

Leicester  
City Council

## **MEETING OF THE Culture and Neighbourhoods Scrutiny Commission**

**DATE:** Thursday, 27 February 2025  
**TIME:** 5:30 pm,  
**PLACE:** Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street,  
Leicester, LE1 1FZ

### **Members of the Committee:**

Councillor Mohammed (Vice-Chair)

Councillors Aldred, Chauhan, Halford, Haq, Joshi and Singh Johal

Members of the Committee are summoned to attend the above meeting to consider the items of business listed overleaf.

For Monitoring Officer

### **Officer contact:**

Ed Brown, Senior Governance Officer. Email: [Edmund.Brown@leicester.gov.uk](mailto:Edmund.Brown@leicester.gov.uk) / Julie Bryant, Governance Officer. Email [Julie.Bryant@leicester.gov.uk](mailto:Julie.Bryant@leicester.gov.uk)  
e-mail: [committees@leicester.gov.uk](mailto:committees@leicester.gov.uk)  
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If you have any queries about any of the above or the business to be discussed, please contact: **Julie Bryant ([julie.bryant@leicester.gov.uk](mailto:julie.bryant@leicester.gov.uk)) or Ed Brown ([edmund.brown@leicester.gov.uk](mailto:edmund.brown@leicester.gov.uk))**. Alternatively, email [committees@leicester.gov.uk](mailto:committees@leicester.gov.uk), or call in at City Hall.

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## **PUBLIC SESSION**

### **AGENDA**

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**1. Welcome and Apologies for Absence**

To issue a welcome to those present, and to confirm if there are any apologies for absence.

**2. Declarations of Interest**

Members will be asked to declare any interests they may have in the business to be discussed.

**3. Minutes of the Previous Meeting**

[Appendix A](#)  
(Pages 1 - 10)

The minutes of the meeting of the Culture and Neighbourhoods Scrutiny Commission held on 15 January 2025 have been circulated, and Members will be asked to confirm them as a correct record.

**4. Chair's Announcements**

The Chair is invited to make any announcements as they see fit.

**5. Questions, Representations and Statements of Case**

Any questions, representations and statements of case submitted in accordance with the Council's procedures will be reported.

**6. Petitions**

Any petitions received in accordance with Council procedures will be reported.

7. **Project Harmony and Public Spaces Protection Order Updates** [Appendix B](#)  
(Pages 11 - 38)

The Director of Neighbourhood and Environmental Services and The Head of Safer Communities present a report to provide the Scrutiny Commission with updates and an overview on the work of Project Harmony.

8. **Community Services & Library Needs Assessment: Engagement Reports** [Appendix C](#)  
(Pages 39 - 80)

A presentation will be given outlining the results of the public engagement work in 2023 and the secondary research undertaken in 2024 as part of the Community Service Services and Library Needs Assessment.

9. **Work Programme** [Appendix D](#)  
(Pages 81 - 86)

Members of the Commission will be asked to consider the work programme and make suggestions for additional items as it considers necessary.

10. **Any Other Urgent Business**



Leicester  
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# Appendix A

Minutes of the Meeting of the  
CULTURE AND NEIGHBOURHOODS SCRUTINY COMMISSION

Held: WEDNESDAY, 15 JANUARY 2025 at 5:30 pm

P R E S E N T:

Councillor Dawood – Chair  
Councillor Mohammed – Vice Chair

Councillor Aldred  
Councillor Halford  
Councillor Singh Johal

Councillor Chauhan  
Councillor Haq

In Attendance:

Deputy City Mayor Councillor Cutkelvin  
Assistant City Mayor Councillor Dempster

\* \* \* \* \*

## **100. WELCOME AND APOLOGIES FOR ABSENCE**

Apologies for absence were received from Cllr Joshi and Cllr Mohammed.

## **101. DECLARATIONS OF INTEREST**

Members were asked to declare any interests they may have had in the business to be discussed.

No declarations were made.

## **102. MINUTES OF THE PREVIOUS MEETING**

**AGREED:**

That the minutes of the meeting of the Culture and Neighbourhoods Scrutiny Commission held on 4 November 2024 be confirmed as a correct record.

### **103. CHAIR'S ANNOUNCEMENTS**

None

### **104. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

The Monitoring Officer reported that none had been received.

### **105. PETITIONS**

The Monitoring Officer reported that none had been received.

### **106. DRAFT CAPITAL PROGRAMME 2025/26 AND DRAFT GENERAL REVENUE BUDGET 2025/26**

*As the reports on the Revenue Budget and Capital Programme were related, they were taken as one item.*

The Director of Finance submitted reports detailing the proposed Capital Programme for 2025/26 and the proposed Revenue Budget for 2025/26.

Key points included:

- The medium-term outlook was the most severe ever experienced. The Local Authority, along with many other authorities, would face increasing difficulties with budget balancing. Some local authorities had already issued a Section 114 notice and,
- The aim of the strategy was to balance budgets up to and including 2027/28; if successful, the budget strategy would avoid the same outcome for the next three years.
- The decade of austerity up to 2020 was an influencing factor, during this period services other than Social Care had to be reduced by 53% in real terms. This had substantially reduced the scope to make further cuts.
- There were also cost pressures which were not matched by an increase in income. These included Social Care, support for homeless households, and increased inflation.
- The Council were fortunate to have one-off monies available, however, following the Chancellor's national budget in October, more constraints were anticipated.
- The Government understood the situation that councils were in, however, it was thought that new funding would be modest and a cut in 'unprotected services' which usually include local authorities would be expected in the period to 2028/29.
- There were five strands to the strategy:
  - Strand 1 - To release one off monies of £110m to buy time. This included £20m from earmarked reserves and £90m previously set aside to fund the current Capital Programme. This left a gap in

funding for already approved schemes. Borrowing of £90m would be required which would cost the local authority £5m pounds in interest and debt repayments. This would not usually be contemplated.

- Strand 2 – Involves reductions of £13m from the approved Capital Programme to reduce the amount of borrowing required.
- Strand 3 – The sale of property to secure an additional £60m. To use this for the budgets, permission is required from The Secretary of State.
- Strand 4 - To constrain growth in statutory services that are under demand-led pressure. Much work on this had already been done, cost growth had been reduced by estimates of £99m per year.
- Strand 5 – To make ongoing savings to revenue budget of £20m per year.
- Savings required that were relevant to this Commission included £7.2m needed from Neighbourhoods and Environmental Services and £2.3m needed from Tourism, Culture and Inward Investment.
- The strategy was heavily reliant on one-off money to reach 2027/28, in which year a gap of £90m was expected.
- The strategy included risk as it was difficult to predict new pressures in social care or the housing crisis. Lots of one-off monies were being used, as such, an unexpected cost of £5m would result in the use of £15m of reserves being needed unless more cuts could be found. This was another reason why annual savings were important.
- Elements of the Capital Programme relevant to the Commission included:
  - £1m for Neighbourhood Services Transformation.
  - £140k for Staff Welfare Facilities at Evington Park Depot.
  - £150k for Grounds maintenance Equipment.
  - £80k as match funding for the Historic Building Grant Programme.
  - £50k for festival decorations.
  - Invest to Save Schemes, including £550k for the relocation of the King Richard III café, £445k for street cleaning equipment, £180k for the automatic locking of public toilets and £55k for the Trees and Woodlands Stump Grinder.

The Committee were invited to ask questions and make comments. Key points included:

- In response to a question raised regarding savings for homelessness services, it was explained that investments had been approved by the Council to invest in properties to alleviate pressures. This included work done in the Housing Revenue Account (HRA) and grant funded schemes through which houses had been built and properties acquired. Projections were based on what would happen once the work was undertaken.

- Points made about the recommendation to delegate powers to the City Mayor to add/amend capital schemes by up to £10m, and the suggestion it be decreased so as to give the Council more of a say over how money was used would be fed back.
- Points made regarding flood drainage were better raised in a different forum.
- It was clarified that the Policy Provisions were pots of money set aside that required further decisions to be released. These were set aside with the anticipation that they may be required, but with further detail needed for their release. As such there are no specific schemes which have been cancelled by removing these provisions. A large sum was set aside for New Ways of Working; now that more settled accommodation arrangements are in place this is no longer required. Some money had also been set aside for strategic acquisitions that was no longer required.
- With regard to a question raised about Ultra Low Emission Vehicles (ULEV) it was clarified that these included some internal combustion engines such as diesel and hybrid and electric vehicles and were considered for use where appropriate, sustainable and affordable.

#### AGREED:

- 1) That the report be noted.
- 2) That comments made by members of this commission to be taken into account by the lead officers.
- 3) That points made on about the City Mayor's Delegated powers, and the suggestion that the amounts the City Mayor has authority over be reduce so as to give the Council more of a say over how money was used be fed back.
- 4) That the report be brought to Overview Select Committee prior to Full Council.

*Deputy City Mayor Councillor Cutkelvin joined the meeting during the discussion of this item.*

## 107. FLY-TIPPING UPDATE

The Director of Neighbourhood and Environmental Services submitted a report to provide an update on fly-tipping issues across the city. A slide presentation was given (as included in the agenda pack).

Key points other than those in the slides included:

- Initiatives included Ward Action Plans. These were mini-projects within an area coordinated between City Wardens, Cleansing Services and Housing. Private Sector Housing and Waste Management were also involved. These could involve identifying issues at a particular time, also conducting cleanup days and door-knocking schemes.



- With regard to investigations and fines, the opportunities to investigate were limited by a lack of identifiable marks. Unidentifiable tips were still cleaned away for the public good.
- Serious or repeat cases could be referred on to the EnviroCrime team.
- When evidence was found by City Wardens, the person identified was asked for an interview.
- Other authorities were increasing their fixed penalty notices. This was discretionary to the local authority.
- Match spending was done where necessary.
- A positive effect was starting to be seen.
- AI was being used along with CCTV to assist with enforcement as there is a need to prove tipping was done by a certain person. Cars could be traced by DVLA records.

The Committee were invited to ask questions and make comments. Key points included:

- In response to a question about how fines and prosecutions were counted, it was explained that a City Warden would investigate an incidence. If there was no evidence as to who was responsible, it would be removed by Cleansing Services. If there was evidence, the person involved would be called in and if there was a prosecution then there may be a fine. The figure on the slide was for both prosecutions and fines.
- Data on the number of fixed penalty notices (FPNs) to businesses in comparison to households could be obtained.
- It was clarified that a fine was the final stage of the process.
- People in St Matthews had been approached and it appeared as though many were unaware that leaving rubbish bags outside a bin was fly tipping.
- People could be persuaded not to fly tip both through education and through fines in a 'carrot and stick' approach.
- With regard to points raised about fly tipping around recycling areas, it was explained that a balance was needed as people needed the opportunity to recycle correctly, but people also needed to be discouraged from tipping at these sites. It was necessary to see if recycling sites needed to be there or if they invited fly tipping.
- Bring Banks were beneficial to some communities but detrimental for others. It was intended to encourage people to use them for household waste recycling. It was accepted that they did not always work, and some had been removed.
- There were a number of CCTV cameras across the city, including at the Brite Centre and Cossington Rec. Cameras were deployed in problem areas to capture fly tipping.
- Councillors challenged whether more city wardens would help combat fly tipping.
- Leafleting could be effective but was resource-heavy. A balanced

approach was necessary. If it was identified as a good strategy, then it could be used. A nuanced approach was needed.

- Not every fly-tip led to an investigation. People could deny responsibility if there was no proof and the tips still needed to be removed. A person would need to be identified for an investigation to take place.
- Eco-Schools teams had been worked with to educate children from a young age about recycling. Information was also available through libraries and community groups aimed at different levels of society. However, not every level of society could be reached.
- Where plans were in place and successful, the Council teams along with local people could make a difference.
- Communities could be empowered to help a culture shift through the spread of information about what constituted fly tipping and how it could be avoided.
- When comparing Leicester to other authorities, it was important to consider the differences between them particularly in terms of demographics. For example, in areas with high numbers of students and renters with a high turnover of residents, the issue would be exacerbated.
- More money and resources to tackle the issue would be welcome, but the money was not available to invest to heavily in the service. However, it was thought that the service was getting things right on balance.
- This was a societal issue, and the issue was harder to tackle if information was not passed on.
- City Wardens were praised for their work considering the pressure they were under.
- The use of the Love Leicester app was advocated as a helpful start to the process of dealing with fly tipping.
- The city had good provision of regular household waste recycling, the provision in Leicester was higher than in other Councils. This helped to keep fly tipping numbers where they were.
- Westcotes, Stoneygate and Fosse were all selective licenced areas. This in combination with being densely populated areas with lots of businesses meant that fly tipping would be compounded in these areas.
- It was requested that information be shared on which wards made the most use of the Love Leicester app.
- It was noted that Narborough Road had a large number of students and rented properties.
- It was suggested that some people fly tipped knowingly and others unknowingly. It was important that the Council did what it could in each situation with the communities involved. Different approaches were needed in different areas, going heavily on those tipping deliberately and educating those doing it unknowingly.
- Comparisons had been made with other unitary cities, some of these had bigger populations than Leicester.

- Action plans had been created for Westcotes and Belgrave.
- Legislation had prevented the use of big skips.

#### AGREED:

- 1) That the elements of the report pertaining to Culture and Neighbourhoods be noted.
- 2) That comments made by members of this commission to be taken into account by the lead officers.
- 3) That the appreciation of officers and City Wardens be noted.
- 4) That the findings of the review come back to the Commission, including ward-by-ward correlations.

## 108. MUSEUM ENGAGEMENT PROGRAMME

The Director of Tourism, Culture and Inward Investment submitted a report providing an overview of Leicester Museums & Galleries' Museum Engagement programme, which is funded by Arts Council England (ACE).

The Assistant City Mayor for Culture, Libraries and Community Centres introduced the report and noted that the programme aimed to go out to residents rather than residents coming to the museums. There were a number of buildings across the city where museum services were getting out and engaging with local residents, including Hamilton Library, the Brite Centre and Highfields Library. This had generated interest amongst people which had in turn brought them in to engage with museums. Leicester Museum and Art Gallery (LMAG) had been doing well in attracting investment, however, there was more to be done in terms of Councillors helping to get the message out, including through social media. This programme was a cornerstone of the cultural strategy.

The Head of Arts and Museums and the Audience Development & Engagement Manager presented the report.

Key points included:

- The Museum Service had been successful in obtaining funding from Arts Council England (ACE). £1.2m had been awarded for 2023-26 and was currently being used for inclusive activities aimed at making museums more relevant, involving more local people. It had also funded fixed term posts to deliver activities to communities.
- An additional year of funding had been applied for. If this was successful it would run from April 2026 to March 2027. Feedback from ACE had been positive.
- The report gave a snapshot of the range of work undertaken.
- Engagement with communities and audiences had been deepened across the city. The aim was to increase participation, taking objects out to be enjoyed and for people to be inspired to take part in other activities. An example of this was 'Peppy the Polar Bear' going to the

Brite Centre and St Matthews Library. The team were focussed on engagement with objects that would otherwise be in storage.

- Choice was important in so much as people having the opportunity to speak for themselves. The 'Popping to the Shops' exhibitions and co-produced exhibitions were examples of this. People could talk about their own histories and have their own voices.
- Exhibitions on Narborough Road and Saffron Lane were in progress and would open in March.
- Digital Engagement was breaking new ground, moving away from posters to new technology. The social media and interaction had a large reach. The service was a leading proponent of interactive labels. This was a long-term investment; however, it was recognised internationally for pioneering.
- People were encouraged to share their culture with people in communities.

The Committee were invited to ask questions and make comments. Key points included:

- Museum staff were praised, and it was recognised that bringing culture to the community was important.
- It was particularly recognised that museums provided free, warm, safe environments for people to learn and have a free day out.
- Museums were seen as the jewel in the crown of Leicester.
- It was good to see young people in museums taking in the atmosphere. It was inclusive and felt like home for many people.
- The visiting Renoir painting and exhibition had generated many positive comments and put Leicester on the map.
- In response to requests for an expansion on the work done with schools on combatting exclusion, it was explained that a programme was developed in each funding cycle on combatting exclusion. This could be looked at for expansion if the funding was available.
- In response to a query about the possibility of bringing things to schools as well as libraries, it was explained that libraries already had infrastructure such as display cases for collections to be displayed, however, there was more work to do with Young People to bring them to museums. Work had been funded by ACE and the Learning team was working with 94% of schools across the city.
- It was looked to sustain better work experiences for people across the sector. A pilot scheme would take place in May which would be developed over the next 13 years.
- Engagement of schools on site had risen significantly from 6,000 before the Covid-19 pandemic to 21,000 now. This would increase as new sessions came online.
- When galleries were refreshed numbers would increase as strategic paths were followed.
- It was felt to be important not to have exclusive buildings as buildings were about addressing both emotional and physical needs. There was

appetite to use spaces in sports centres for museum displays. This could encourage people to visit museums, showing that the cost was low. This built on what was already available.

- The museums were praised for their front-line work with families in the cost-of-living crisis, providing holiday activities and somewhere for children to go. As such it was good that museums were now coming to the people.
- In response to a query about whether podcases or similar media could be made use of, it was explained that short films were being produced and digital versions of exhibitions were being created. Further funding for broadcast-style events was being discussed.
- Technology would change and expand opportunities to engage. Digital technology had been built into the revitalisation of LMAG. A Stage 1 National Lottery Heritage Fund grant has just been awarded to create an environment gallery and a 'Story of Leicester gallery'. At Leicester Museum & Art Gallery.
- New Galleries which are being developed will have a strong digital element, such as the animation at the Renoir exhibition.
- In response to a suggestion of the possibility of a weekend history festival or a free open day for students at paid-for exhibitions such as Richard III, it was clarified that there was a county-wide history festival and there had been a conversation about a specific Leicester-based festival.
- There have been successes with Heritage Open Days, and Councillors' help in getting organisations involved would be welcomed.

#### AGREED:

- 1) That the elements of the report pertaining to Culture and Neighbourhoods be noted.
- 2) That comments made by members of this commission to be taken into account by the lead officers.
- 3) That Museum staff be congratulated.
- 4) That a further report come to the Commission on the outcomes and findings and conclusion.

### **109. WORK PROGRAMME**

Members of the Commission were invited to consider content of the work programme and were invited to make suggestions for additions as appropriate to be brought to future meetings.  
The work programme was noted.

### **110. ANY OTHER URGENT BUSINESS**

There being no further items of urgent business, the meeting finished at 19.09.





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## **Project Harmony and Public Spaces Protection Order Updates**

Development & Neighbourhood Services Scrutiny  
Commission

Date of meeting: 27<sup>th</sup> February 2025

Lead director/officer: Sean Atterbury / Nicola Odom

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### Useful information

- Ward(s) affected: Castle and Westcotes
- Report author: Nicola Odom
- Author contact details: [Nicola.odom@leicester.gov.uk](mailto:Nicola.odom@leicester.gov.uk)
- Report version number: V.1

## 1. Summary

- To provide the Scrutiny Commission with updates and an overview on the work of Project Harmony.
- To provide the Scrutiny Commission with a detailed overview of proposed Public Spaces Protection Order (PSPO) and plans to implement.

## 2. Recommendation(s) to Lead Member:

- Scrutiny Commission are invited to:

Comment, on the work that is being carried out within the City Centre in relation to the Public Space Protection Order (PSPO) and Project Harmony.

## 3. Detailed report

### What is Anti-Social Behaviour (ASB)

**3.1 Definition:** Antisocial behaviour is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person'. For the purposes of this report and the work carried out by the Community Safety Team the definition of ASB is applied in all circumstances.

### Project Harmony

- 3.2** Project Harmony has been developed as Community Safety's response to street lifestyle issues in the city centre and across hot spot locations. Aimed at identifying and disrupting those causing the most harm, particularly aggressive begging in and around the inner-city centre, including, Clock Tower, Belgrave Gate, Granby Street, Charles Street, Humberstone and Gallowtree Gates. Using a tiered approach to disruption which will target those causing the most harm along with liaising with other services, such as Outreach and Turning Point.
- 3.3** 62 Incidents of ASB and related crime for City Centre were reported and responded to by the Project Harmony Officer during the Q3. There is Currently a large increase in a variety of issues which are being tackled as they occur, including an increase in encampments. Not all encampments remain in situ and are often quickly moved on by the police, or by their own accord.



### 3.4 **Current re-occurring or complex matters:**

- **Encampments** – All services alerted including LFRS and daily engagement being conducted by Community Safety and Changing Futures.  
A spreadsheet has been created to allow multiple teams to input and alert Community Safety in real time. An encampment process is defined within Community Safety, however, this is resource intensive and requires an 'Encampment Strategy' that has input from more than one department.
- **Legal Action - Injunctions:** x2 injunctions in progress due to significant city centre disruption by individuals, referred by police as part of partnership commitment.
- **Car Parks** – Rough sleepers, anti-social behaviour, lack of security - Ongoing work to liaise with the owners of the car parks and for notices to be served if no improvement.
- **Kent Street Day of Action** – A multi-agency response to complaints by businesses in the area concerning sex work, illegal parking and abandoned vehicles, litter, overgrown areas and lack of CCTV coverage. Community Safety led work to improve and clean up the area and improve security.

### 3.5 **Other routine work carried out as part of Project Harmony:**

- Op Pedalfast – Police led operation to disrupt illegal/modified ebikes and scooters in the city centre. Community Safety staff support with these Ops and engage with members of the public and offer advice to those affected. An additional four days of action have been agreed to take place by 31<sup>st</sup> March.
- Patch walks – Community Safety officers carry out regular patch walks across the City centre area disrupting ASB and engaging with members of the public and businesses in the area.
- Dynamically applied the incremental approach to disrupt street lifestyle behavior.

Street Lifestyles
2 x Community Protection Notice Warnings issued for sleeping in a public place
1 x Advice letter given for shouting and swearing
1 x Verbal advice for begging
4 x Verbal warnings issued to street lifestyle individuals for blocking business fire exits
2 x Community Protection Notice Warnings issued for begging
2 x Advice letters given for begging
2 x Written warning letters given for aggressive begging

Amplified Noise
4 x Advice letters were given to religious groups
1 x Advice letter was given to busker

- Disrupted encampments including increased accountability for landlords to be responsible for dispersing the encampment.

Encampments
7 x Formal written notices given to vacate
2 x Verbal advice given to vacate

Businesses
4 x Community protection notice warnings issued to business
1 x Closure warning issued to a City Centre car park
1 x Cease and desist letter issued
1 x Community protection notice issued to the land owner to secure site and remove detritus
1 x Community protection notice warning issued to the land owner to secure site and remove graffiti and detritus

- Met with businesses to share the work of the team and council which was well received.
- Engaged businesses on the patch walks to demonstrate the action of the council.
- Promoted the work of the team on Radio Leicester

#### 4. Public Space Protection Order (PSPO)

- Under the Anti-Social Behaviour, Crime and Policing Act 2014 local authorities have had the power to implement public space protection orders (PSPO) in areas of public land where there is or where there is likely to be anti-social behaviour. PSPO can cover a range of anti-social behaviours such as dog fouling, street consumption of alcohol and behaviours such as begging to name a few.
- 4.2 Leicester City Council has had PSPO's in place since 2014 covering dog fouling, street drinking and consumption of psychoactive substances. The most recent PSPO covering street drinking and psychoactive substances expired at the end of 2023 and a thorough assessment has since taken place to research and prepare a new proposal to consult with members of the public that is for purpose and relevant to the changing economic and emerging issues. Psychoactive substances have been dropped from any proposals because the last government made it illegal to possess or to consume these and it is therefore not a requirement of a PSPO.
- 4.3 Because complaints have primarily been concentrated in the city centre a zonal system has been created that includes the city centre to allow for successful reduction of the anti-social behaviours. In response to complaints from visitors, those living and working in the city and businesses a consultation has been prepared that proposes to address the most relevant anti-social behaviours affecting the city centre, or zone one (**Appendix A**).

- 4.4 The consultation was made available on the council's website, with the link shared via the council's social media channels from 11am on 20<sup>th</sup> January 2025 until midnight on 17 February 2025. A total of 1139 responses were received, along with several additional emails. The overwhelming feedback indicates strong public support for the PSPO and all its proposals.
- 4.5 Throughout the formulation process of the PSPO legal advisors were regularly consulted and will continue to be engaged until the order (**Appendix B**) is sealed and fully implemented.

## 5. Next steps

- To consider the consultation responses, finalise the draft Order, seal the Order and publish on the council's website and agree implementation date.
- Train frontline officers ie city wardens and community safety to enforce on the PSPO
- Recruit additional officers to support the work and enforcement of the PSPO
- Arrange consultation on rest of the city (outside zone 1)
- Continue to gather evidence to disrupt activities.
- Encourage businesses to continue reporting issues.
- Work in partnership with other agencies to reduce the issues and provide support.
- Continue to conduct regular patch walks
- Frontline Street Lifestyle Group (FSLG)

## 5. Financial, legal, equalities, climate emergency and other implications

### 5.1 Financial Implications

There are no direct financial implications arising from this report.

Signed: Stuart McAvoy, Head of Finance

Dated: 18<sup>th</sup> February 2025

### 5.2 Legal Implications

This report identifies the proposal to implement a Public Spaces Protection Order (PSPO) Legal advice has been sought and will continue to be provided in regard to the consultation exercise for a PSPO.

The Gunning principles, and other legal requirements, will need to continue to be followed in the conduct of the consultation. This includes the need for clear evidence that the decision-maker has considered the consultation responses, or a summary of them, before taking its decision. The decision making must be lawful, follow a fair process and be reasonable.

Ongoing legal advice and assistance should be sought to ensure continued compliance with all legal requirements.

Signed: Zoe Iliffe, Principal Lawyer (Property Highways & Planning)

Dated: 18<sup>th</sup> February 2025

### **5.3 Equalities Implications**

When making decisions, the Council must comply with the public sector equality duty (PSED) (Equality Act 2010) by paying due regard, when carrying out their functions, to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people who share a 'protected characteristic' and those who do not.

We need to be clear about any equalities implications of the course of action proposed. In doing so, we must consider the likely impact on those likely to be affected by the proposal. Protected characteristics under the public sector equality duty are age, disability, gender re-assignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

The report provides an overview on the work that is being carried out within the City Centre in relation to the Public Space Protection Order (PSPO) and Project Harmony.

Leicester is proposing to introduce a PSPO in the city centre or zone one to reduce anti-social behaviour and this is currently out for consultation. While PSPOs are intended to maintain public order, they must be implemented in a way that ensures fairness and does not disproportionately impact certain groups. An Equality Impact Assessment has been undertaken and this will need to be updated to take into account the consultation outcomes/findings. The EIA has identified several mitigating actions that can be put in place, such as providing additional support and signposting for individuals who may need it, to support them through the process.

The update and overview of the Harmony Project highlights the work being undertaken to address street lifestyle issues in the city centre and across hot spot locations. It aims to target those causing the most harm, who will be from across a range of protected characteristics and takes a partnership approach.

Signed: Sukhi Biring, Equalities Officer

Dated: 19<sup>th</sup> February 2025

### **5.4 Climate Emergency Implications**

There are no direct climate emergency implications arising from this report. However, if the work outlined in the report is successful in ensuring the city centre is attractive for shopping and leisure visits, this may have a beneficial effect on reducing carbon emissions from travel by encouraging the use of public transport and reducing the 'pull factor' of alternative

destinations which tend to be accessed by car.

Signed: Duncan Bell, Change Manager (Climate Emergency). Ext. 37 2249

Dated: 18.02.25

## 5.5 Other Implications

Signed:

Dated:

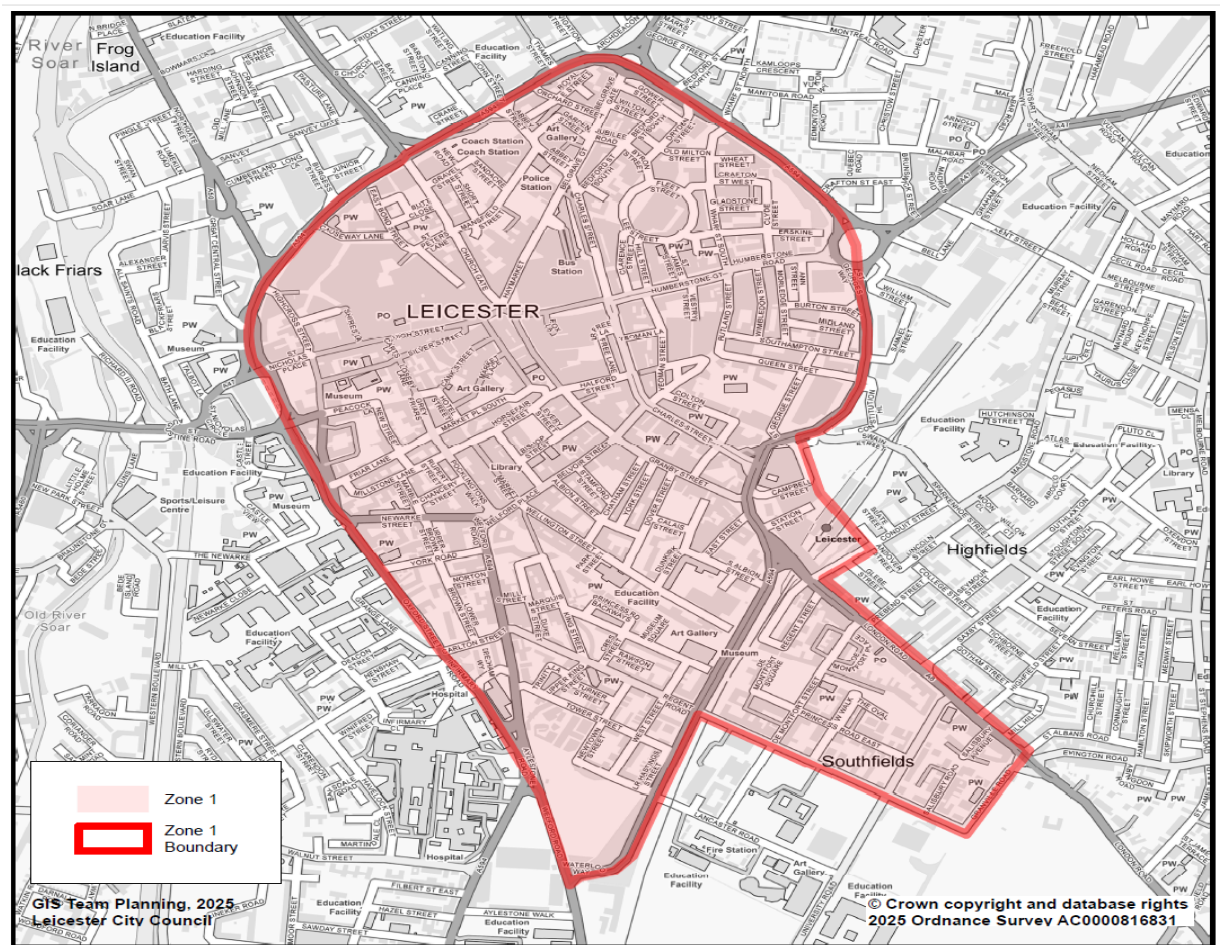
## 6. Background information and other papers:

## 7. Summary of appendices:

**APPENDIX A** - Map of Zone 1 Proposed Public Spaces Protection Order

**APPENDIX B** - Public Spaces Protection Order Proposal

### Appendix A



## **Appendix B**

### **LEICESTER CITY COUNCIL ANTI-SOCIAL BEHAVIOUR, CRIME AND POLICING ACT 2014 PUBLIC SPACES PROTECTION ORDER**

Notice is hereby given that Leicester City Council ('the Council') has made the following Order under section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 ('the Act') as follows.

This Order may be cited as the Public Spaces Protection Order (Leicester City Centre Zone 1) and comes into force on XXX. This Order will have effect for a period of 3 years, until XXX.

The order relates to all public places within Leicester City Centre, the boundaries of which are edged red on the plan attached to this order at Schedule 1 ("the Restricted Area").

The Council is satisfied that the two conditions below have been met, in that:-

- a. activities carried on in the restricted area as described below have had a detrimental effect on the quality of life of those in the locality, or it is likely that these activities will be carried on in the public place and they will have such an effect;
- b. the effect, or likely effect, of the activities is, or is likely to be, of a persistent or continuing nature, is, or is likely to be, such as to make the activities unreasonable, and justifies the restrictions imposed by the Order.

The effect of the Order is to impose the following prohibitions and/or requirements in the Restricted Area at all times, unless specifically stated:-

#### **DEFINITIONS**

**"Council"** – is Leicester City Council

**"Authorised Officer"** - could be a Police Constable, or an officer duly authorised by the Council.

**Restricted Area** – is the map attached to this order

**“Loitering”** – includes but is not limited to sitting or laying on the floor, in or adjacent to doorways or within 10 metres of cash machines (including banks, supermarkets)

**“Begging”** – includes but is not limited to any verbal, non-verbal or written request for money, donations or goods, including the placing of hats, clothing or containers. Begging with an intent to intimidate which may include repeated requests. Approaching or following a person whilst making a request. The use of false or misleading information. Attempting to provide or deliver unrequested or unsolicited services or products with a demand or pressure for money

#### **A) Loitering or Begging**

A person is prohibited from loitering or begging, in a manner that causes or is likely to cause harassment, alarm, distress, nuisance or annoyance to any person within the Restricted Area

#### **B) Charity or commercial subscription collectors**

A person is prohibited from, soliciting for the completion of subscription charity collections. Appropriate permission to carry out cash collections in the City Centre should be obtained from the Council in advance.

#### **C) Pedal cycles, e-bikes, skateboarding and manual scooters**

Any person riding a pedal cycle, e-bike, skateboard or riding a manual scooter must do so in a manner that does not cause harassment, alarm, or distress to any person in the designated area and must dismount if requested to do so by a Police Officer or Authorised Officer.

**Exemption:**

Nothing in this order applies to a person who uses a mobility scooter for access reasons or a person who uses an E-bike or E-scooter as a mobility aid and cannot safely dismount and push a cycle for any significant distance, but these persons must use these aids in a careful and considerate manner.

#### **D) Alcohol**

A person shall not within the Restricted Area:

- (i) continue to consume alcohol when asked to stop by an Authorised Officer, or
- (ii) fail to surrender any alcohol in their possession when asked to do so by an Authorised Officer

Any alcohol or container for alcohol surrendered to an authorised person may be disposed of by an authorised person as he or she thinks appropriate in accordance with Section 63(5) of the Act.

#### **E) Microphones, loudspeakers, megaphones, loudhailers or any other equipment used to amplify the volume of speech, music**

A person shall not within the Restricted Area:

- (i) Use microphones, loudspeakers, megaphones, loud hailers or any other equipment which are designed to amplify the volume of speech, music or instruments.

#### **Exemptions**

- Events activities, marches processions authorised by the council and/or the police
- Peaceful static gatherings or assembly
- Premises or vehicles where these activities are permitted under their licence conditions
- Performers that are permitted to so under a council scheme

#### **F) Temporary structures**



A person shall not within the Restricted Area:

- (i) Erect a temporary structure such as a gazebo, tent, marquee, table temporary stall, promotional flag / banner.

### **Exemptions**

- Persons who have obtained prior consent or licence from the council
- Persons engaged in events, activities authorised by the council
- Emergency service or emergency responders

### **RIGHT OF APPEAL**

There is a right of appeal against the making of this order to the High Court by an interested person with 6 weeks beginning with the date on which the order was made. An interested person is someone who lives in, regularly works in or visits the Restricted area. This means only those who are directly affected by the restrictions can appeal. The grounds for appeal are set out in section 66(2) of the Anti-social behaviour, Crime and Policing Act 2014

### **FIXED PENALTY NOTICES AND OFFENCES**

1. It is an offence for a person without reasonable excuse to engage in any activity that is prohibited by this Order.
2. In accordance with Section 63 of the Act, a person found to be in breach of this Order by consuming alcohol or by refusing to surrender alcohol to an Authorised Person is liable on summary conviction to a fine not exceeding level 2 on the standard scale (currently £500) or to a Fixed Penalty Notice up to £100.
3. In accordance with Section 67 of the Act, a person found to be in breach of this Order, other than by consuming alcohol or by refusing to surrender alcohol to an authorised person, is liable on summary conviction to a fine not exceeding level 3 on the standard scale (currently £1000) or to a Fixed Penalty Notice up to £100.

THE COMMON SEAL OF THE  
LEICESTER CITY COUNCIL  
WAS HEREUNTO AFFIXED  
IN THE PRESENCE OF

.....

AUTHORISED SIGNATORY

DATED

DRAFT

# Project Harmony and Public Spaces Protection Order Leicester City Centre

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Managing anti-social behaviour in Leicester

Scrutiny Commission

February 2025



# Purpose

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- To provide the Scrutiny Commission with an overview of the Public Space Protection Order and the work undertaken in the City Centre
- Provide detail of the interventions undertaken
- Provide detail on what the difference is between street lifestyle and homeless individuals
- Set out the work planned for the next period (March to April)





# What is the difference between Street Lifestyles and Homeless individuals?

25

## Street Lifestyles

- People who spend much of their time on the streets, engaging in various activities (e.g., street vending, busking, street art, or informal work).
- Housing Status: Some may have a place to stay, such as temporary accommodations, shelters, or unstable housing situations.
- Choice vs. Circumstance: Sometimes chosen as a lifestyle or means of survival, but not always indicative of homelessness.
- Community & Culture: There can be a sense of identity or community tied to being part of a street culture.
- Broader Range: This group includes people who might not be homeless but are still heavily associated with the streets for work, social life, or personal preference.

## Homeless Individuals

- Individuals without a fixed, regular, and adequate nighttime residence.
- Housing Status: Rely on shelters, temporary accommodations, or are living rough (on the streets, in parks, or other public spaces).
- Circumstantial: Often the result of factors such as unemployment, poverty, addiction, mental illness, or domestic violence.
- More Vulnerable: Homelessness can exacerbate issues related to health, safety, and access to essential services.
- Not by Choice: Homelessness is rarely voluntary and typically stems from systemic issues or personal crises.

### Key Distinction:

While all homeless individuals may interact with street environments, not everyone living or working in street lifestyles is homeless.



# The partnership approach

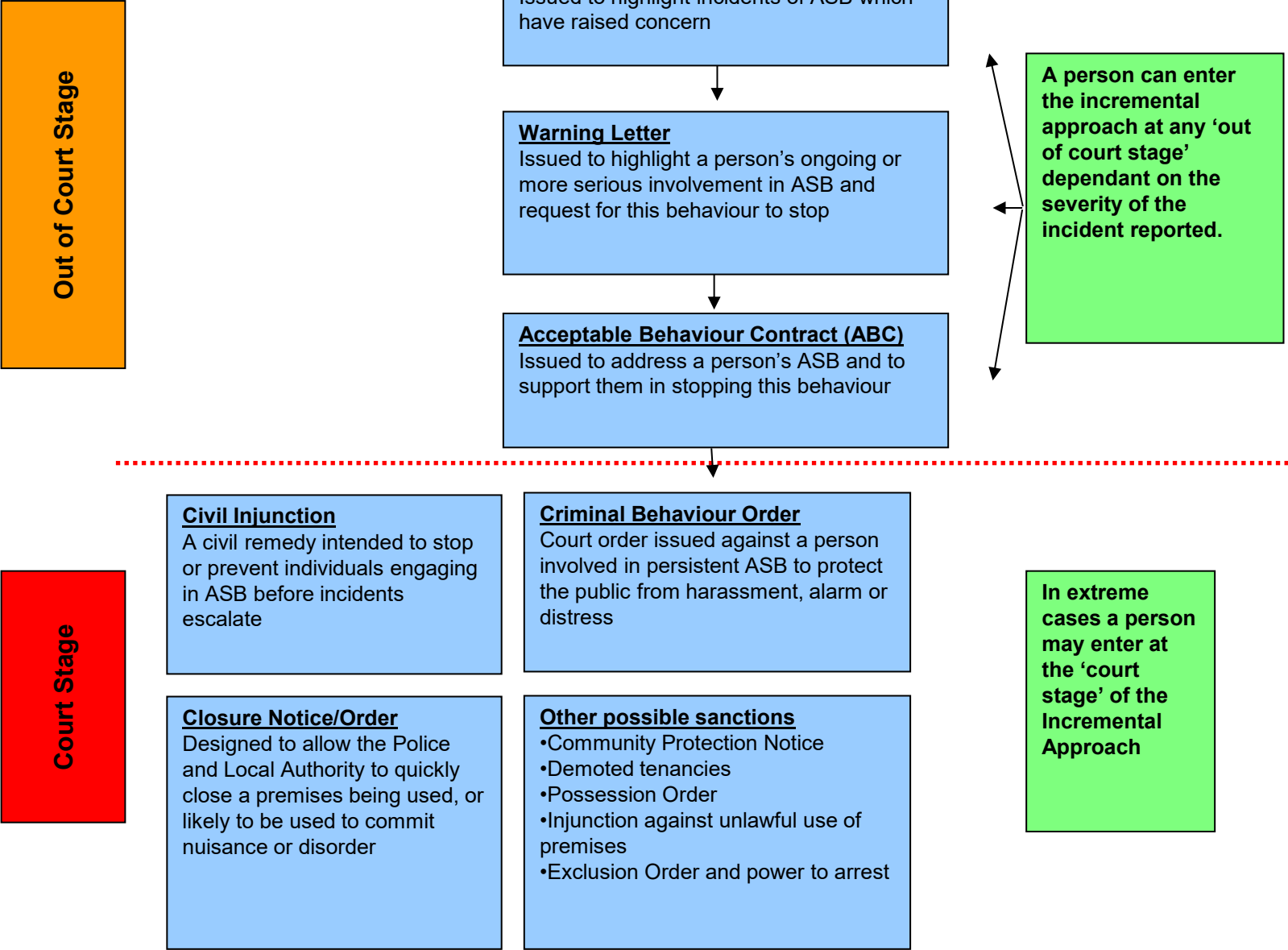
Patch walks and Disruption



26



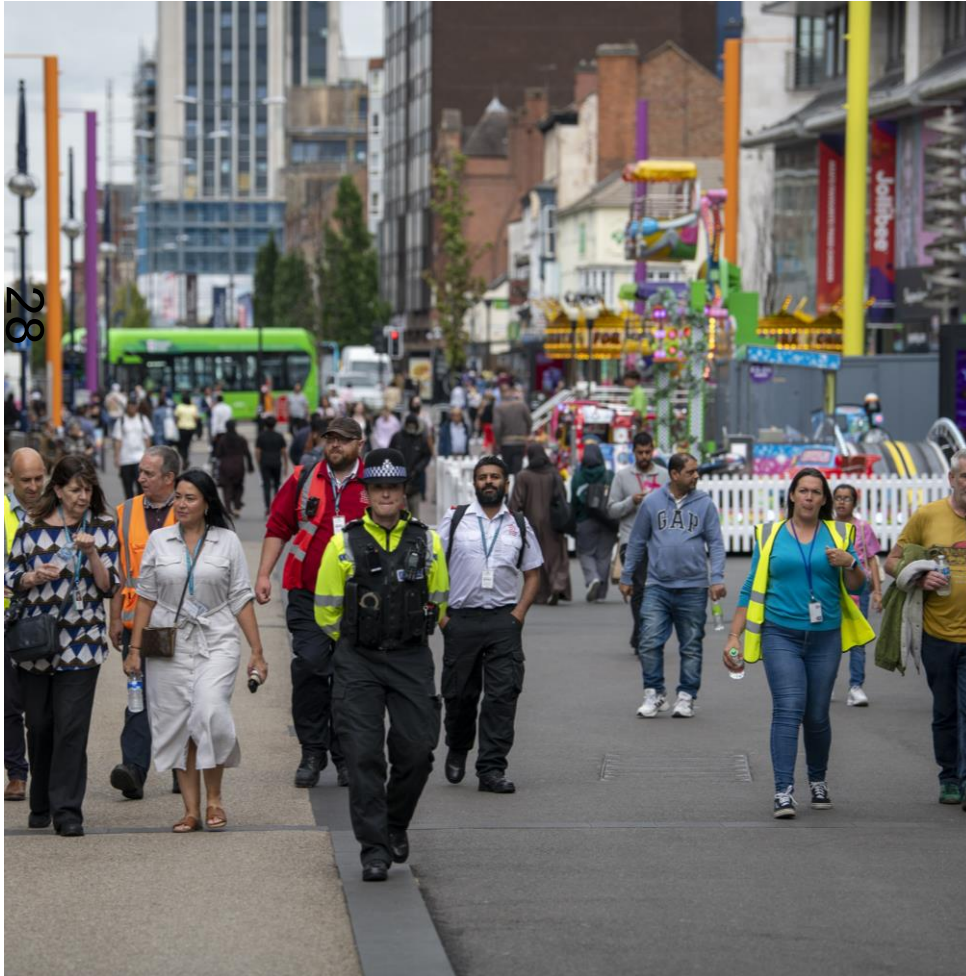
# **Anti-Social Behaviour (ASB) Incremental Approach**





# What action have we taken using the incremental approach?

Conducted 15 x patch walks of the City Centre with multiple partners



## Street Lifestyles

2 x Community Protection Notice Warnings issued for sleeping in a public place

1 x Advice letter given for shouting and swearing

1 x Verbal advice for begging

4 x Verbal warnings issued to street lifestyle individuals for blocking fire exits

2 x Community Protection Notice Warnings issued for begging

2 x Advice letters given for begging

2 x Written warning letters given for aggressive begging



## Encampments

7 x Formal written notices given to vacate

2 x Verbal advice given to vacate

## Businesses

4 x Community protection notice warnings issued to business

1 x Closure warning issued to a City Centre car park

1 x Cease and desist letter issued

1 x Community protection notice issued to the land owner to secure site and remove detritus

1 x Community protection notice warning issued to the land owner to secure site and remove graffiti and detritus

## Amplified Noise

4 x Advice letters were given to religious groups

1 x Advice letter was given to busker




# Community Safety Partnership Bus

The primary goal of this initiative is to engage with the public effectively and to bring and promote services directly in the heart of the city centre.



# What is a Public Space Protection Order (PSPO)?

A PSPO is an official measure that is an enforceable part of the Anti-Social Behaviour, Crime and Policing Act 2014. PSPOs can be used to protect the public from behaviour that is having, or is likely to have, a detrimental effect on the quality of life of those in the locality and is persistent and unreasonable (or likely to be).



## PUBLIC SPACES PROTECTION ORDER



CONSUMING ALCOHOL IN  
THIS AREA IS PROHIBITED.



THE USE OF SPEAKERS OR  
AMPLIFIERS IS PROHIBITED.

**MAXIMUM FINE £1000**

FAILURE TO COMPLY WITH THIS ORDER COULD LEAD TO A  
£100 FIXED PENALTY NOTICE OR PROSECUTION AND A  
FINE OF UP TO £1000 ON CONVICTION.

This area is subject to a Public Spaces Protection Order (PSPO) pursuant to Part 4, Chapter 1 of the  
Anti-Social Behaviour, Crime and Policing Act 2014.


Pubs, restaurants, and off-licences do not form part of the PSPO. Areas covered by a Temporary Event  
Notice or a local authority premises licence are only exempted from the PSPO whilst speakers or  
amplifiers are being used.

## What does a PSPO do?

The PSPO can restrict activities in a certain area, e.g. stop access along a footpath, restrict certain behaviour or allow alcohol to be confiscated. A breach of a PSPO is a criminal offence and can be enforced by a police officer, police community support officer and authorised Council officers. A Fixed Penalty Notice of up to £100 can be issued or a fine of up to £1,000 on prosecution.

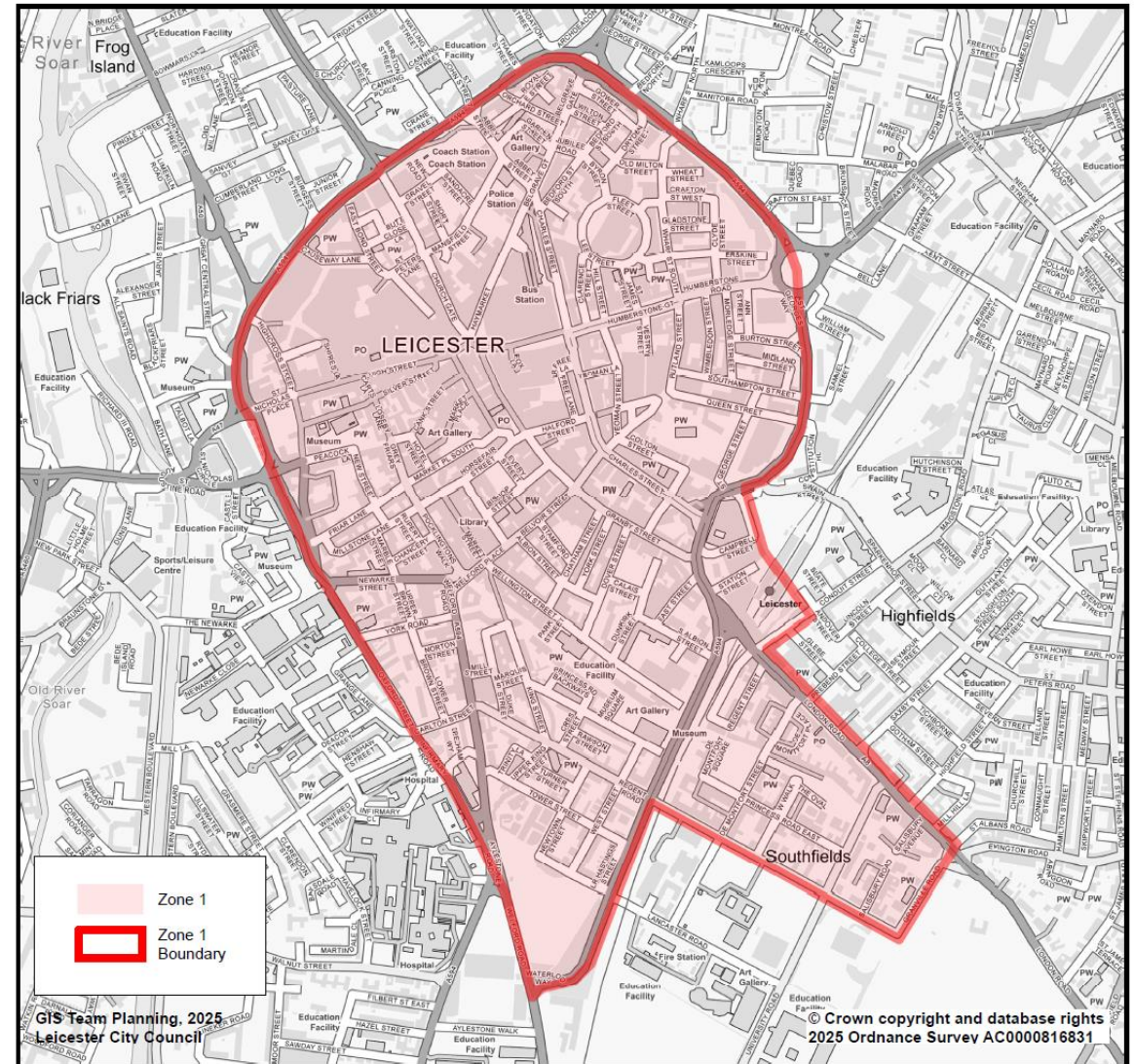
## What areas will the Public Space Protection Order cover?

To manage the anti-social behaviour in the city centre and by way of discerning the public's attitude towards wider implementation this consultation focusses on the introduction of measures within the city centre only, or Zone 1 as can be seen on the map.





# Public Spaces Protection Order Enforcement Area



## What we are consulting on for Zone 1 (City Centre only)

*Loitering or Begging; A person is prohibited from loitering or begging, in a manner that causes or is likely to cause harassment, alarm, distress, nuisance or annoyance to any person within the Restricted Area.*

*Charity or commercial subscription collectors; A person is prohibited from, soliciting for the completion of subscription charity collections.*

*Pedal cycles, e-bikes, skateboarding and manual scooters Any person riding a pedal cycle, e-bike, skateboard or riding a manual scooter must do so in a manner that does not cause harassment, alarm, or distress to any person in the designated area and*

*Alcohol; A person shall not within the Restricted Area: (i) continue to consume alcohol when asked to stop by an Authorised Officer, or (ii) fail to surrender any alcohol in their possession when asked to do so by an Authorised Officer.*

*Microphones, loudspeakers, megaphones, loudhailers or any other equipment used to amplify the volume of speech, music. A person shall not within the Restricted Area: (i) Use microphones, loudspeakers, megaphones, loud hailers or any other equipment which are designed to amplify the volume of speech, music or instruments*

*Temporary structures; A person shall not within the Restricted Area: (i) Erect a temporary structure such as a gazebo, tent, marquee, table temporary stall, promotional flag / banner. Exemptions*

# Timeline Proposals



- November 2024 - Consulted stakeholders in plans for PSPO
- December 2024 - Equality Impact Assessment (EIA) completed
- December 2024 – Prepared and finalised the consultation questions
- January 2025 – Consultation went live on the Council’s website
- February 2025 - Collation and analysis of consultation results
- February 2025 - Present final decision report to Lead Member
- February 2025 - Present final decision report to City Mayor and Executive
- March 2025 – Establish internal focus group and internal processes
- March 2025 – New signage agreed and rolled out
- March/April 2025 training and updates delivered to frontline staff internal / external and business engagement
- April/May 2025 PSPO goes live and Press Release
- June 2025 - update the City Mayor and Executive on initial implementation period.



# Next Steps

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- Continue to gather evidence to disrupt activities.
- Encourage businesses to continue reporting issues.
- Work in partnership with other agencies to reduce the issues and provide support.
- Regular patch walks.
- Community safety Partnership Bus.
- Launch Street Lifestyle Operational Group (SLOG)
- Analyse the results of the Public Space Protection order.
- Implement the Public Spaces Protection Order to give powers to make it easier to deal with the problems.



Thank You

Any question? 

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# **Community Services & Library Needs Assessment: Engagement Reports**

Culture and Neighbourhoods Scrutiny Commission

Date of meeting: 27 February 2025

Lead director: Sean Atterbury

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### Useful information

- Ward(s) affected: All
- Report author: Lee Warner
- Author contact details: 0116 454 3542
- Report version number:

## 1. Summary

- 1.1 A presentation is appended outlining the results of the public engagement work in 2023 and the secondary research undertaken in 2024 as part of the Community Service Services and Library Needs Assessment

## 2. Recommended actions

- 2.1 Culture and Neighbourhoods Scrutiny Commission is recommended to note the summary to the Community Service Services and Library Needs Assessment.

## 3. Scrutiny / stakeholder engagement

- 3.1 A presentation is appended outlining the public engagement exercise undertaken as the first stage of the Community Services and Library Needs Assessment.

## 5. Financial, legal, equalities, climate emergency and other implications

### 5.1 Financial implications

There are no direct financial implications arising from this report. Finance will provide support to assess the financial impact of any future proposals to reconfigure the service.

Signed: Stuart McAvoy

Dated: 13.02.2025

### 5.2 Legal implications

There are no direct legal implications arising from this report. Engagement/evidence gathering has been a planned step in developing an understanding of need, and legal advice continues to be provided regarding the appropriate interface with the public as proposals develop.

Signed: K Adatia

Dated: 12.02.2025

### 5.3 Equalities implications

There are no direct equality implications arising from this report. An Equality Impact Assessment is being undertaken as part of the ongoing work on the assessment.

Signed: Sukhi Biring, Equalities Officer

Dated: 12 February 2025

#### 5.4 Climate Emergency implications

There are no climate emergency implications arising directly from this report. However, members of Scrutiny should note the positive impacts that libraries and community centres can bring in terms of raising public awareness about climate change, including actions they can take to help tackle it. This includes borrowing books from their local library to avoid having to buy their own copy of books, which reduces the use of natural resources and the attendant carbon emissions from the manufacturing of new books.

The climate impact of providing neighbourhood services can be minimised by seeking to make the buildings as energy efficient and low carbon as possible, and by making sure that facilities are accessible without having to drive to them.

Signed: Duncan Bell

Dated: 17/02/2025

#### 5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

#### **6. Background information and other papers:**

- CSLNA Public Engagement Report  
[public-engagement-report.pdf](#)
- CSLNA Secondary research report  
[Modern Annual Report](#)

#### **7. Summary of appendices:**

- Presentation: CSLNA Engagement Reports February 2025



# Community Services & Library Needs Assessment Engagement Reports

February 2025

Lee Warner

Head of Neighbourhood Services

# Community Services & Library Needs Assessment: Purpose

- The Community Services & Library Needs Assessment is a transformational programme for Neighbourhood Services scoping in the whole service at all settings.
- 44 • The programme will carry out an in-depth assessment of need across all communities and the whole of the city to assess present and future needs.
- The programme aims to provide our communities with the right type of service offering for the future, based on robust evidence gathering.
- The programme follows the recommended strategic planning approach laid out on the Government/DCMS website



# Community Services & Library Needs Assessment: Context

- The local authority has a statutory duty under the Public Libraries and Museum Act 1964 “to provide a comprehensive and efficient library service for all persons” who want to make use of it.
- Due to the Council’s financial position the transformed service will need to be delivered within a significantly reduced budget.

# Needs Assessment Timeline

- Public engagement (Primary research) July – September 2023
- Service information (Secondary research) January – May 2024
- Transformation proposals developed Summer 2024
- Publication of Engagement reports October 2024
- Consultation on transformation proposals first half of 2025

# 1. Public Engagement Report

- Independent research consultant, Activist, procured to undertake public engagement
- Purpose of engagement activity to find out:
  1. Where needs are greatest across the city and how these map against current service provision
  2. How people are currently using community services and libraries across the city
  3. What people in Leicester think about future Neighbourhood Services needs
  4. What models and good practice exist for change

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# Public Engagement - Activity

## **Public engagement** 3 July – 25 September 2023 (12 weeks)

- Users and non-users targeted
- Surveys available online and on paper, community languages available
- 2,340 Surveys completed

## **♣ Childrens Survey** 26 Sept to 17 October 2023

- 511 childrens surveys completed

## **Stakeholder interviews** July – August 2023

## **Focus Groups** July – August 2023

- 12 in-person focus groups held around city
- 200 attendees
- Youngs people's focus group

## **Staff Workshops** July – August 2023

# Public Engagement – representation

User survey – 2,340 responses

## Ethnicity

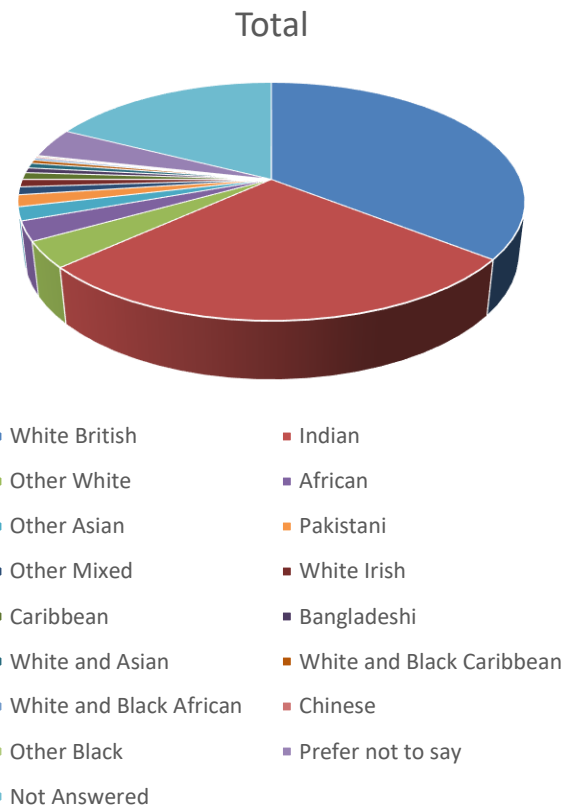
- White British (35.6%)
- Indian 27.7%
- (Not answered 22%)

## Gender

- Women (55.25) over-represented
- Men (27%)
- (Not answered 19%)

## Age

- Over 65s (27%) over-represented



# Public Engagement – representation

## Under 16yrs Survey – 511 responses

- Majority aged 11 – 16yrs
- 54% girls, 45% boys
- Languages spoken *at home*:
  - English 92%
  - Gujarati 60%
  - Hindi 18%
  - Punjabi 9%
  - Urdu 3%
  - Polish 1%
  - Other 12%

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# Public Engagement: Findings

- (a) Where needs are greatest across the city and how these map against current service provision

“What are the greatest concerns in your life at the moment?”

Option	Percent
Cost of living	57%
My physical health	42%
My mental health	34%
Finding help when I need it	21%
My job or career	20%
Loneliness	15%
Completing a qualification or learning a new skill	13%
Being able to get online when I want to	9.0%

# Public Engagement: Findings

- (a) Where needs are greatest across the city and how these map against current service provision

**“What are you hoping to change about your life in the future?”**

Option	Percent
Be more physically active	53%
Meet more people in my local community	34%
Experience more arts, heritage, history and culture	33%
Explore more of what is happening in Leicester	30%
Learn a new skill or complete a course/qualification	23%
Volunteer somewhere	13%
Change my job or career	12%
Try more things online	9%
Start a new business	7%



# Public Engagement: Findings

(a) Where needs are greatest across the city and how these map against current service provision. Key findings:

- Leicester is a vibrant and diverse city – service needs to responds to ongoing changes
- There are pockets of significant inequality across Leicester, where residents need increasing amounts of help to respond to their complex needs.
- 5 The post-Covid impact on people's physical and mental health is becoming increasingly apparent. Libraries and community centres support resident health and wellbeing, community inclusion, and literacy and skills development.
- There is an opportunity for the libraries and community centres to expand their cultural offer
- Libraries and community centres play a role in helping children in poverty, young people and their families with early years challenges.
- The Council's own libraries and community centre network should complement the VCSE

# Phase 1 Public Engagement: Findings

## (b) How people are currently using library and community services across the city

What are the most important things on offer for you at your community library?

Option	Percent
Books and reading materials	55%
Computers, wifi and IT support	23%
A social space to meet people	22%
Information and advice, including community information	21%
Children's and family activities such as Toddler Time	19%
A quiet study space	14%
Health and wellbeing sessions and activities	13%
Cultural activities and events	13%
Warm spaces in cold weather	12%

# Phase 1 Public Engagement: Findings

## (b) How people are currently using library and community services across the city

“What are the most important things on offer for you at your Community Centre?”

Option	Percent
To attend a community group or activity	54%
Space to meet people	48%
Cultural events and activities	29%
A safe space which is welcoming to all	21%
Exercise or health related activities	20%
Community meetings such as ward meetings	17%
Leicester Adult Learning classes	16%
Space to hire for a community group	16%
Space to hire for a party, family or personal event	15%
A warm space in cold weather	13%
Lunch club or community kitchen	12%

# Phase 1 Public Engagement: Findings

## (b) How people are currently using library and community services across the city

- Leicester's libraries and community centres support the needs of residents: reading materials; creative activities and events; supporting community cohesion; study and learning spaces, and in-person support and advice.
- More face-to-face support for residents would be welcomed by existing service users.
- Leicester residents ...value access to services, and buildings, located in near proximity to their homes
- People are proud of Leicester's diversity want to see their own communities 'reflected back' at them in the Neighbourhood Services' offer
- The physical fabric of the existing library and community centre network has been well-used for many years and would benefit from investment.
- Many library users and non-users appear to be put off using the Central Library by a number of factors including visibility and infrequent visits to the city centre

# Phase 1 Public Engagement: Findings

## (c) What people think they will need from their libraries and community centres in the future

“To help us support the changing needs of people in Leicester, what local library services would you prioritise?”

Option	Percent
Books and reading material	51%
Health and wellbeing support	37%
Information and advice	36%
Cultural events and activities	32%
Activities for children and families	31%
Learning and skills activities	28%
Activities for young people	22%
Providing warm spaces in cold weather	21%
Support for finding a job	12%
Providing self-access opening	10%
Changing the opening hours	9%

# Phase 1 Public Engagement: Findings

## (c) 'What people think they will need from their libraries and community centres in the future'?

To help us support the changing needs of people in Leicester, which community centre services would you prioritise?

Option	Percent
Support for health and wellbeing	44%
Cultural events and activities	33%
Learning and skills activities for adults	36%
Children and family activities	31%
Lunch clubs and community kitchens	29%
Learning activities for young people	24%
Affordable spaces to hire for community events	22%
Warm space in cold weather	19%
Support to access council services	18%

# Phase 1 Public Engagement: Findings

(c) 'What people think they will need from their libraries and community centres in the future'?

## Key findings:

- Leicester residents see libraries and community centres **as something broader than a place to just access books**. They value the core Universal Offers being provided by the services,
- As even more new and diverse communities move into Leicester, an already diverse city, there is a **growing need for support and advice to be provided and, for more ESOL support**
- **Free and cheap access to activities** and services provide relief to people and are highly valued.
- Children, young people and those studying require **study spaces, particularly outside of classroom hours**.
- Residents **often see 'public services' as a single entity** and welcome **co-location of Council and other partner services**.
- There are opportunities to **explore and align** how Council and the VCS sector support offer can **complement each other**



# Phase 1 Public Engagement: Findings

## (d) 'What models and good practice exist'?

Many councils are changing how they operate community centres and library services in order to better meet the needs of residents. Please tick up to three ideas that you think we could look at?

Option	Percent
Have more multi-service centres to bring community centres, libraries and local services together	59%
Involving community organisations more in running services	36%
Reviewing opening hours to match peak demand	35%
Making more use of volunteers	22%
Making more use of customer self-service in public libraries	22%
Providing more services online	17%
None of the above	12%

# Phase 1 Public Engagement: Findings

## (d) 'What models and good practice exist'?

### Summary of key findings

- 61 • Public service, and partner, **co-location** is a direction many services have moved in recent years, **responding to the complex needs of residents** where multi-agency partnership working is required. As public sector budgets face more pressure, service delivery does not necessarily need to mean just 'from a physical building' and opportunities exist to **explore the potential for greater outreach and co-delivery working alongside community partners**
- The co-location of services also offers the potential to streamline the Council's physical building footprint and to reduce overheads. Conflicting views were exhibited on the subject of self-service access, reflecting the typical range of positive and negative perspectives seen elsewhere.



# Secondary Research:

## Service Information & Performance Data

### Index of Multiple Deprivation



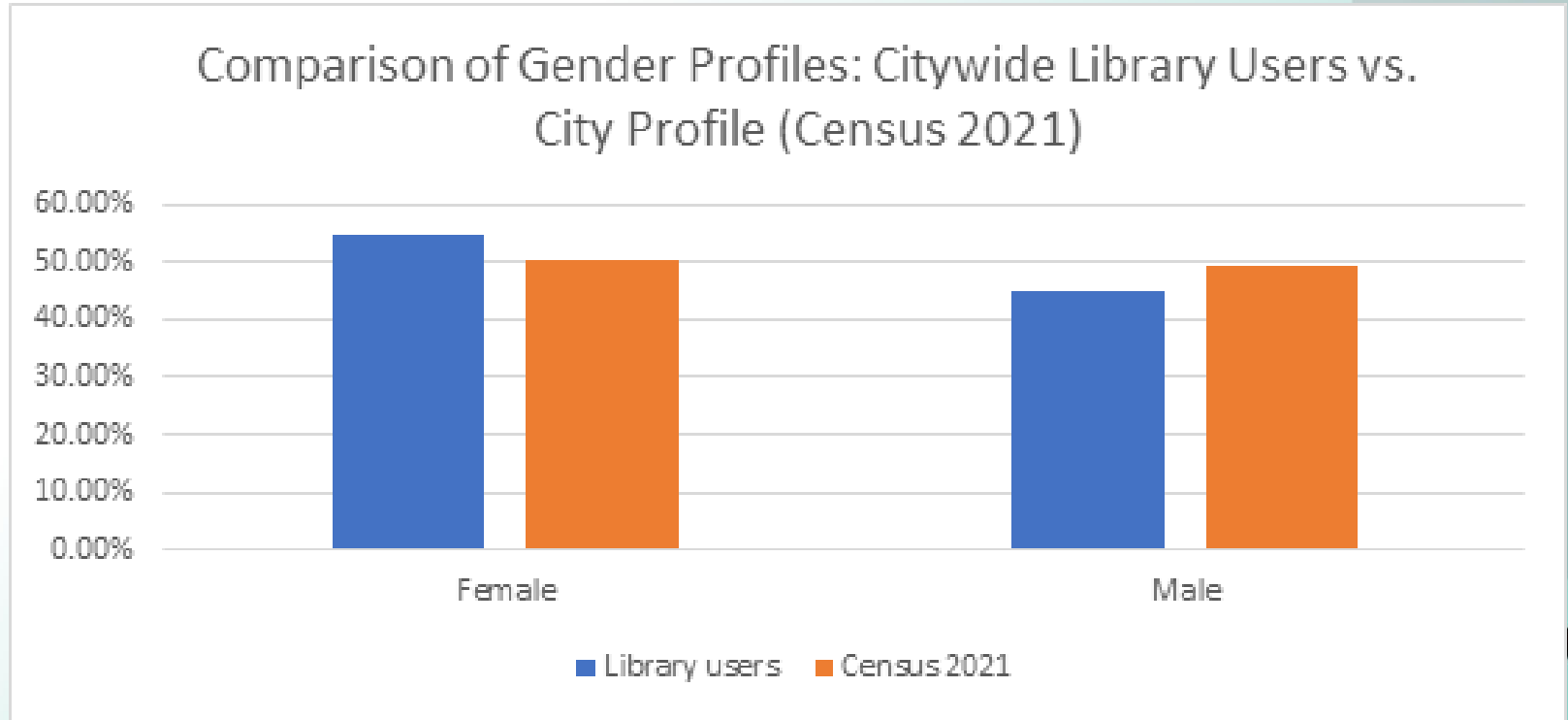
# The four “Universal Offers”

Neighbourhood Services are committed to the four Universal Offers developed by the national “Libraries Connected” organisation

Universal offer and key principles	Summary
<b>Reading</b> •Engage, Imagine, Discover	To build a literate and confident society by developing, delivering and promoting creative reading activities in libraries.
<b>Information and Digital</b> •Inform, Inspire, Innovate	To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online.
<b>Culture and creativity</b> •Explore, Create, Participate	To enable local communities to access and participate in a variety of quality and diverse arts and cultural experiences through local libraries.
<b>Health and wellbeing</b> •Healthier, Happier, Connected	To support the health and wellbeing of local people and communities through services that inform, engage and connect.

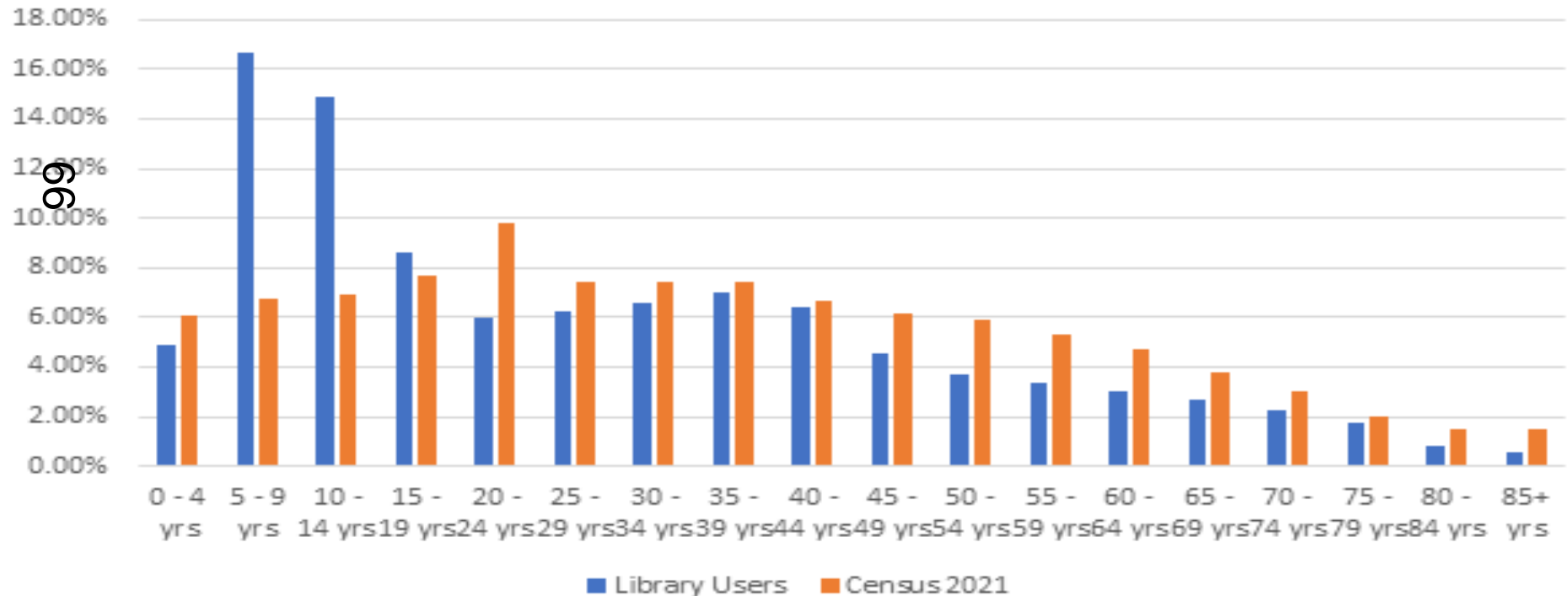
# Citywide user profile: Library users

65



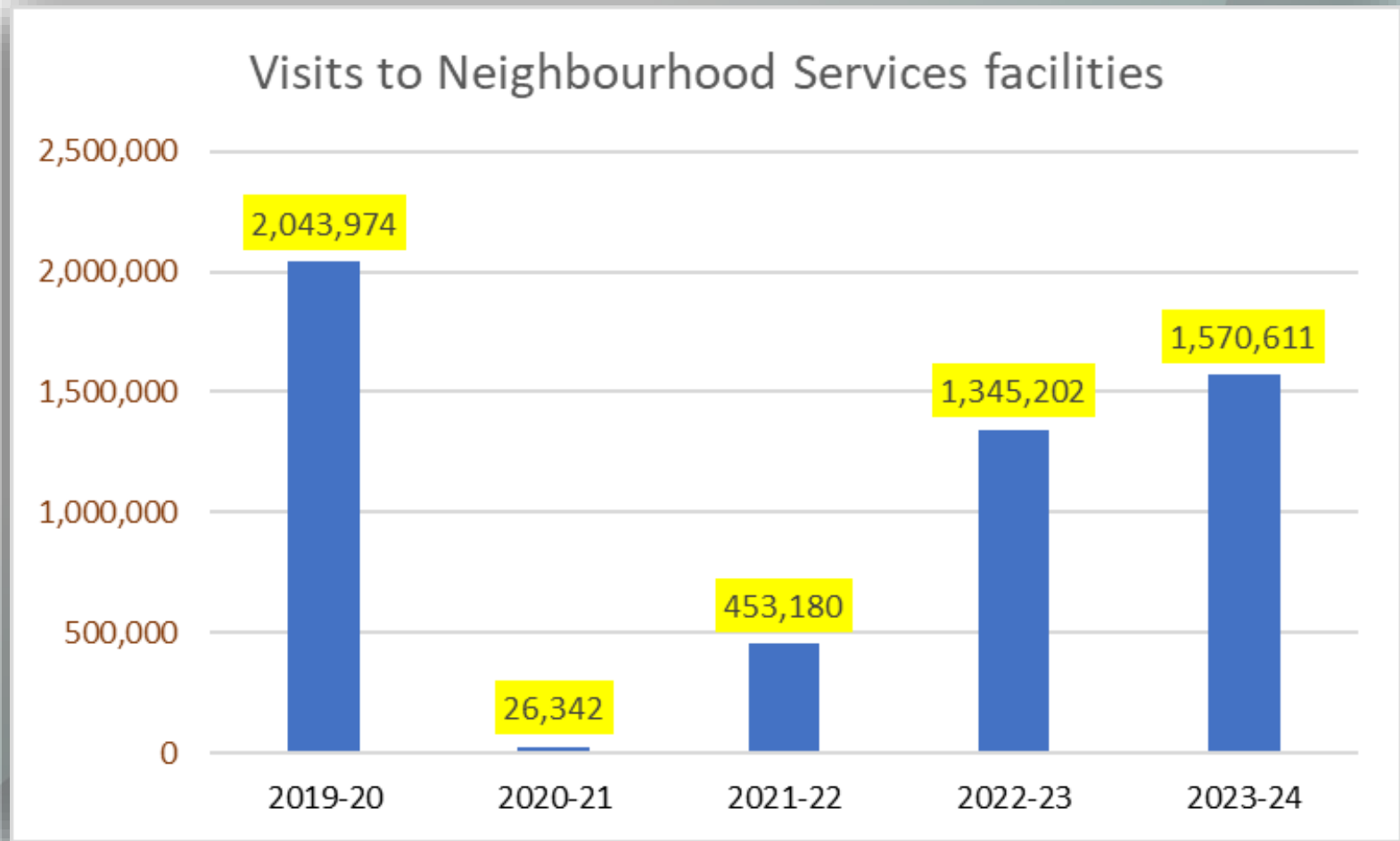
# Citywide user profile: Library users

Comparison of Age Profiles: Citywide Library Users vs. City Profile (Census 2021)



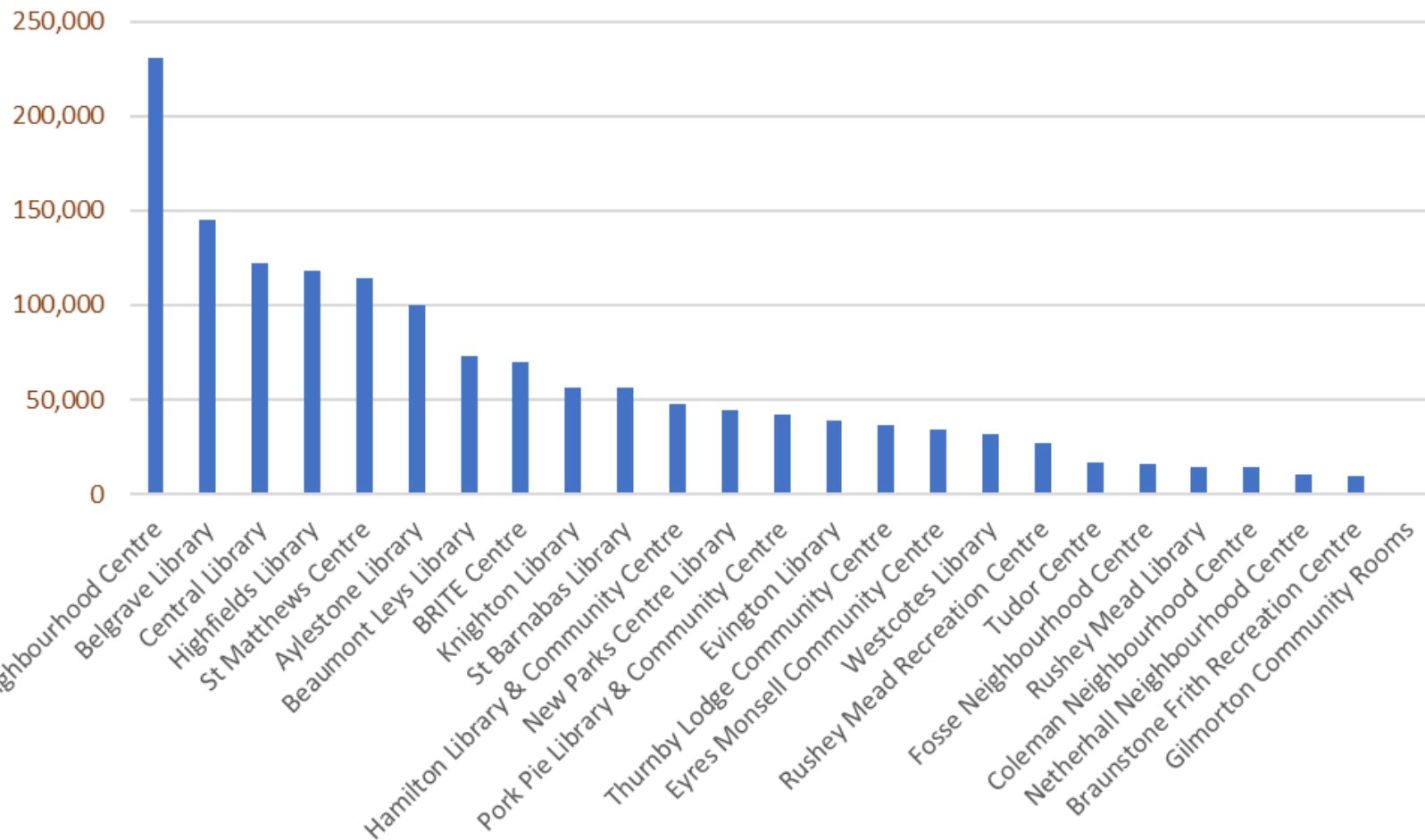


# Visits to Neighbourhood Services facilities (annual)

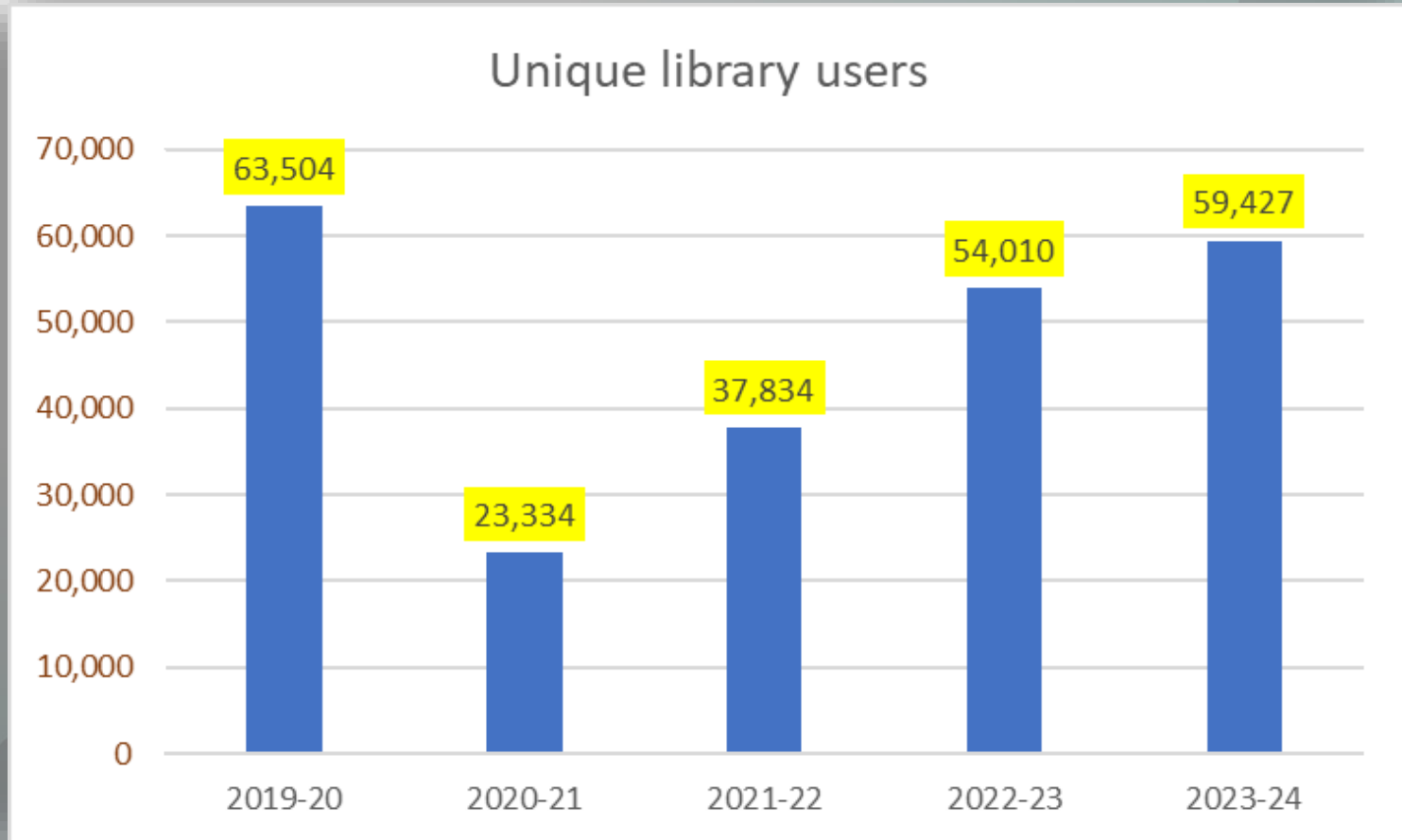


## Visits: annual footfall by facility 2023-24

89

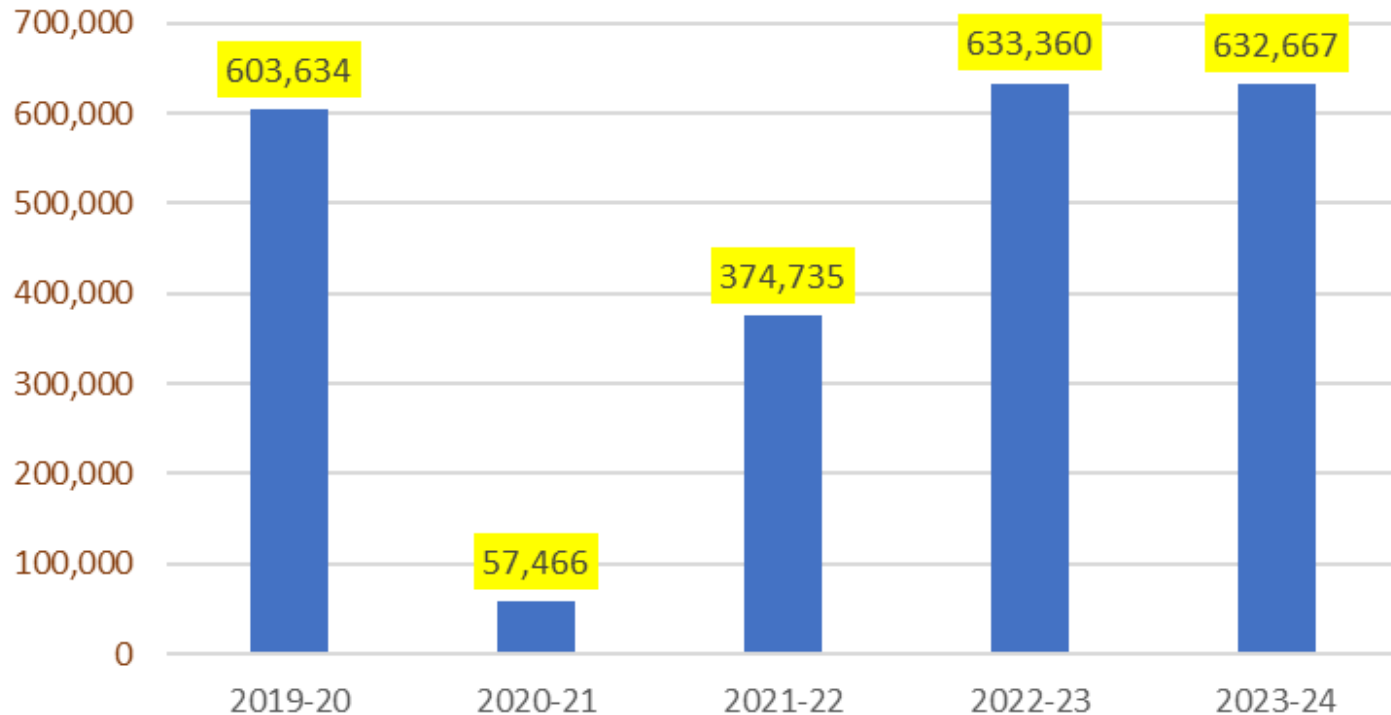


# Unique active library users



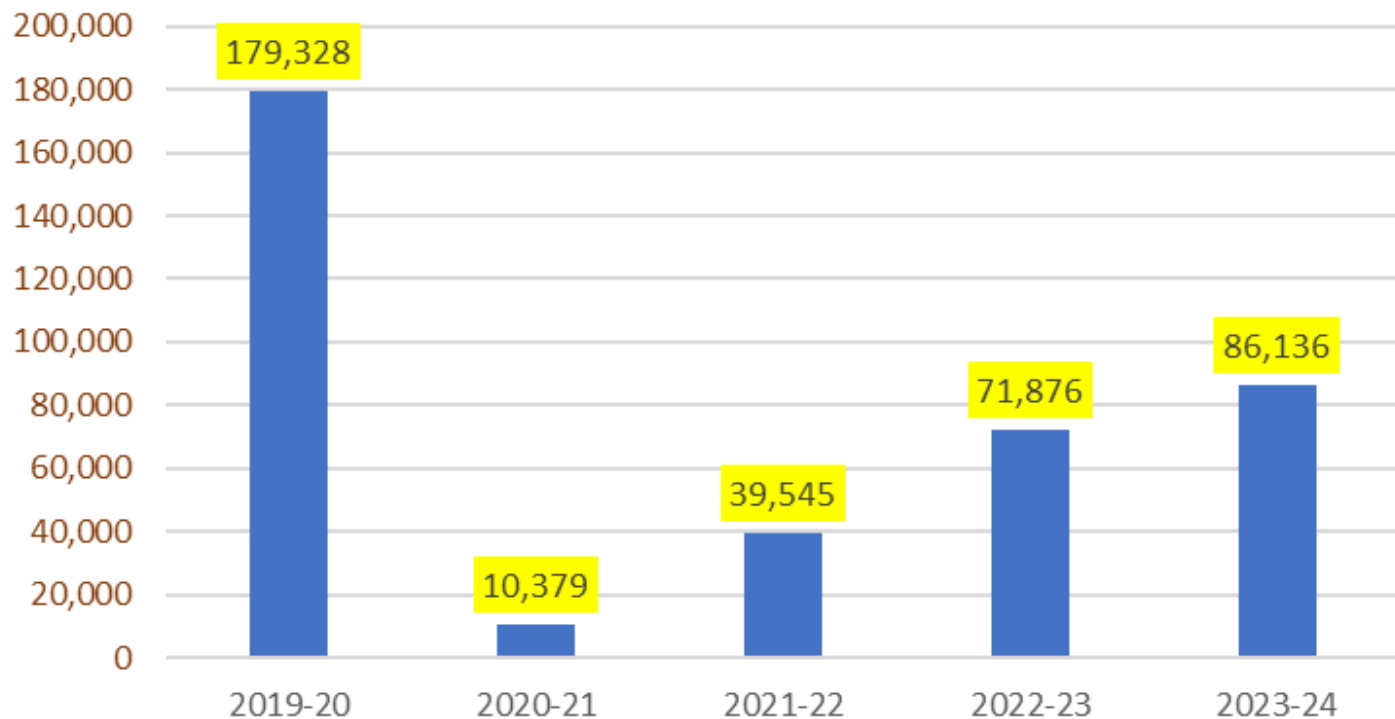
# Physical library books issued

Libray physical book issues (annual)

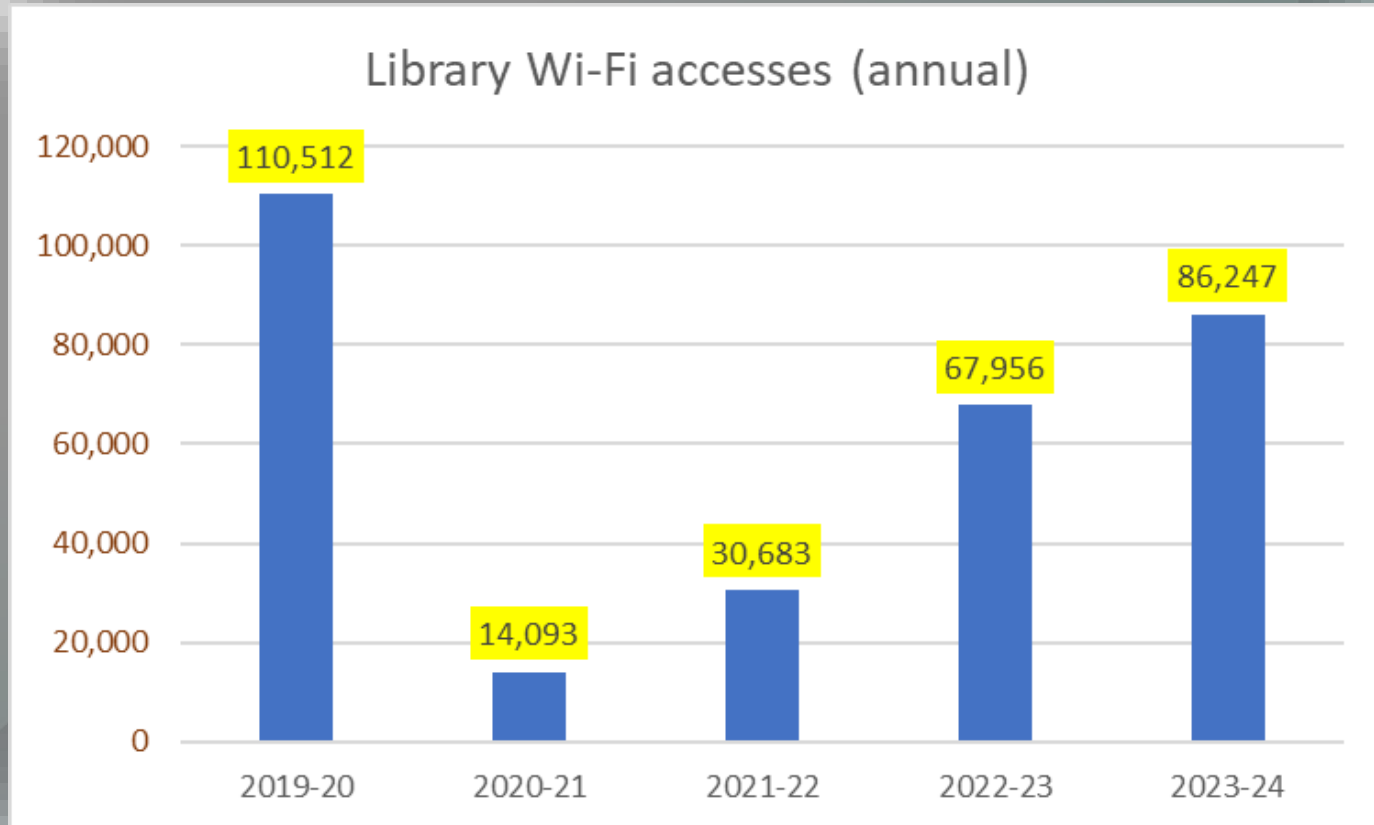


# Public computer access

PC hours used in libraries (annual)

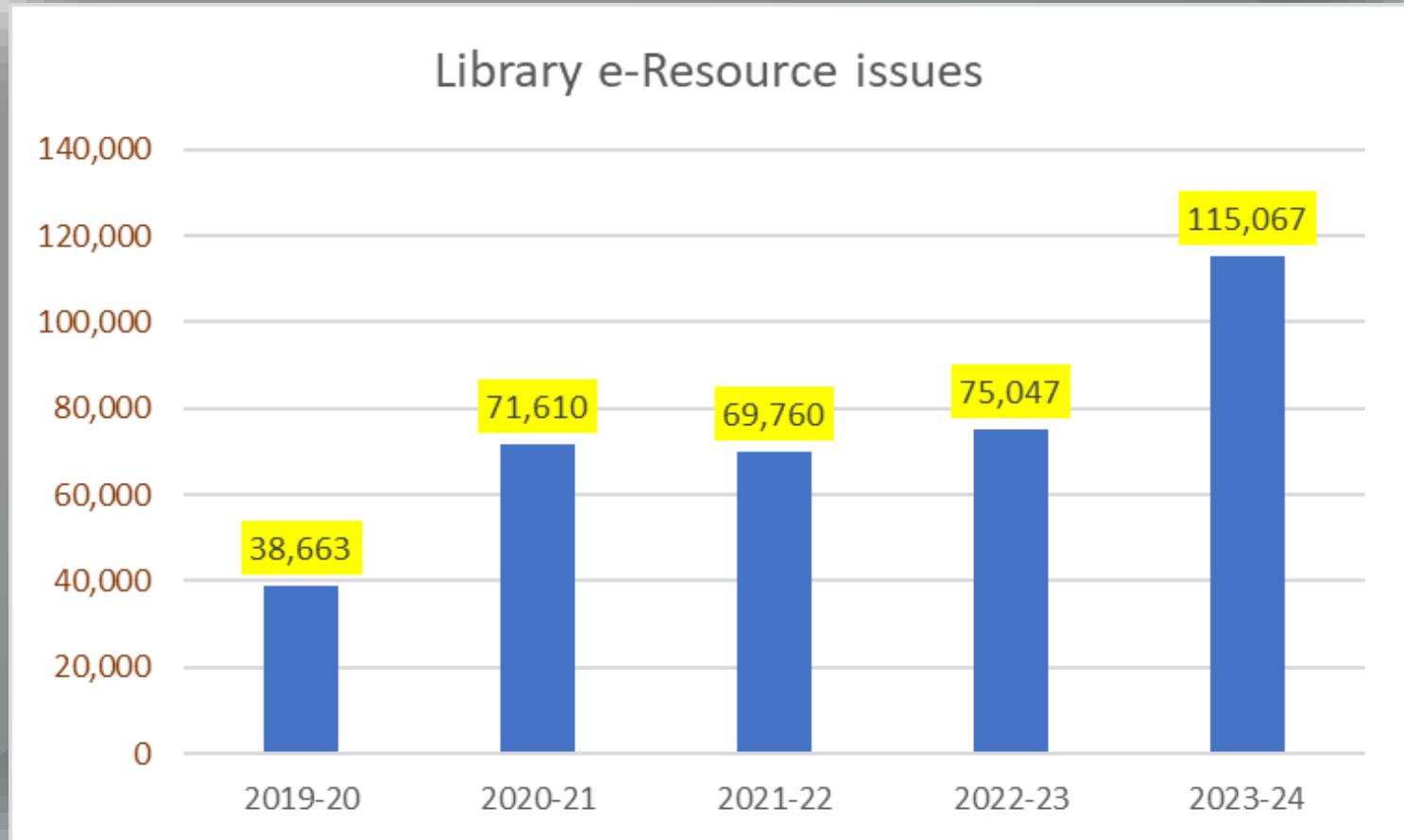


# Library Wi-Fi accesses (annual)

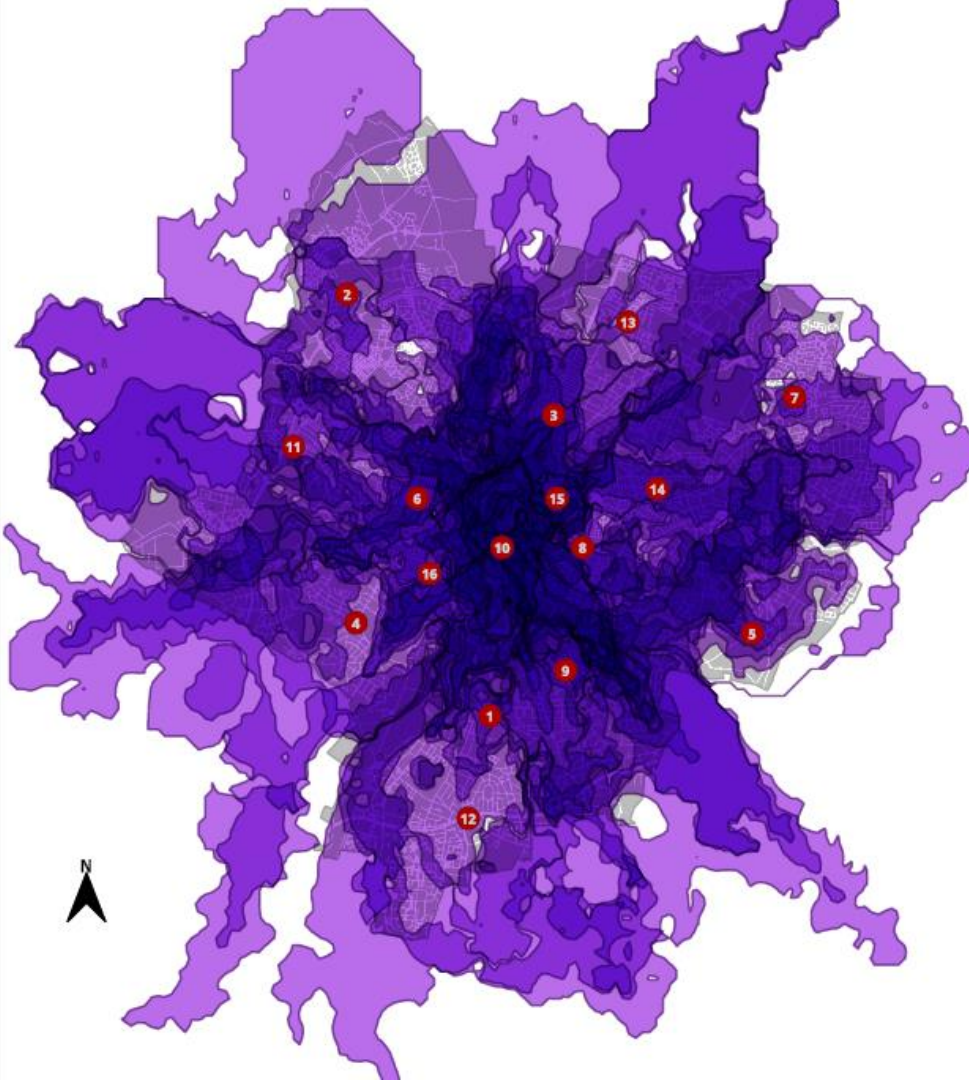


# Library e-Resources issued (annual)

73



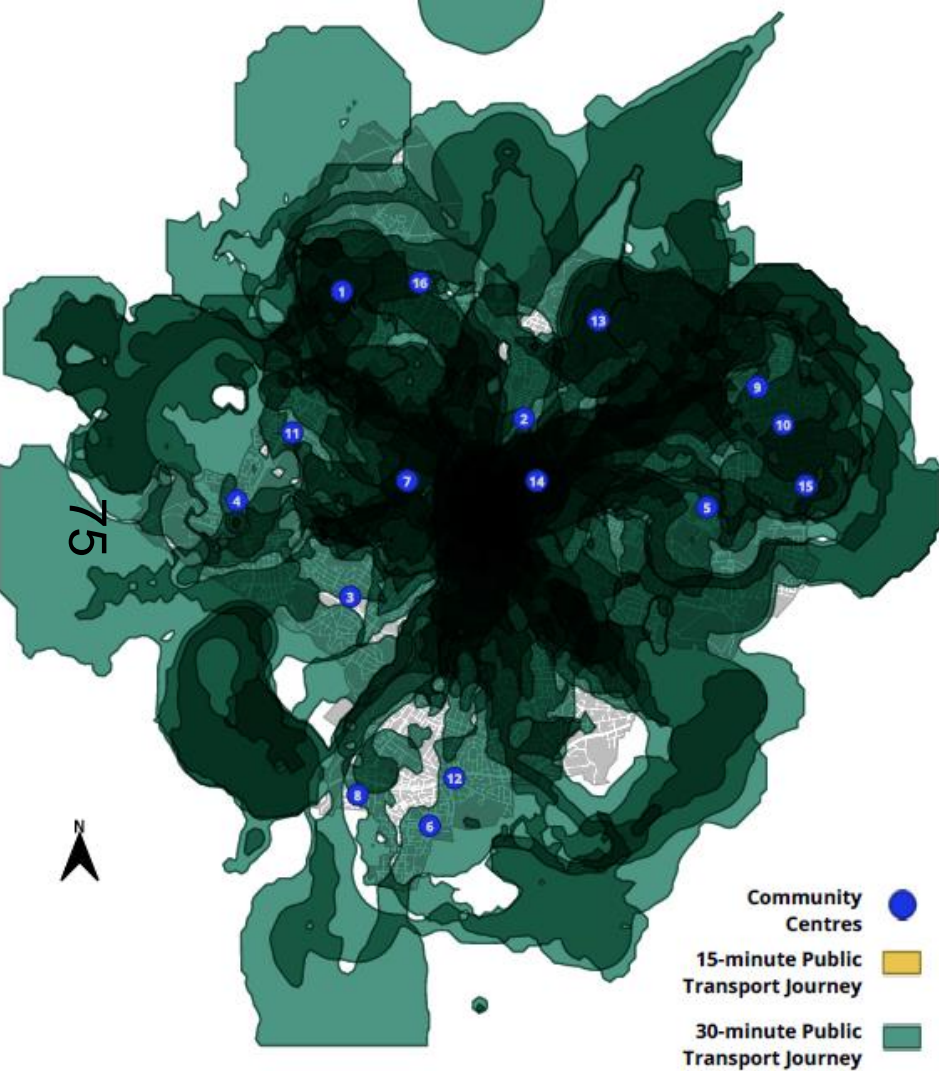




Library access by  
bus: 15 & 30  
minute journeys  
(includes  
walking)

<b>Id</b>	<b>Centre</b>	<b>Id</b>	<b>Centre</b>
1	Aylestone	9	Knighton
2	Beaumont Leys	10	Leicester Central
3	Belgrave	11	New Parks
4	Braunstone	12	Pork Pie
5	Evington	13	Rushey Mead
6	Fosse	14	St Barnabas
7	Hamilton	15	St Matthew's
8	Highfields	16	Westcotes

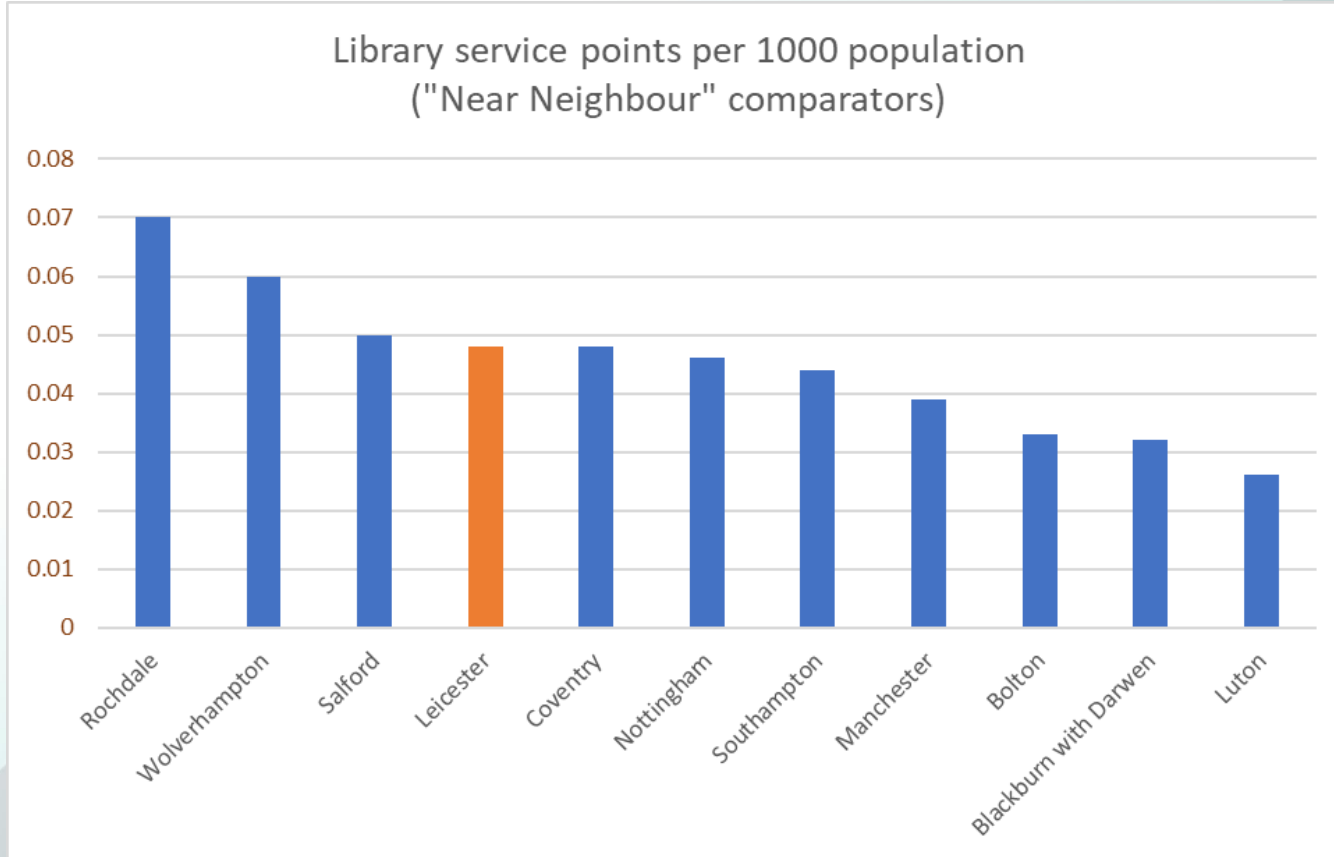
# Community Centres access by bus: 15 & 30 minute journeys



Id	Centre	Id	Centre	Id	Centre
1	Beaumont Leys	6	Eyres Monsell Community Centre	11	New Parks
2	Belgrave Neighbourhood Centre	7	Fosse	12	Pork Pie
3	Braunstone	8	Gilmorton Community Rooms	13	Rushey Mead Recreation Centre
4	Braunstone Frith Recreation Centre	9	Hamilton	14	St Matthew's
5	Coleman Neighbourhood Centre	10	Netherhall Neighbourhood Centre	15	Thurnby Lodge Community Centre
				16	Tudor Centre

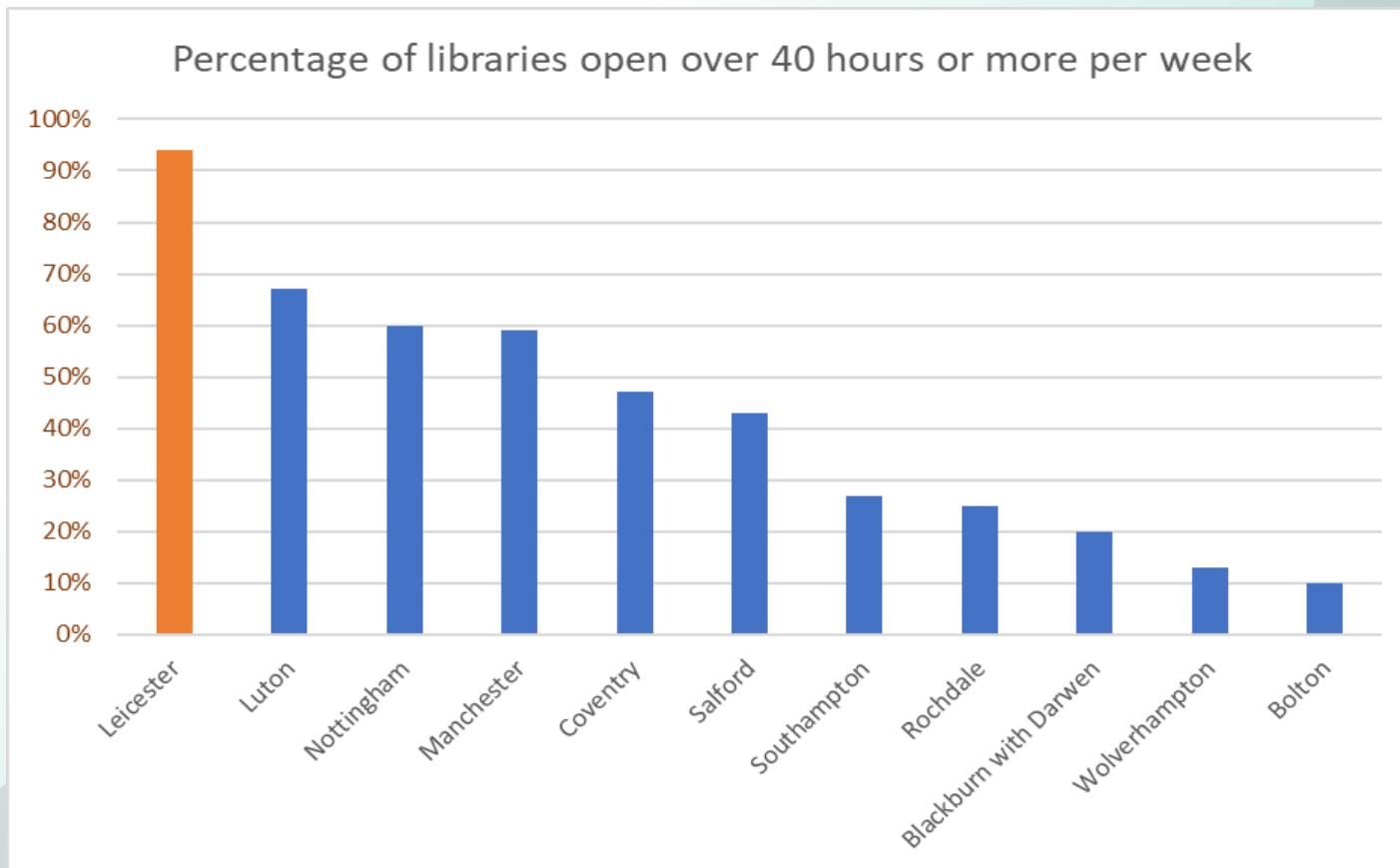
# Benchmarking: Library service points

76



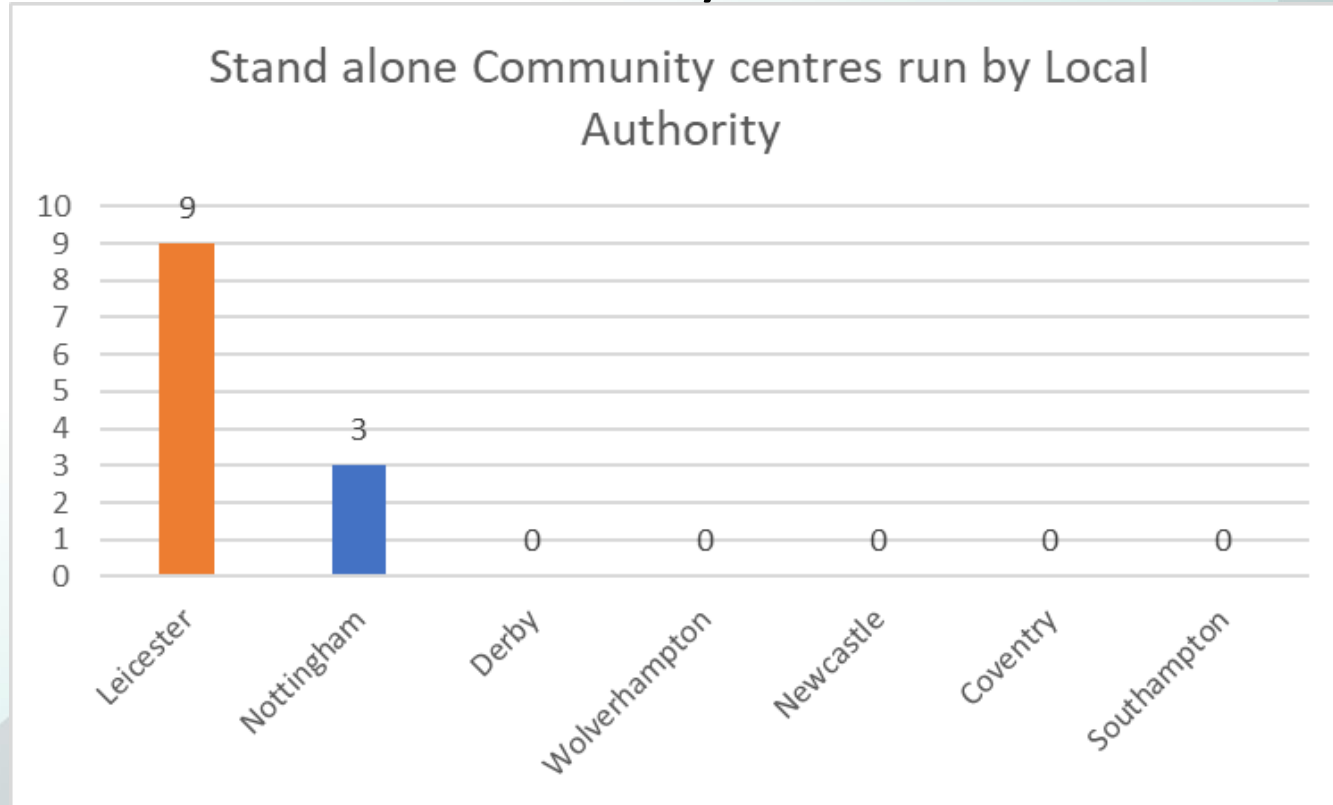
Reference: CIPFA annual library returns, 2023

# Benchmarking: Library opening hours



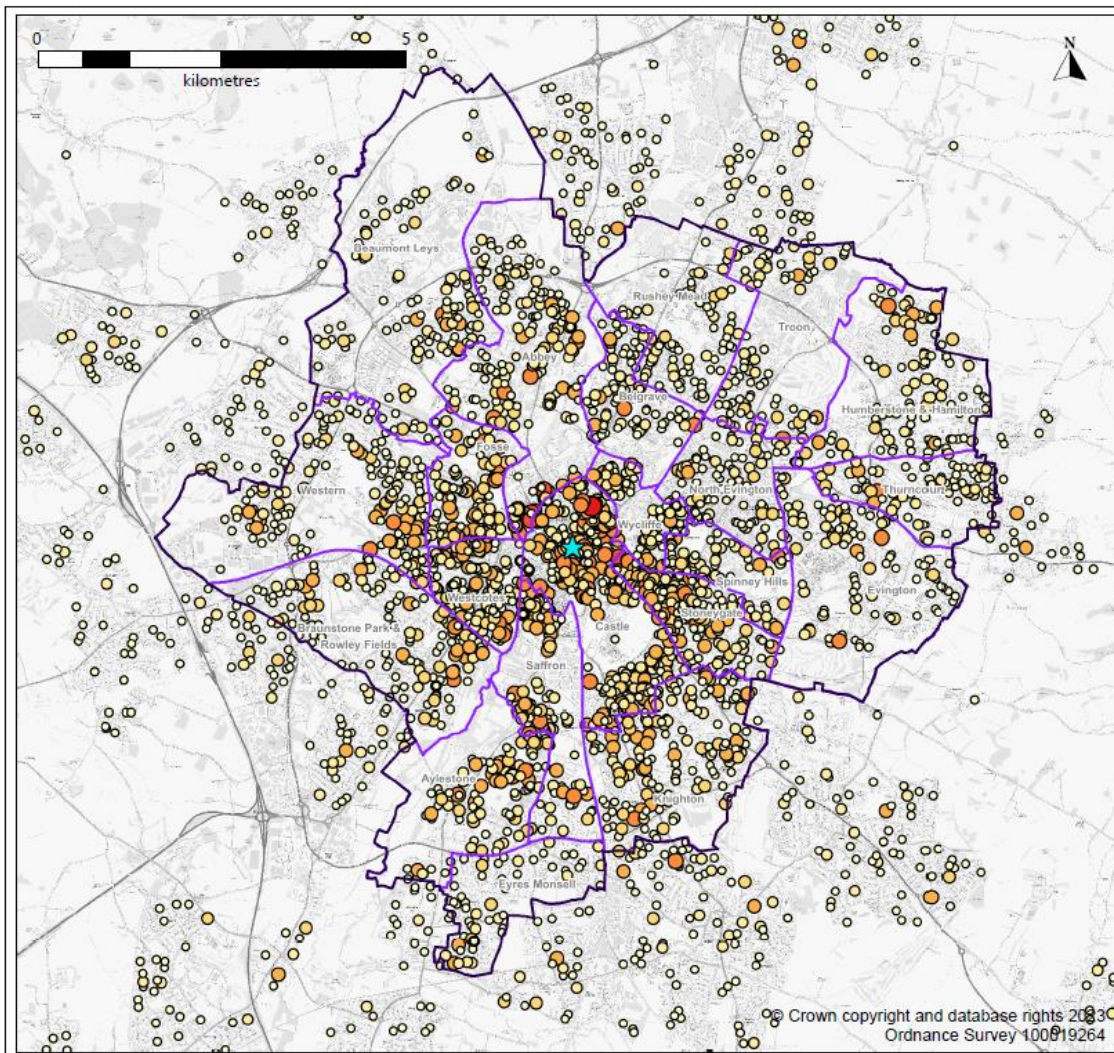
Reference: CIPFA annual library returns, 2023

# Benchmarking: Number of Local Authority run community centres



Reference: Leicester City Council project research team








## Distribution of users of Leicester Central Library

Users have visited the library one or more times  
April 2022 – March 2023  
- User count by Postcode -

1	(2,301)
2	(693)
3	(290)
4 to 5	(247)
6 to 10	(93)
11 to 20	(7)
29	(1)

-  Leicester City Boundary
-  Leicester Wards
-  Leicester Central Library



Geographical Information & Plans  
Processing Team, June 2023





**Culture and Neighbourhoods Scrutiny Commission**  
**Work Programme 2024 – 2025**

Meeting Date	Item	Recommendations / Actions	Progress
<b>8 July 2024</b>	1) Terms of Reference 2) Leicester Museum and Art Gallery – Call-in 3) Introduction to Culture and Neighbourhoods Services Scrutiny Commission 4) VCSE Delivery Plan	4) A) Members encouraged to attend VCSE event. B) Members to let officers know of any small organisations in their ward that could benefit from the VCSE strategy.	4) A) Invitation will be sent out when ready  B) Meetings being worked through with Cllrs to discuss their wards and groups within them.
<b>22 August 2024</b>	1) Culture and Creative Industry Strategy 2) Community Safety and ASB informal response.	1) A) Consideration to be given to stencilling directions between attractions on pavements B) Meeting to be convened for members to inform the final report.  2) A) City Centre On-Street Issues to be added to the work programme. B) Update on HASBO and CRASBU to be brought back in 12 months - potentially to include Cuckooing	1B) meeting has taken place.  2A) Community Safety Update scheduled 2B) On forward plan.

Meeting Date	Item	Recommendations / Actions	Progress
4 November 2024	1) Burial Strategy – Annual Report 2) Heritage Lottery Fund (Place Programme Funding) 3) Study Zones and Library IT Provision 4) Ward Funding Annual Report – Including policy update.	1a) Six-monthly written update on the search for places to be brought to the Commission. 1b) Commission to be informed of outcome of CDS Findings. 1c) Commission to be updated on workplan for Gilroes Cemetery. 1d) Commission to be made aware of findings of the Law Commission 1e) Information to be provided on number of graves left in each Cemetery and the financial position. 2a) Commission to be kept informed of how communities can bid to be part of the project. 2b) If Stage 1 is successful, updates to come to the Commission on the next stage and the findings of the Audience Agency. 3a) Report to be brought in 12 months on how sustainable and successful the scheme has been, areas for development, and provisions in case of funding cessation. 3b) Information on the age profile of users to be provided to members of the Commission.	1e) Information on number of new graves used circulated to members.

Meeting Date	Item	Recommendations / Actions	Progress
15 January 2025	<p>1) Draft Capital Programme 2025/26 and Draft General Revenue Budget</p> <p>2) Fly-tipping strategy.</p> <p>3) Museum Strategy - Engagement in Museum Teams</p>	<p>1a) Points made on about the City Mayor's Delegated powers, and the suggestion that the amounts the City Mayor has authority over be reduce so as to give the Council more of a say over how money was used to be taken into consideration.</p> <p>1b) Questions over whether money put aside for flood drainage is sufficient to be directed to the relevant officer.</p> <p>2a) Data on the number of fixed penalty notices (FPNs) to businesses in comparison to households to be shared with members.</p> <p>2b) Consideration to be given as to whether recycling sites needed to be there or if they invited fly tipping.</p> <p>2c) Information to be shared on which wards made the most use of the Love Leicester app.</p> <p>2d) Findings of the review to come back to the Commission, including ward-by-ward correlations.</p> <p>3) Report on outcomes and conclusions to come in 2026, to include consideration for an open weekend.</p>	<p>1b) Members updated via email.</p> <p>2d) Added to forward plan</p> <p>3) Added to forward plan</p>

Meeting Date	Item	Recommendations / Actions	Progress
<b>27 February 2025</b>	1) Community Safety Update. 2) Library and Community Needs Assessment	1) To include issues surrounding delivery riders. – EDTCE Members to be invited.	
<b>3 April 2025</b>	1) Tourism Strategy Update 2) Waste Strategy Update 3) Sports Strategy – Including Active Leicester and Women in Sport – Annual Update 4) Museum Strategy including Capital Investment – including Jewry Wall/LMAG 5) Engagement of Community Organisations	2) Following discussion at the meeting of 5 December 2023, it was requested that the report come back to the commission around 6-months later when it was fuller and the findings of the seminar were known. It was later decided to combine this with the report on Women in Sport, To include indicators of success, information on bodies that can help promote Women's engagement in sport, other groups with protected characteristics such as disability sport and data broken down into, for example, age and ethnicity, as suggested at the meeting on 24 October 2023, with a possibility of a Board looking at this.  5) Report on how community organisations could be engaged to help the Council run services as requested at the meeting of 29 January.	

### Forward Plan Items (suggested)

Topic	Detail	Proposed Date
Business case for the KRIII café.	Requested at OSC on 30 January 2025	
Museum Engagement Schemes – Outcome on findings and conclusions.	To include considerations for an open weekend.	
Findings of fly-tipping review.	To include ward-by-ward correlations.	
Tree Strategy and Grassland Strategy	To include seed and produce exchange and to include areas for recreation and sports.	
Growing spaces strategy		
Festivals and Events Review update		
Heritage Places Funding - National Lottery Heritage Fund – Update on next stage.	To include findings of Audience Agency. If Stage 1 is successful.	
Burial Strategy (6-monthly update)	To include information on the search for places, the work plan for Gilroes Cemetery and the findings of the Law Commission	
Update on HASBO and CRASBU	To be brought back in 12 months from 2024 report.	
Heritage panels, inviting members suggestions for new panels		
CCTV Overview	Moved from November	

