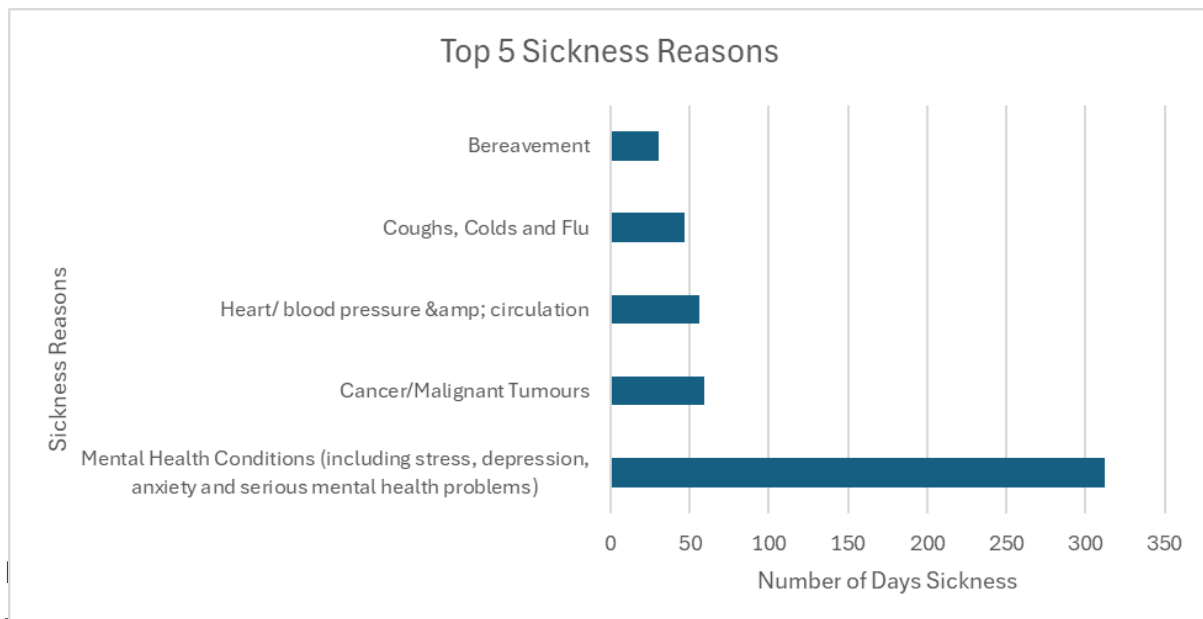
### **Staff Sickness**

In Q4 2025-2026 our total number of days lost due to sickness were 571.5 days.



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

Our top 5 reasons for sickness in Q4 2025-2026 can be shown as follows:

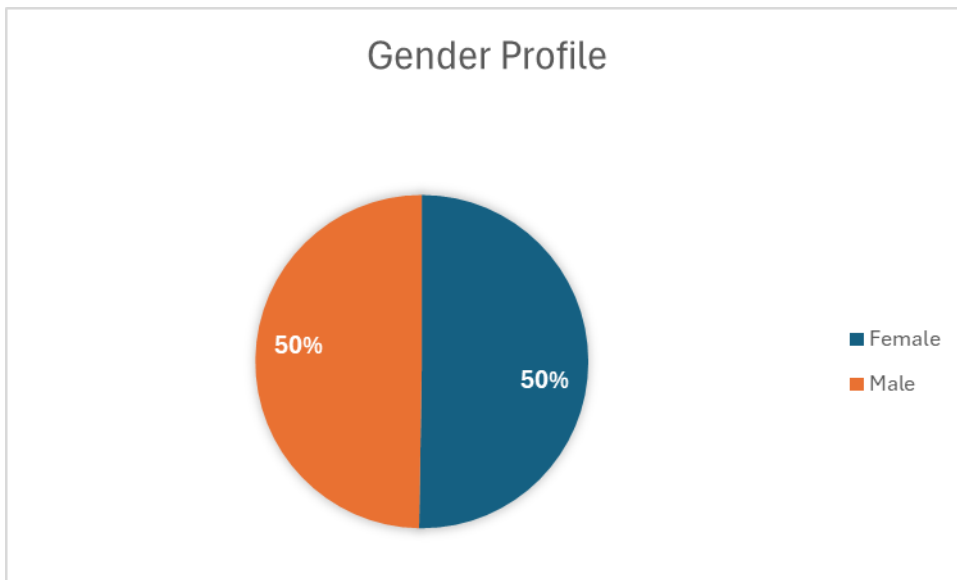


To better understand our employee profiles, we ask staff to provide us with their EDI information. Staff members do not have to provide this information; it is optional for them to do so. The data presented below is a snapshot of the information we currently have. The HR

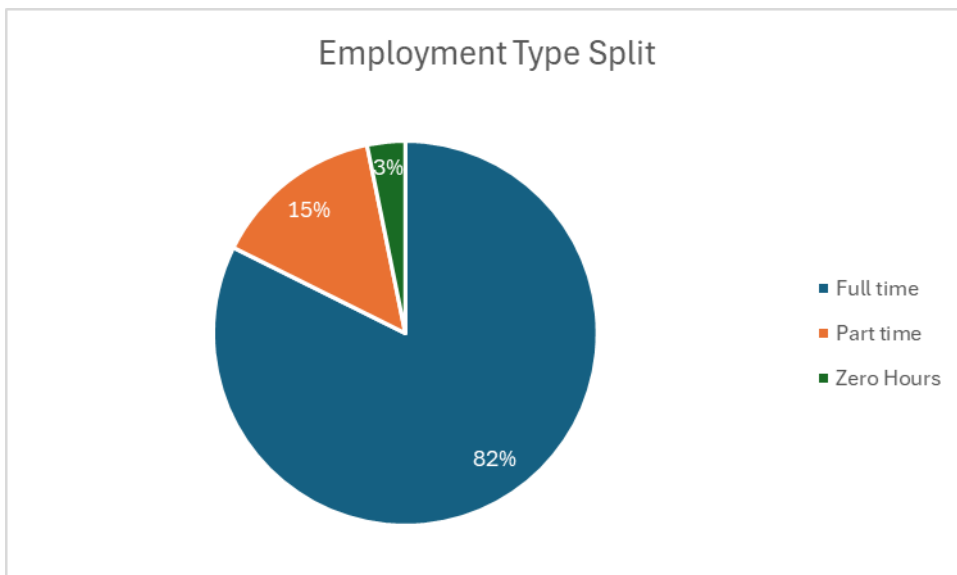


Team will continue to encourage staff to provide us with this information to help us close the data gap.

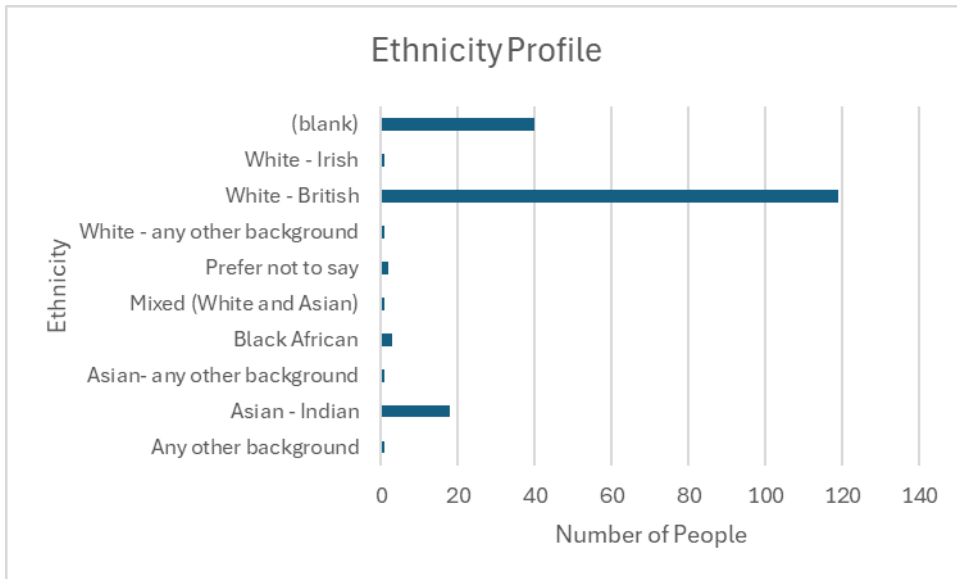
We have an equal split between males and females which is unusual compared to the national local government profile which is that 73% are female and 27% are male. We also have a high number of females in senior roles within the Council.



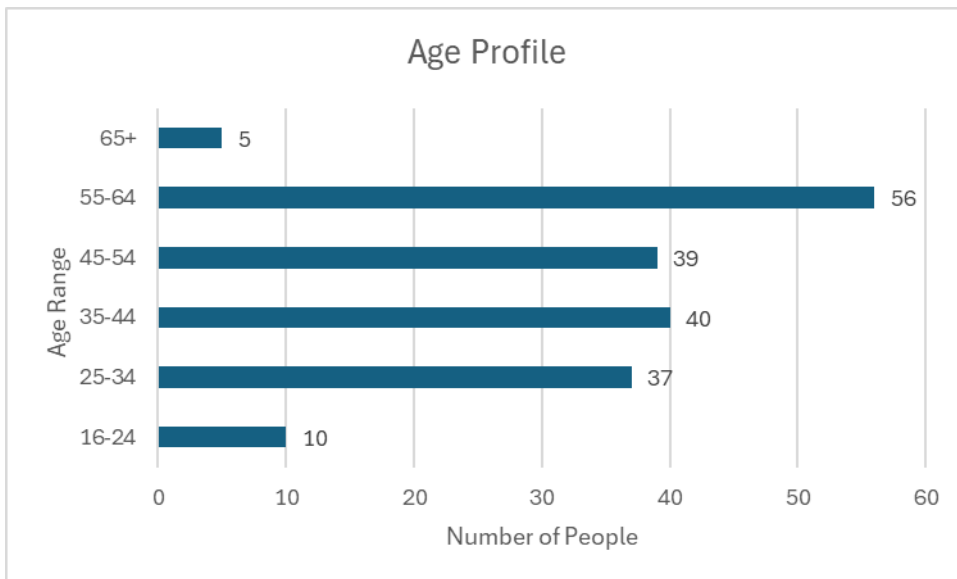
We have approximately 15% of employees who work part-time which is fairly low compared to the national average which is 24%. In the last year we have also recruited several zero hours contracts to supplement our core staff.



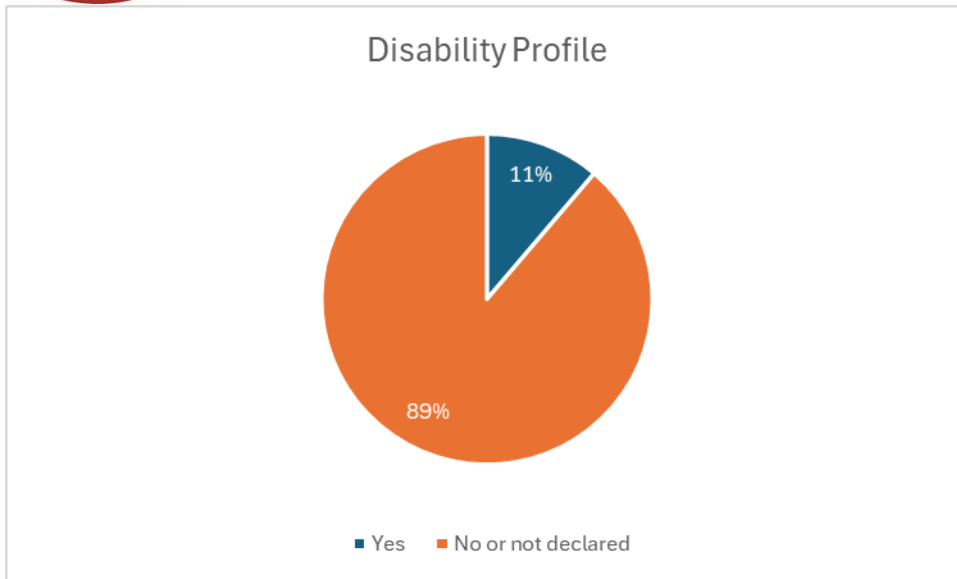
Our current data show that we have a high proportion of White British employees, followed by Asian employees with very few black employees. This may be due to our local demographics but also because some employees haven't disclosed their ethnicity. The national local government profile is that 89% of employees are White, 4% are Asian and 5% are Black.



Our age profile is similar to the national local government age profile where 67% of local government employees are aged between 40 and 64.



According to the LGA 17% of the overall workforce are disabled but only 5% of Council staff are disabled. 11% of our workforce have declared a disability which is higher than the local government average but still lower than the overall workforce. A number of our employees have not disclosed this information so our figures may not be fully representative.



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

### **IT Team**

During Q4, the IT team’s priorities focused on several key initiatives. These included completing the rollout of Two-Factor Authentication (2FA) for Members, presenting the new AI Policy to Council at PFD, working closely with the Revenues and Benefits Team to complete the year-end process, and finalising all documentation in preparation for the PSN submission.

The implementation of 2FA is a critical security enhancement, providing an additional layer of protection should user credentials become compromised. 2FA has now been successfully enabled for all internal staff and Members. While a relatively small change, this measure represents a significant improvement to the Council’s overall cyber security posture.

The new AI Policy was approved by Members at PFD in March. The policy is designed to provide clear guidance on the Council’s position regarding the use of Generative Artificial Intelligence (GenAI).

The Systems Team worked in partnership with the Revenues and Benefits Team to complete the year-end process. All work was carried out over a weekend and was completed successfully with no system issues or disruption to users.

Following the recent internal and external IT health checks, the team carried out five recommendations for improvement. the team have continued to work on completing all relevant documentation to ensure readiness for PSN submission later this year.

### **Service Desk Stats:**

	<b>Type</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>



Number of contacts	Service Desk	86	79	80
	Email	33	22	22
	Walk in / Phone	85	81	92

## **PARTNERSHIP UPDATES**

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

This report provides an overview of operational performance across the Oadby and Wigston Leisure Contract for Quarter 1, Contract Year 12 (December 2025 – February 2026), covering Parklands Leisure Centre and Wigston Pool & Fitness Centre.

The new contract year has started positively, with steady performance and strong engagement levels, particularly throughout January and early February, traditionally a key period for participation growth. The partnership between Everyone Active and Oadby & Wigston Borough Council continues to deliver a high-quality, safe and community-focused leisure service, aligned to the borough's health and wellbeing priorities.

Participation across the quarter has remained consistent and resilient, with encouraging activity levels across all core programme areas. The seasonal uplift in demand has been effectively harnessed, supporting increased engagement in fitness, group exercise and community-based activity, while maintaining strong foundations across swimming and sports provision.

#### Highlights:

- Positive start to the year: Strong engagement throughout January and early February, with increased participation across gym, fitness classes and community programmes following the festive period.
- Membership performance: Stable and resilient membership base, with seasonal growth trends evident and continued focus on retention and new member acquisition.
- Community engagement: Continued delivery of targeted programmes across Exercise Referral, older adults, children and young people and community groups, maintaining strong reach and inclusive participation.
- Health and Safety excellence: Continued high standards of compliance and operational safety maintained across both sites, with no significant incidents reported.
- Customer satisfaction: High levels of customer satisfaction sustained, with low complaint volumes and responsive feedback management supporting a positive customer experience.
- Community and social impact: Ongoing delivery of health and wellbeing programmes, reinforcing the contract's contribution to preventative health and social value outcomes.



- Workforce development: Continued investment in staff training, development and apprenticeships, supporting a skilled and customer-focused workforce.
- Operational reliability: Strong delivery of planned preventative maintenance and effective management of day-to-day operations, ensuring high levels of facility availability.
- Marketing and engagement: Seasonal campaigns and local outreach activity have supported strong visibility and engagement, particularly during the peak New Year period.

The full SLM report can be found at Appendix 2

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

### **Overview (from the CEO)**

The organisation continues to deliver stable core services. We are actively pursuing new funding opportunities and strengthening partnerships to support future growth and long-term sustainability.

This quarter, our operational focus has been on maintaining high service quality, including preparation for Advice Quality Standard (AQS) accreditation, alongside workforce development and improvements to internal systems such as policies and IT. Fundraising, grant applications and partnership development remain key strategic priorities.

As we enter the new financial year, we are progressing several key developments. In particular, we are seeking funding to expand our outreach, prevention work and foodbank-related work, as current funding for these areas are due to end in October 2026. We are also looking to invest in staffing capacity across the organisation to ensure we can continue to meet increasing demand effectively.

Our schools-based work is developing positively, with delivery already underway and strong engagement from young people. This programme supports early intervention by building awareness of financial wellbeing and resilience. We are actively seeking additional funding to sustain and grow this work over the longer term.

We have also begun planning for our 30th anniversary in March 2027, launching a year-long campaign to celebrate the organisation's impact and the communities we support. This will be an important opportunity to raise awareness of our services, engage new supporters, and strengthen relationships with partners and funders.

We welcome opportunities for community involvement and would greatly value support from local stakeholders.

While we anticipate the end of some key funding streams later this year, we have made the decision to implement a modest pay increase for staff in response to the rising cost of living, increases in the national minimum wage, and the fact that salaries have remained unchanged for several years. We are committed to progressing towards becoming a Living Wage employer, recognising the challenges this presents within a short-term funding environment.



## Looking ahead

We are mindful of upcoming changes within the local authority landscape from 2028 and are taking proactive steps to strengthen relationships and diversify our funding streams. We have seen a noticeable increase in our visibility across Leicester and Leicestershire, which is supporting new opportunities for community engagement and small-scale fundraising. Participation in events such as the CEO Sleepout will further support this.

Finally, strengthening our organisational structure remains a key priority. We have recently recruited our first Finance Officer and aim to further develop our management capacity to better support staff wellbeing and service delivery. Subject to funding, we plan to continue building a structure that ensures resilience for our organisation.

## In Summary

The organisation continues to deliver strong impact, earn external recognition, and build momentum. Our priority now is to secure funding beyond October 2026, as ongoing funding challenges remain; achieving this will enable us to expand our capacity to meet growing demand.

## Number of Clients – Oadby & Wigston

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

Client Address Electoral Ward	Client Details Count Number of Clients
Oadby Brocks Hill	16
Oadby Grange	7
Oadby St Peter's	20
Oadby Uplands	13
Oadby Woodlands	12
South Wigston	66
Wigston All Saints	36
Wigston Fields	34
Wigston Meadowcourt	38
Wigston St Wolstan's	26
<b>Report Total</b>	<b>268</b>

The full Helping Hands report can be found at Appendix 3 with supporting data at Appendix 4,5,6 &7.

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



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

### **Referral Data**

We have successfully processed a total of 81 physical activity referrals from residents for Q4. This can be broken down into 66 self-referrals through the pathway and 15 referrals directly from health care professionals. Of the OW referrals received, 49% were deemed as completely inactive at baseline.

### **Year summary**

In 25/26, we have received 283 self-referrals from OW residents and 57 direct partner referrals, totalling 340 referrals for the year.

We have had 322 participants take part in our community programmes (Level 2 and 3) and 206 in our specialised programmes (Level 4), a total of 528 residents accessing our programmes delivered in OW.

Overall, we have had 5,942 unique attendances across our community and specialised programmes for 25/26.

### **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 12 participants who completed, with 277 individual attendances.

Attendance at the follow-on class, Escapees, has grown by 83% on 24/25, from 14 participants to 36. Attendances have grown by 96% to 170 attendances for the quarter.

### **Steady Steps Plus**

Steady Steps plus has seen a significant increase in numbers for this financial year, recording 754 attendances across Wigston and Oadby SS+ classes, a 28% increase on last year's 475 attendances.

90% of participants attending a steady step plus class are no longer deemed inactive (30 minutes or more of activity a week) 93% of participants are likely or extremely likely to recommend steady steps plus to a friend. 76% of participants feel fitter and healthier as a result of taking part in the programme and 78% enjoy physical activity more.

For 25/26 64% of participants taking part in Steady Steps went on to join a SS+ or community session post course completion, therefore maintaining their physical activity and strength levels. This is an increase from 25% in 24/25 and showcases the hard work of the team in maintaining participants within our programmes, see comments below:

*"It is brilliant that there is a class that is tailored to my age and ability that is outside normal working hours. There are so many positives. I thoroughly enjoy it."*

*"I find this class boosts my well-being as well as my physical health with exercise."*



*"I find it enjoyable, sociable, feeling fitter, makes me push myself, all members and instructor help each and encourage each other."*

### **Walking Sports**

Walking sports have been a great success this year, with 106 participants and 1214 attendances. From end of year feedback, 95% of participants said they were extremely likely (a score of 10) to recommend their session to a friend. 95% of participants said they agree or strongly agree they have made friends as a result of attending and 9/10 participants said they felt fitter and healthier as a result of taking part. See comments below:

*"We have all genuinely made such good friends meeting at our cricket group. We have all developed so much, all with the support and guidance from Nafeesa. Absolutely love going to our sessions."*

*"Very welcoming of a disabled person, activity fully inclusive"*

*"It has been excellent. I've enjoyed learning new skills and feel I have improved. The people in the group are friendly and supportive"*

*"Lovely friendly group. Everyone supportive of each other. Training varied & fun as well as improving skills."*

### **Q4 Attendance**

This quarter, we have had a total of 1699 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**

<b>Session</b>	<b>Location</b>	<b>Started</b>	<b>Attendance</b>
Walking Football	Wigston Academy	Ongoing	51
Walking Netball	Wigston Academy	Ongoing	121
Walking Cricket	Beauchamp College	Ongoing	83
Walking Hockey	Uni of Leicester Sports	Ongoing	43
Health Walks	5 x walks across borough	Ongoing	385
<b>Total</b>			<b>683</b>

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

<b>Activity</b>	<b>Location</b>	<b>Started</b>	<b>Attendance</b>
Seated Activity	Freer Centre	Ongoing	136
Easy Movers	Freer Centre	Ongoing	143
Escapees	Parklands Leisure Centre	Ongoing	170



Exercise Referral - Leisure Facility	Parklands Leisure Centre	Ongoing	11 Participants
Steady Steps Plus	Oadby St Pauls Church	Ongoing	108
Steady Steps Plus	Wigston Freer Centre	Ongoing	111
<b>Total</b>			<b>668</b>

**Participation Numbers- Level 4 Programmes**

<b>Steady Steps</b>		<b>Participants</b>	<b>Attendance</b>
Two programmes	Wigston, Freer Centre and St Pauls Church, Oadby	24	
<b>Total</b>			126 so far

<b>Cardiac</b>		<b>Participants</b>
Oadby and Wigston	Parklands Leisure Centre	13

**2. Health**

Following the conclusion of the survey, the focus of the inactivity priority shifted towards gathering richer insights from residents. We spent the majority of January planning a consultation event in collaboration with the Oadby Wigston Borough Council’s (OWBC) housing team and Everyone Active at the Oadby Youth Club. The purpose of the event was to promote local physical activity opportunities to residents in nearby housing associations, whilst we gathered their thoughts about the local area. The event was promoted on social media channels, as well as within Oadby town centre, targeting local businesses and notice boards.

The event took place on the 5th of February. We divided the hall into the following areas: a stall for Active Blaby, Oadby and Wigston’s community programmes, a stall for Everyone Active’s programmes, a space for people to play soft archery and boccia, and an area for people to relax and have some refreshments whilst playing a board game. Finally, we had a dedicated stall to gather resident’s thoughts on their local area.



**Picture one** - The area of the hall for residents to play boccia and soft archery.

We collected residents' thoughts through the lens of the Socio-Ecological model. There were four stations, which were each dedicated to a layer of the model (see picture two). Station



one focused on individual factors, where residents could complete our survey which we reopened for the day. Station two was dedicated to wider social influences, where people could vote for the activities, they would like to do as well as discuss what barriers they face. Stations three and four had a map each to discuss environment and facilities, as well as transport and infrastructure. Unfortunately, the event didn't have the desired level of engagement, however, we have now established a relationship with Oadby Youth Centre, in which we hope to collaborate with existing groups that run from the facility.



**Picture two** - The stall used to gather resident's insights using the social ecological model.

In February, we also presented back our findings from our survey to the Community Health and Wellbeing Partnership. Our survey found that over 99% of inactive residents want to be active. Residents also want to use activity to improve their health and wellbeing, and use the local facilities to be active, whilst engaging with the local community too. We also included a hypothetical feature of how and individual's life can change through activity as a call to action to engage with other partners. We now have arranged a few meetings with partners to collaborate with following on from the presentation.



**What are the key take homes from the survey?**

**When you next engage with someone** within the local area, the chances are is that **they will want to be active.**

**They will want to be active** to improve their **health and wellbeing.**

**People want to be active with others** and use their local facilities too.

**They could be a conversation away with you from a significant change to how they feel, through being more active.**

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

Funded by UK Government

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

**Picture three** - A screenshot of the slide that summarizes the key points discovered in the survey, that was presented to the Community Health and Wellbeing Partnership in February.

The remainder of the quarter was focused on trying to engage with further key local community stakeholders. Firstly, we circulated the key highlights of the survey in the Oadby and Wigston newsletter, in which we had a few responses back from local sports clubs. Furthermore, we have reached out to other community leaders and have a few further meetings upcoming.

The District Health Leads met on 5th March and heard a presentation by Rachel Dewar (ICB director of urgent and emergency care) on the Neighbourhood Model of Care. A sub-group is to be developed to focus on Place – Tracy Gaskin put herself forward as the DHL representative for that meeting.

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



Lightbulb Operational Group met on the 8<sup>th</sup> May and performance was shared with all members for the period ending 31<sup>st</sup> March 2026.

#### **Key Performance**

78 cases were dealt with under the main Lightbulb Model.

98 cases under the Home Gadgets Pilot, with gadgets being provided in ninety-one of those cases.

Eighteen applications were made for support under the Home Support Grant.



Six Home discharge grants awarded. The small number here is down to the lack of referrals from health and social care staff. 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 have sent a reminder to all staff about this service.

Lightbulb are considering: -

- Whether Lightbulb's existing approach is fast enough
- Whether best practice from other local authorities could be adopted
- Other councils have implemented good practice models in partnership with MND charities, including:
  - Adapted Regulatory Reform Orders (RROs)
  - Alternative/accelerated assessment processes
  - Streamlined approvals for rapidly progressing conditions
- The aim is to assess whether similar models could be adopted within Lightbulb or whether existing arrangements remain sufficient.

Lightbulb Performance charts are in the appendices attached.

- Appendix 8 Lightbulb Dashboard
- Appendix 9 Home Gadgets Dashboard
- Appendix 10 Home Support Grant Figures
- Appendix 11 Hospital Discharge Grant Figures
- Appendix 12 Housing & Respiratory Dashboard
- Appendix 13 Safe Spaces Dashboard

Lightbulb Executive Board is due to take place on the 19<sup>th</sup> May 2026.

### **National DFG Funding Allocation**

- The Government has announced an additional £50 million for Disabled Facilities Grants (DFG) on top of the existing national baseline.
- This increases the total national DFG allocation to £761 million.
- Local breakdown for Leicestershire has not yet been released.
- Lightbulb will share the detailed allocation with partners as soon as it becomes available.

### **Leicestershire Building Control Partnership update - provided by LBCP**





The number of fee earning applications received by the Leicestershire Building Control Partnership between April 2025 and March 2026 for Oadby & Wigston is 153 applications, in comparison to 123 for the same period last year.

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

<b>Month</b>	<b>Amount</b>	<b>Month</b>	<b>Amount</b>
April 2025	£5,076	October 2025	£4,316
May	£4,042	November	£12,134
June	£6,947	December	£4,588
July	£5,611	January 2026	£6,707
August	£848	February	£8,781
September	£4,150	March	£8,419
<b>TOTAL</b>			<b>£71,619</b>

For the same period in 24/25 our total income was £58, 892. Our end of year market share is currently at 46% with the market share for the whole of the Leicester Building Control Partnership being at 48%.

Number of dangerous buildings for quarter 4 was 4, this brought the total for the year up to seven. Part of the service provided through the partnership is to respond to call outs re dangerous buildings.

### **Budget for 26/27**

Oadby & Wigston Borough Council's contribution towards the running costs of the partnership will be £48,683, for the 26/27 financial year which is 7.96% of the total costs.

The next Executive Board Meeting of the partnership is in June.

### **University Partnership update - provided by the Strategic Director**

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; this year's meeting took place on the 14<sup>th</sup> May 2026. 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.
- Attended the University event where they were considering how the university can influence and have an impact on the communities across Leicester, Leicestershire & Rutland.



- Provided advice to the university in terms of their licence and temporary event notices.
- Developed a programme of business support for our small, and medium enterprises across the borough which saw 19 businesses attending the workshops and training sessions.

New actions have been developed for 26/27, 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.
- University to continue to provide training sessions and workshops for SME businesses in the Oadby & Wigston Borough Council area.
- To work together to look at opportunities for Graduate Placements and to invite the University to the jobs fairs that we run.
- To continue to share information on events and initiatives so that each organisation can promote these.