



Leicester
City Council

**SPECIAL MEETING OF THE NEIGHBOURHOOD SERVICES SCRUTINY
COMMISSION**

DATE: THURSDAY, 6 AUGUST 2020
TIME: 4:00 pm
PLACE: Microsoft Teams

Members of the Committee

Councillor Thalukdar (Vice-Chair)

Councillors Ali, Aqbany, Byrne, Govind, Joshi and Solanki
One unallocated non group place

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

For Monitoring Officer

Officer contacts:

Aqil Sarang (Democratic Support Officer),
Tel: 0116 454 5591, e-mail: Aqil.Sarang@leicester.gov.uk
Leicester City Council, 115 Charles Street, Leicester, LE1 1FZ

Information for members of the public

PLEASE NOTE that any member of the press and public may listen in to proceedings at this 'virtual' meeting via a weblink which will be publicised on the Council website at least 24hrs before the meeting. Members of the press and public may tweet, blog etc. during the live broadcast as they would be able to during a regular Committee meeting at City Hall / Town Hall. It is important, however, that Councillors can discuss and take decisions without disruption, so the only participants in this virtual meeting will be the Councillors concerned, the officers advising the Committee and any invitees to the meeting relevant to the reports to be considered.

Attending meetings and access to information

You have the right to attend/observe formal meetings such as full Council, committee meetings & Scrutiny Commissions and see copies of agendas and minutes. On occasion however, meetings may, for reasons set out in law, need to consider some items in private.

Dates of meetings and copies of public agendas and minutes are available on the Council's website at www.cabinet.leicester.gov.uk, or by contacting us using the details below.

Making meetings accessible to all

Braille/audio tape/translation - If you require this please contact the Democratic Support Officer (production times will depend upon equipment/facility availability).

Further information

If you have any queries about any of the above or the business to be discussed, please contact: **Aqil Sarang, Democratic Support Officer on 0116 454 5591.** Alternatively, email Aqil.Sarang@leicester.gov.uk, or call in at City Hall.

For Press Enquiries - please phone the **Communications Unit on 0116 454 4151.**

PUBLIC SESSION

AGENDA

LIVE STREAM OF MEETING

A live stream of the meeting is available on the link below:

<https://tinyurl.com/y34teps9>

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The minutes of the meeting of the Neighbourhood Services Scrutiny Commission held on Wednesday 4 March 2020 are attached and Members are asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on the receipt of any petitions submitted in accordance with the Council's procedures.

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations and statements of case submitted in accordance with the Council's procedures.

6. NEIGHBOURHOOD AND ENVIRONMENTAL SERVICES & COVID 19 IMPACTS, KEY ISSUES AND RECOVERY PLANS IN LEICESTER

Appendix B

The Director of Neighbourhood and Environmental Services submits a report providing an overview of current service delivery during Covid 19 pandemic and a summary of the department's recovery planning work.

Members of the Commission are recommended to receive the reports and pass any comments to the Director of Neighbourhood and Environmental Services

for consideration.

7. DOMESTIC AND SEXUAL VIOLENCE & COVID 19 IMPACTS IN LEICESTER [Appendix C](#)

The Director of Neighbourhood and Environmental Services submits a presentation on Domestic and Sexual Violence in Leicester and a comparison of the data collected from 2019 and 2020.

Members of the Commission are recommended to receive the presentation and pass comments to the Director of Neighbourhood and Environmental Services for consideration.

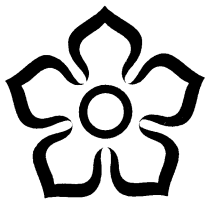
Members of the Adult Social Care Scrutiny Commission have received an invitation to attend and participate in the consideration of this item.

8. KNIFE CRIME AND SERIOUS VIOLENCE STRATEGY [Appendix D](#)

The Director of Neighbourhood and Environmental Services submits a presentation on developing a knife crime and serious violence strategy in Leicester.

Members of the Commission are recommended to receive the presentation and pass comments to the Director of Neighbourhood and Environmental Services for consideration.

9. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

Minutes of the Meeting of the
NEIGHBOURHOOD SERVICES SCRUTINY COMMISSION

Held: WEDNESDAY, 4 MARCH 2020 at 5:30 pm

P R E S E N T:

Councillor Thalukdar (Chair)

In Attendance:

Councillor Ali	Councillor Aqbany
Councillor Govind	Councillor Josh

Also Present:

Deputy City Mayor Councillor Singh Clair

* * * * *

43. APOLOGIES FOR ABSENCE

A minute silence was observed for the recent passing of the Chair of the Neighbourhood Services Scrutiny Commission Councillor Jean Khote.

The Monitoring Officer reported that apologies for absence had been received for Councillor Solanki and Assistant City Mayor Councillor Master.

44. DECLARATIONS OF INTEREST

There were no declarations of interest.

45. MINUTES OF THE PREVIOUS MEETING

AGREED:

That the minutes from the meeting held on 15 January 2020 were agreed as a correct record.

46. PETITIONS

The Monitoring Officer reported that no petitions had been received.

47. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that there were no questions, representations or statements of case received.

48. NEIGHBOURHOOD SERVICES DIGITAL OFFER HIGHLIGHTING PUBLIC ACCESS COMPUTERS AND THE REPLACEMENT PROGRAMME

The Director of Neighbourhoods and Environmental Services delivered a presentation updating the Commission on the Service's digital offer at Neighbourhood Services buildings.

The presentation outlined the Council's Neighbourhood Service's community and library services to people that lived and worked in Leicester.

It was noted that different venues had different uses depending on the facilities available. Customer surveys carried out had helped build a rich database on the range of demographics that use the facilities.

During the discussions Members of the Commission raised their concerns with the reduction of opening hours at the newly refurbished Highfields Library. It was noted that there were no actual reduction in hours, rather the library opened an hour earlier as requested and closed an hour earlier at the end of the day. This was something that was being trialled and could be reversed. It was also noted that particular facilities around the city had remote access where ward councillors could benefit when a premises officer was not on duty.

Members of the Commission asked whether there were still printing cost to service users across the city's libraries. It was noted that the 20 pence printing cost was to recover the cost of print cartridges.

Members were concerned with the safety of the users at the libraries on computers, it was suggested that it would be useful if a pop-up message appeared when logging into the system to inform vulnerable users and to provide parents with information booklets, who have children that use the facilities. Officers noted that in terms of security, it was something that could be looked into to support campaigns. Although the service were unable to deliver a warning message it was something that could be developed. Filters were in place so that not all sites could be accessed, and parents had a level of responsibility as they were given a letter once a child had registered.

Members of the Commission were pleased with and congratulated the team for the range of facilities provided at St Barnabas Library in North Evington. Members requested that a poster or signage be used to keep people informed on what services are on offer at the library.

Following the recent passing of Councillor Jean Khote who was the Chair of the Commission and the local Ward Councillor for the North Evington area, Members of the Commission suggested that the carpets at the St Barnabas Library were in need of refurbishment. It was something that the former

Councillor had been campaigning for and would be a tribute to her efforts in the community that she will be missed in.

It was noted that the Digital Skills Enrolment was only available at locations where there was a demand for it and that courses did rotate from one location to another. The Life in Britain course was still available at Libraries for free and had been supported for over 10 years.

AGREED:

- 1) That the Commission supports and praises the investment into new computers and upgrading of digital services in libraries;
- 2) And that, the presentation be noted.

49. NOISE CONTROL - THE WORK OF THE COUNCIL'S NOISE CONTROL TEAM

The Director of Neighbourhoods and Environmental Services delivered a presentation on the City Councils Noise Control Team which provided an overview of the noise and Pollution Control monitoring Service, Enforcement Policies and statistics.

During the discussions Members of the Commission thanked the Noise Control Team for the presentation as it helped Members get a better understanding of the team's role.

Members were concerned whether the Noise Control Team came across issues with both mental and physical health, it was noted that the team were aware that residents may have underlying health issues that impact on behaviour and worked alongside Housing Officers and STAR workers also supported their work. Figures indicated that the number of reports differed to the different seasons with the reported figures peaking in the summer with outdoor parties/events and that the student numbers also effected the data.

Members raised their concerns with particular hotspots around the city in parks, car parks and residential areas where residents had raised complaints of groups of people congregating in cars causing a nuisance to locals. Officers noted that parks around the city had Park Wardens to monitor these concerns, it was difficult for the Noise Control Team to witness these but would pass these concerns onto other agencies such as CrASBU who deal with anti-social behaviour and the police were also a point of contact to resolve matters.

Members were concerned that the waiting time for the noise recording monitors were prolonged and this was letting residents down. It was noted that although here was a waiting time for the noise recording monitors, once a report had been made Officers were out and the service were still in a useful position to deliver swift service.

It was noted that after a spending review in 2016 the service lost £1 million but had still retained the service. Neighbouring cities didn't have the service available and Leicester City Council were in a unique position where all reports

of nuisance were responded to accordingly.

AGREED:

- 1) That the Director of Neighbourhoods and Environmental Services be commended for the excellent work delivered by the Noise Control Team;
- 2) That the Noise Control Team be encouraged to raise awareness of their work through youth groups and schools;
- 3) And that the presentation be noted.

50. WORK PROGRAMME AND TASK GROUP UPDATE

The Scrutiny Policy Officer updated Members of the Commission on the continuing work on the task group. Members were informed that the Scrutiny Policy Officer would be sending out a progress on updates to Members of the Commission in the near future.

51. ANY OTHER URGENT BUSINESS

There being no items of urgent business, the meeting closed at 7:13pm.

Neighbourhood Services Scrutiny Committee



Minute Item 4.8

Library services provision – Supporting access to digital services

Neighbourhood Services Overview

The Council's Neighbourhood Services section delivers community and library services to people who live and work in Leicester City.

- A network of 28 facilities, including 9 Multi-Service centres:
- 16 library service points
- 16 community centres offering room hire
- Ward & Community Engagement Team



Library Digital Offer: national and local strategic context

Neighbourhood Services are committed to the Universal Offers developed by Libraries Connected and supported by Arts Council England:

- **Digital** – Goal: “To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online”

Other Universal Offers are linked:

- **Health**
- **Culture**
- **Reading**

Digital Offer: The National Context

“Libraries support lifelong learning, self improvement and social mobility. They are places where communities and individuals can share ideas and learn, offering facilities and practical support to help people get online and develop their digital skills.”

Libraries provide digital access and support the improvement of digital literacy, which is critical to central and local government strategies around economic development, channel-shift, reducing social isolation and creating community cohesion.”

Leicester City context

Manifesto commitment May 2019


“Leicester recognises, values and prioritises the need for people to learn throughout their lives and outside of formal education settings.”

We will:

- Protect our library services and roll out a full digital online offer for our library service, including e-books and e-audio books
- Provide free wifi in all council-owned public buildings”

Library Services

Delivery team and network:

- 16 library service points
- Supported by Service Delivery Managers and Neighbourhood Services Assistants
-  Online Library Catalogue “Bookfinder”
- eBooks platform
- **2.3million visits** to Neighbourhood Services 2018/19
- **180,000 hours** public computer access 2018/19
- **100,000 Wi-Fi** accesses 2018/19



Libraries: Digital and Learning Offer

Libraries Connected, 2019

11



Access to Computers & the Internet

- Trained staff to support general IT use
- Provision of 166 public access computers in 16 libraries (bookable, free of charge)
- Public access Wi-Fi in all 16 libraries (free)
- 12 • Dedicated Council self-service kiosks at multi-service centres
- High quality printing
- Wi-Fi printing
- IT training suites at 5 neighbourhood centres
- Implementation of library solution at youth centres



Investment in public computer network

- Full replacement of public access computers at libraries and adult learning IT suites
- Rollout to libraries February – March 2020
- A new solution in place for the Libraries - part of the updated infrastructure for all public facing devices with investment of £416k



New public access model

- Virtual Desktop Infrastructure (VDI)
- Improved security
- Easier and quicker to update systems and fix issues
- **Significantly updated systems for library customers**
- Windows 10 operating system
- MS Office 2016
- Google Chrome browser (popular demand)
- Canon flatbed scanners

14

LibrariesWeek

7-12 OCTOBER 2019

#librariesweek

CELEBRATING LIBRARIES
IN A DIGITAL WORLD



What are people coming to do?

Survey: Beaumont Leys Library 3rd - 16th December 2019



Learning: Beginners IT sessions

- “UK Online” sessions running for over 10 years
- Funding from Good Things Foundation
- For complete beginners
- Learn at your own pace
- Self-led courses with staff to support for confidence

📖 Topics covered include:

- Mouse/keyboard
- Internet safety
- Filling forms
- Universal Credit
- Health online
- Offered at Central Library Mon – Fri, Belgrave, Rushey Mead, Hamilton & Beaumont Leys Libraries
- 164 registrations since April 2019

Are you taking part in
Get Online Week?

We are.



brought to you by
Good Things
Foundation



Computer Skills for Beginners

- Are you a complete beginner with computers?
- Are you worried about using them?
- Have you heard scary things about the internet?

Don't worry we are here to help!

We have sessions at libraries across Leicester
so there is one near you.

- Beaumont Leys Library
- Belgrave Library
- Leicester Central Library
- New Parks Library
- Highfields Library
- Rushey Mead Library

Session days and times vary, please contact
the individual library for further information.

www.leicester.gov.uk/libraries
Tel: 0116 454 3540

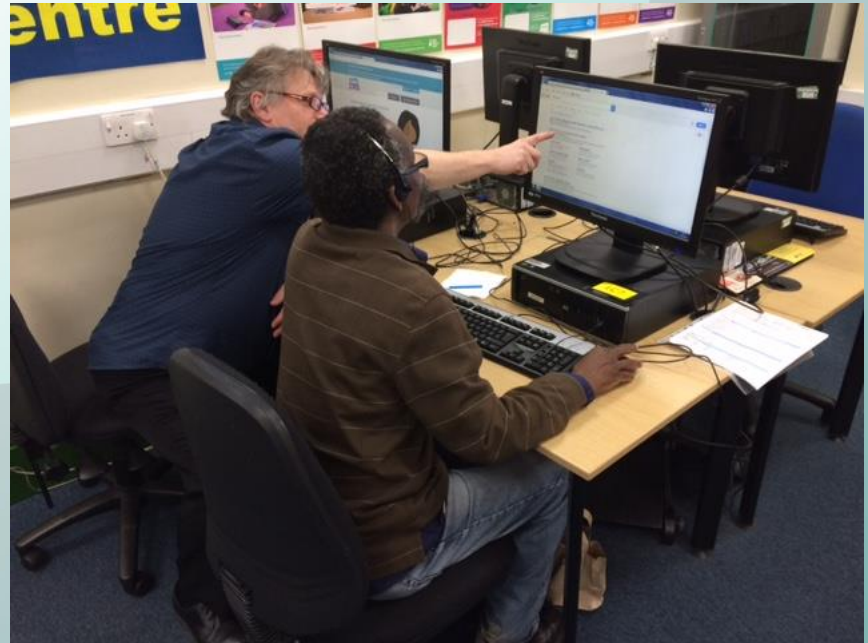


Learning: support from library staff

Library staff routinely provide basic signposting and support to computer users

Most common customer support request areas*:

1. Printing
2. Scanning documents
3. Email (including set up)
4. Search engines
5. Browsing the Internet
6. Microsoft Word
7. Online forms
8. Accessibility
9. Job search
10. Privacy settings



*Source: "Capture IT" survey in Leicester City 2019/20

Adult Learning in Neighbourhoods

- IT suites developed at 5 neighbourhood centres to support the LASALS programme at accessible community venues
- Basic Digital Skills Courses offered at a range of venues between 2017 – 2020
- 400+ customers have accessed drop-in Assisted Digital Support in Libraries
- Sessions include introduction to basic computer – keyboards mouse etc, personal use (eg personal banking) and work (formal email, contacts etc)
- More advanced courses available, but are chargeable

18

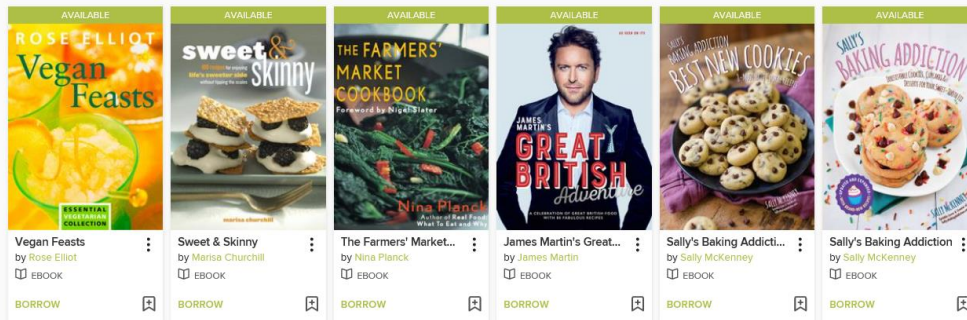
Basic Digital Skills Enrollments	2017-2020
Belgrave Neighbourhood Centre	114
Bishopdale	5
Brite	101
Central Library	38
Highfields Library	6
New Parks Library	30
Pork Pie Library	62
St Mathews NC	34
Tudor Centre	36
Adult Ed College	1428
Total	1867

eBooks and eAudio

- Leicester Libraries “Overdrive” eBooks offer:
- eBooks and eAudio available
- Borrow for three weeks, request on loan titles
- Thousands of titles available, environmentally friendly reading!
- Increasing usage – over 16,600 issues 2018/19

Food, Glorious Food >

SEE ALL



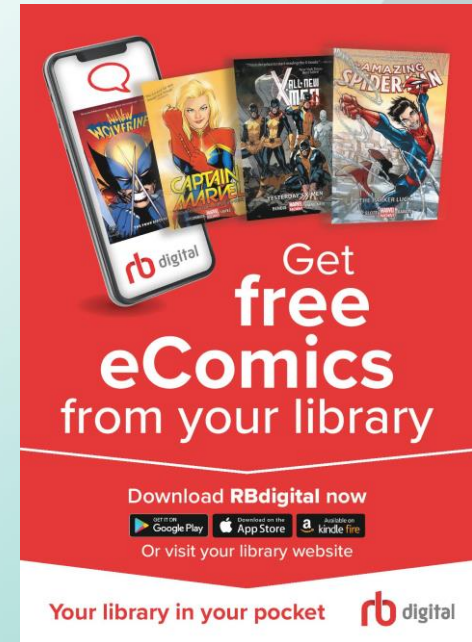
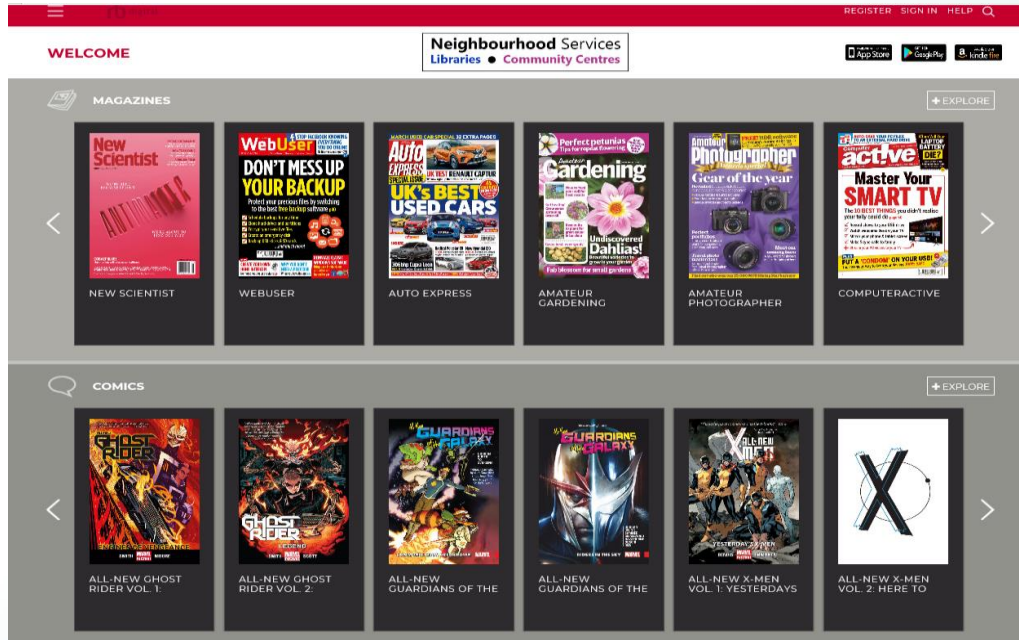
Reading Well for Children >

SEE ALL



Read on Libby.
The one-tap reading app from your local library.

Leicester Libraries Online resources



20

eMagazines & eComics

- Download your favourite titles free of charge every month
- Hundreds of titles available
- Includes Marvel super-hero titles, popular news and lifestyle magazines

Impact

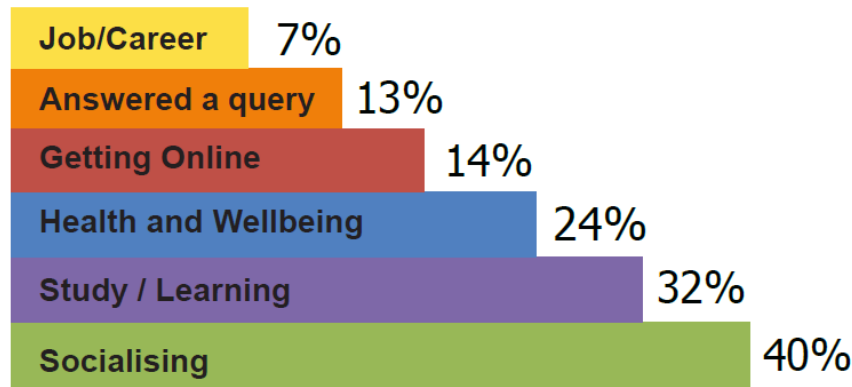
Customer Survey 2018/19

Of all customer visits to Neighbourhood Services facilities over one week:

- 22% visited to use a computer
- 11% visited to find information

21

How your visit helped you



Any Questions?

Noise & Pollution Control Team

Nicola Preston, Head of Regulatory Services
Annette Bryan & Robin Marston, NPC team managers



Objectives

- To provide an overview of the Noise & Pollution Control monitoring service
- Consider best evidence
- 24 • Enforcement policy
- Provide statistics
- Answer any questions

Overview

- Leicester City Council's (NPC) Team operate a monitoring service to deal with noise, odour, smoke etc. from residential and commercial premises
- The team have additional workloads i.e. Petroleum, contaminated land
- 2 Team Managers job share, 8 FTE PCO/EHOs
2 Night Noise Support Officers (1 FTE)

25



Leicester
City Council

Evidence

- Witness from the complainants property
- During service hours officers will visit
- Noise diary to be kept
- Noise monitoring recorders can be installed
- Best evidence is an officer to witness
- NMRs –complainant to provide statement
- The team have 6 NMRs

Enforcement

- Environmental Protection Act 1990.
- **1st noise nuisance** – informal warning letter and a request for the perpetrator to attend an informal interview. For commercial premises, officers will arrange a site visit.
- **2nd noise nuisance** – statutory abatement notice served
- 27 • **3rd noise nuisance** – invite the perpetrator in for a recorded interview under caution
- **4th noise nuisance** – application to court to obtain a warrant to gain access to a property to seize noise equipment or commence a prosecution (where equipment cannot be seized e.g. dog barking)
- **Subsequent noise nuisance** – further seizures, legal proceedings, review of premises licence, request action by the Criminal Anti-social Behaviour Unit (CrASBU)/Housing Management



-
- **Pollution nuisances-** similar enforcement policy, but we would not seize equipment
 - 28 • **Landlords** – contacted for problem tenants
 - **LCC Tenants** – Joint Housing approach

Case study

- The NPCT received a complaint regarding loud music played in a flat in Highfields in August 2018. Further complaints were received from 2 other addresses about this LCC Housing tenant in November 2018 and January 2019.
- The first noise nuisance was witnessed on 14 Feb 2019. Loud music with intrusive bass beat was witnessed in a complainant's living room. An informal warning letter was delivered and the tenant was requested to attend an interview.
- A second noise nuisance was witnessed on 6 March 2019. The music was again intrusive in a complainant's home and could clearly be heard in the street. A statutory abatement notice was served on the tenant. A further noise nuisance was witnessed on 14 March 2019
- As this was the third noise nuisance a letter was sent inviting him to attend a formal interview under caution. This letter also advised that any further noise nuisances would result in a warrant being sought from Leicester Magistrates Court in order to gain entry to his home and seize noise equipment.
- On 9 April 2019, a fourth noise nuisance was witnessed. A warrant was obtained from Leicester Magistrates Court on 10 April 2019. A hi-fi and 4 speakers were removed from the flat
- No further noise nuisances were witnessed after equipment was seized in April 2019

29

2019 Statistics

30

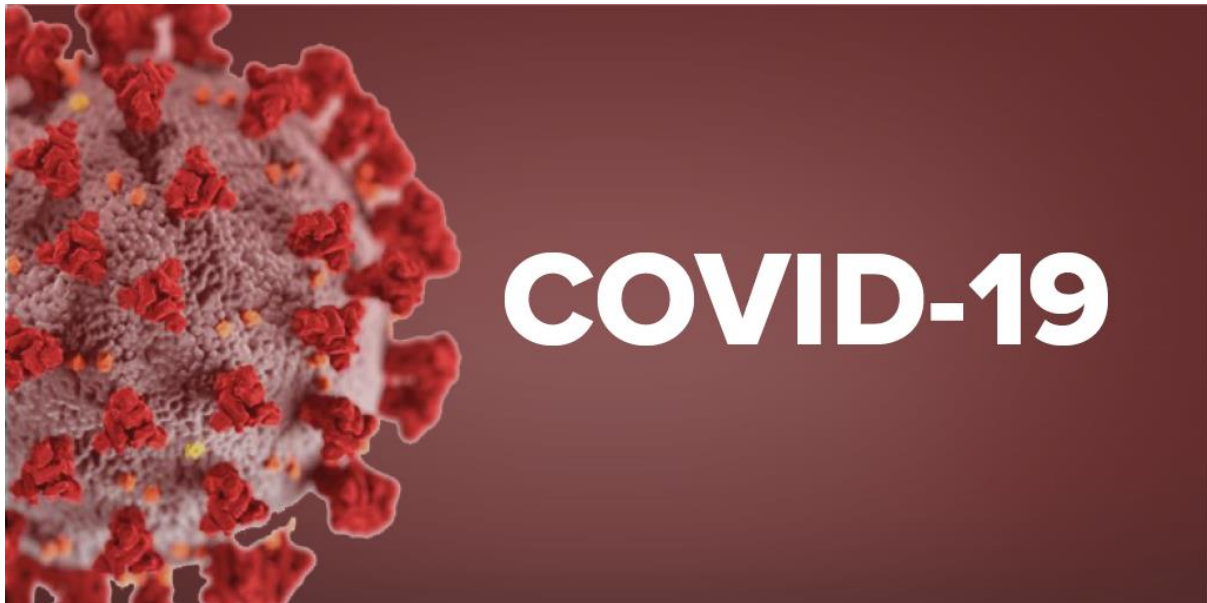
- Received **2627** initial complaints about residential and commercial noise and pollution.
- Received **3996** calls to the service when the noise/pollution was occurring
- Witnessed **325** statutory noise/pollution nuisances.
- Served **210** informal warning letters
- Served **65** abatement notices/notice reminder letters
- Served **27** requests to attend Interview under caution
- Seized noise equipment from **9** properties
- Started legal proceedings against **2** properties for dog barking offences.

Data comparison

	2017	2018	2019
Initial noise and pollution complaints (domestic and commercial)	2834	2854	2627
Calls to the Monitoring Service when the noise was occurring (within and outside service hours)	4478	3461	3996
Number of statutory noise and pollution nuisances witnessed	376	307	325
Number of informal warning letters served	221	208	210
Number of abatement notices / notice reminder letters served	98	54	65
Number of Requests to attend formal interview under caution served	34	20	27
Number of seizures of noise equipment	7	7	9
Number of Legal Proceedings commenced	2	1	2

Any Questions?

**NEIGHBOURHOOD AND ENVIRONMENTAL SERVICES
DIVISIONAL COVID-19 RECOVERY PLANNING
OVERVIEW /SUMMARY DOCUMENT**



Contents

1.0	Purpose of the Document.....	3
2.0	Recovery Planning.....	3-4
3.0	Recovery Status by Service Across Neighbourhood and Environmental Services	5-6
4.0	Overview of Recovery Status by Service Across Neighbourhood and Environmental Services.....	7-24
	(A) Parks and Open Spaces.....	7
	(B) Neighbourhood Services.....	9
	(C) Waste Management.....	11
	(D) Standards and Development.....	12
	(E) Community Safety and Protection.....	15
	(F) Regulatory Services.....	20

1.0 Purpose of this Document

This document provides an overview of current service delivery and a reflection on how far away each service area in Neighbourhood and Environmental Services is from their normal operating practice noting the impact of COVID-19.

Key steps/requirements to bring about the full recovery of each service area are provided in overview recognising service areas hold more detailed plans in order to achieve the required operational outcome.

The following key has been developed to give a broad assessment of recovery status by service and is utilised throughout this report.

<u>Key to Recovery Status</u>	
Fully Recovered:	1
Operating core services with some above core provision:	2
Operating core services only:	3
Services severely impacted/minimal normal service:	4
Service completely ceased:	5

2.0 Recovery Planning

Each service in the Division is undertaking focussed work in order to ensure full recovery from the impact of COVID-19 on service delivery. As appropriate detailed service plans and actions that feed into the Council's corporate approach to managing the recovery process are being developed in order to achieve the required outcome.

Team recovery planning sessions have and continue to take place in order to inform recovery plans.

All service areas in the Division hold risk assessments which continue to be updated as recovery takes place.

Equality Impacts Assessments with associated mitigating actions are conducted as services develop their recovery plans.

An overview of the stage each service area is at is provided on page 5 and 6 (section 3) and in pages 7 to 27 (section 4).

A recovery status scoring method has been developed to give an indication as to how far a service is from recovery at this moment in time. Noting recovery includes ensuring COVID-19 mitigating measures are in place as required.

It is important to note that recovery can fluctuate (just like a graphic equalizer) in response to a range of factors such as staff absence, changes in the COVID-19 pandemic and Government and public health announcements/guidance etc.

Whilst section 3 of this report provides the recovery status scores across service areas, section 4 provides a further update and context to the situation in each service area along with key steps/requirements (in overview) to support full recovery (with COVID-19 mitigating measures in place).

The recovery status of each service area in the Division is to be updated as work progresses. In this way improvements in recovery can be tracked or should there be a return to restrictions through a future wave or surge of COVID-19 then a potential reduction in service, as business continuity plans kick in, can also be readily assessed.

3.0 Recovery Status By Service Across Neighbourhood and Environmental Services 29/07/2020

Key to Recovery Status

Fully Recovered (with COVID-19 mitigating practices including social distancing etc in place):	1
Operating core services with some above core provision:	2
Operating core services only:	3
Services severely impacted/minimal normal service:	4
Service completely ceased:	5

(A) Parks and Open Spaces

Status/Score

(1) Cleansing	1
(2) Parks	2
(3) Landscape Services	2
(4) Trees and Woodland	3
(5) Bereavement Services	2

(B) Neighbourhood Services

(6) Libraries and Community Centres	4/5
(7) Ward Meetings	5

(C) Waste Management

(8) Waste Management	2
----------------------	---

(D) Standards and Development

(9) Allotments and Amenities	2
(10) CCTV	1
(11) City Wardens	2

Appendix 1

(12)	Enviro-Crime	2
(13)	Technical Support and Projects	2
(14)	Landscape Development	2
(15)	Service support and Intelligence	3
(16)	Pest and Dogs	2

(E) Community Safety and Protection

(17)	Crime and Anti-Social Behaviour Unit and Community Safety Partnership	2
(18)	Domestic & Sexual Violence	3
(19)	Private Sector Housing, Area Environmental Health and Selective Licensing Project	2
(20)	Prevent and Prevent in Education	3
(21)	Street Lifestyles	3
(22)	Community Safety Labour Market Project	2

(F) Regulatory Services

(23)	Trading Standards	3
(24)	Noise and Pollution Control Team	2
(25)	Public Safety	3
(26)	Food Safety	3
(27)	Building Control	3
(28)	Licensing and Licensing Enforcement	3

38

Recovery Analysis 29/07/2020

Number of Services	Recovery Status	Status Across Service Areas (%)	Rate
2/28 services	Fully Recovered (with COVID-19 mitigating practices including social distancing etc in place):	7.14%	1
14/28 services	Operating core services with some above core provision:	50%	2
10/28 services	Operating core services only:	35.71%	3
0.5/28 services	Services severely impacted/minimal normal service:	1.78%	4
1.5/28 services	Service completely ceased:	5.35%	5

4.0 Overview of Recovery Status Across the Services within Neighbourhood and Environmental Services

(A) Parks and Open Spaces

This service includes: -

1. **Cleansing**
2. **Parks**
3. **Landscape Services**
4. **Trees and Woodland**
5. **Bereavement Services**

Overall Position

The Parks and Open Spaces Service is delivering all services at core level or above. Enhanced working arrangements are in place such as appropriate hygiene control, social distancing, changes to logistics around transport and mess facilities.

1. Cleansing Services

During the initial national lockdown period there was an overall reduction in teams and service provision which included a reduction in cleansing frequencies with some non-essential work being suspended. However, a cleansing service to the City has been maintained throughout these unprecedented times. In the City Centre cleansing standards are high. This in part will be linked to the absence of the night-time economy and the much-reduced retail offer, noting the further imposed restrictions from 29th June with non-essential retail only just opening up for a second time from 24th July. Cleansing in neighbourhoods has been sustained and as staffing levels returned these are reported to be at a normal level.

Public toilets have been re-opened across the City with COVID-19 Secure mitigation measures in place.

The service is running as required with social distancing and other COVID-19 mitigation measures in place. Such measures include additional cleansing signage on bins and in the City Centre and certain other shopping locations bins are being disinfected as part of additional cleansing regimes that have been introduced to help further reassure the public and support public health work.

Recovery Status: 1

2. Parks Services

The priority has been to maintain key functions whilst managing reductions in staffing levels where that occurs. The City's 12 key parks (9 district parks & 3 Country Parks), plus the 156 smaller Parks & Open Spaces have remained open throughout the Covid-19 Pandemic. Clear signage to support social distancing has been introduced and locations such as play areas, outdoor gyms and ball courts have been closed with appropriate signs and tape to discourage use put in place.

Parks and housing sites have been maintained to allow exercise at a local level.

Highways verge maintenance was re-introduced relatively early on into lockdown to ensure health and safety concerns were covered including in particular lines of sight.

Rotas have been introduced to support social distancing and as staffing levels have further improved the full suite of horticultural standards have been re-introduced

Recovery Status: 2

Key Steps

- Re-opening of ballcourts, outdoor gyms, Pets Corner on Abbey Park and play areas – upon Government guidance when safe to do so, noting the current restrictions in Leicester.
- Introduction of Leicester Environmental Volunteer scheme, initially with lone working volunteers (eg. litter picking) now re-introduced from w/c 18th May 2020 and wider volunteering later/when safe to do so.

3. Landscape Services

This service was initially stood down due to the challenges of social distancing, associated operations closing and reduced staffing levels. As a consequence, there has been an impact on trading and income.

Schools grounds maintenance work has returned.

Maintenance of play areas/gyms/ballcourts has been undertaken whilst these facilities have been closed with some features having to be disabled.

This service is now operating close to 100% capacity and has recommenced projects with the required social distancing and other appropriate mitigation measures in place. Work on section 106 projects is progressing although access to some resources has some additional challenge.

Recovery Status: 2

Key Steps

- For play areas Government and public health guidance will need to be accommodated along with any additional costs for cleansing as appropriate before they become available in the future. Where in-situ fencing will be removed.

4. Trees and Woodland Services

This service was closed due to the high-risk nature of the work involved which includes working at heights and equipment that requires close oversight from a health and safety perspective making social distancing very difficult.

Some work was reintroduced on 27th April 2020 with restrictions on the type of work due to social distancing. Further mitigation measures have been introduced to bring

the service up to delivering cover service. Throughout emergency tree work has been attended to throughout.

Recovery Status: 3

Key Steps

- Projects to be delivered on a case by case risk assessed basis with associated COVID-19 mitigating action. Further recovery when in the future easing takes place.

5. Bereavement Services

Bereavement Services have remained fully operational throughout the Covid-19 pandemic.

The only elements suspended have been scattering of ashes and memorial permits and access to the back office by the public for searches etc.

Recovery Status: 2

Key Steps

- Ease measures around social distancing etc once the Government and public health guidance confirms this is possible, but the service has no key issues or concerns regarding effective operational functions.

(B) Neighbourhood Services

This service includes: -

6. **Libraries and Community Centres**
7. **Ward Meetings**

Overall Position

1. All Community Centres were closed 19th March 2020 following the Prime Ministers statement on 17th March 2020.
2. All community activities and social gatherings were suspended from 19th March 2020 following Prime Ministers statement 17th March 2020.
3. All Libraries and multi-service centres were closed from 21st March 2020 following the Council's corporate business continuity planning decision and the Prime Ministers statement 20th March 2020.
4. Library services are delivered online via a redeveloped and expanded virtual library. Book borrowing services are available to customers with digital access. Children's storytelling sessions and reading promotions are delivered online.
5. Under current emergency legislation and government guidance for Leicester libraries and community centres may not be open.
6. Social gatherings of more than 6 people are currently not permitted.
7. Ward Meetings are suspended.

8. Ward Funding remains available via online agreement and processing.
9. The Home Library Service is now permitted to operate. The service resumed delivery of books to Housebound customers on 29th June.

Keys steps/requirements for reopening Neighbourhood Services buildings to the public

1. Legislation is updated with clear government guidance to permit libraries in Leicester to reopen.
2. Legislation is updated with clear government guidance to permit community centres to reopen and to permit social gatherings sufficient for community activities to recommence.
3. Statutory services to reopen as a priority.
4. Covid-safe operating systems are in place to enable limited priority services to operate safely through a risk assessed approach.
5. Covid-safe operating systems are in place to enable buildings to operate safely through a risk based approach.
6. Staff are fully re-inducted to operate services confidently and safely.
7. Staffing levels to be sufficient for service delivery noting vulnerable groups who initially will not be available.
8. Sufficient supplies of PPE are in stock to enable services to reopen.
9. Front facing services are aligned and ready to deliver services consistently.
10. Initial buildings are identified multi-service centres with housing reception services embedded to respond to enquiries.
11. Buildings are able to deliver initial reopening priority services.

Priority services identified for reopening

1. Enquiries and information – signposting to Leicester City Council/Government services and information.
2. Access to online services – public computers/WiFi/Printing.
3. Access to books and reading for all residents.
4. Continued provision of online library services.
5. Continued support/contacting of vulnerable and isolated service users eg isolated library users, community groups.

Roadmap for reopening Neighbourhood Services

1. Home Library Service restarted as a priority – completed 29th June
2. Building assessments undertaken – completed
3. Social distancing adaptations implemented – completed at 9 multi-service centres
4. Staff re-inducted – completed at 9 multi-service centres
5. Online library services expanded / formalised – new Libraries at Home pages launched June 2010.
6. 4 multi-service centres aligned with housing enquiry service reopen with reduced hours and priority services only, COVID-19 Secure mitigation in place

- (social distancing measures etc) – centres prepared, awaiting update in legislation
7. Remaining 5 multi-service centres reopen with COVID-19 Secure mitigation measures in place – centres prepared
 8. Remaining library points to reopen as appropriate with COVID-19 Secure mitigation measures in place - underway
 9. Community spaces to reopen (when it is safe to do so)
 10. Consideration of best way to support ward meetings.

Timeline

May 2020

- Operating procedures and risk assessments completed June 2020

June 2020

- Building assessments undertaken June 2020 together with EBS. Social distancing and cleaning arrangements established. Finalise service operations plan aligned with national guidance from DCMS.
- Adaptations and social distancing markers & notices installed at 4 multi-service centres.
- Staff members re-inducted in small groups.

Pending decision to ease local lockdown

- (1 week lead in) reopen up to 4 library multi-service centre sites where Housing reception is delivered for limited hours.
- (+3 weeks) reopen remaining 5 library multi-service centres
- (+6 weeks) reopen 6 branch libraries and Central Library
- (+ 9 weeks) dependant on govt guidance and staffing capacity – commence reopening of community centres and spaces

Recovery Status:

Libraries and Community Centres	4/5
Ward Meetings	5

(C) Waste Management

This service includes: -

8. **Waste Management - covering all kerbside (refuse and Dry Mixed Recycling) collections, Household Waste Recycling Centres, Bring Sites, Garden Waste and Bulky Waste Collections.**

Overall Position

Kerbside refuse and recycling collections have been maintained as have green waste collections. Green waste collections have been expanded due to increased demand.

The City's 60+ bring site service has been maintained.

The City's two Household Waste Recycling Centres (HWRC) were closed, and bulky waste collections were ceased. A Household Waste Emergency Referral System was introduced for Gypsum Close on 22nd April 2020. Both HWRCs (Gypsum Close and Freeman's Common) have since opened and bulky waste collections have recommenced.

In terms of recovery status, since "lockdown" on 23rd March 2020 the service has moved from 3 (Operating core services only) through to 2 (Operating core services with some above core provision). This assessment is further supported by the expansion of the City's Garden Waste Service from 25th May 2020.

Recovery Status: 2

Key Steps

- The re-opening on the LOROS re-use shop and the recommencement of assisted bulky waste collections are the only outstanding matters left to recover. Plans are well underway for these to return as soon as possible, again with COVID-19 mitigation measures in place.

(D) Standards and Development

This service includes: -

9. Allotments and Amenities
10. CCTV
11. City Wardens
12. Enviro-Crime
13. Technical Support and Projects
14. Landscape Development
15. Service support and Intelligence
16. Pest and dogs

Overall Position

All service areas have been able to continue albeit with a level of reduced service provision or with changes to their normal working patterns and duties.

Allotments have remained open throughout – signs have been installed on site to remind plot holders of the need to social distance and ensure good hygiene. Monitoring of sites is being carried out by the managers, assisted by the City Wardens. The Amenities Team was closed down although the management team continued with small jobs and liaison with plot holders and the societies. The Amenities Team has since returned.

CCTV did initially have reduced staffing levels, because of vulnerable staff self-isolating – however any impact was offset by reduced levels of activity in outside spaces, and the need to monitor these. Access to the Control Room from partners agencies has been reduced to emergency or urgent contact only.

City Wardens did operate a slightly reduced service but were able to support parks and allotments with patrolling and monitoring duties, especially at weekends. The City Warden Service is now back to normal duties whilst operating with COVID-19 operating practises in place. Fly tipping was noted to increase, however targeted programmes are being put in place to address localised problem areas.

The Service Support and Intelligence team has continued to work from home and support the other services areas where possible, with limited visits to offices for printing, collecting mail etc.

Landscape Development have been able to progress the S106 design work although the delivery of works on site was been hampered by the Landscape Services team reduced service that has since returned. Where necessary landscape work may be tendered out.

Pest & Dog Control ceased home visits for pest control but offered a telephone advice service. Pest Control treatments were being carried out for vulnerable people and in open spaces where possible. The Pest Control Service has returned to visits to premises where required and with COVID-19 mitigation measures in place. Stray dog collection has continued throughout this period.

9. Allotments and Amenities

The Amenities team was closed down however, they have now returned with staggered work patterns/work programmes in place.

Noting allotments stayed open, signage was put up at allotment sites to ensure social distancing guidance is being followed.

Recovery Status: 2

Key Steps

- The team is to address any backlog of maintenance tasks that require attention.
- The amenities team travel by minibus and social distancing means they all cant travel together at the same time. Some work is also being performed at the depot to ensure all required activities are covered noting not everyone can be on out on site at the same time.
- Volunteers are not currently utilised nor are work placements. The return of these will be determined in the future again when sage to do so.

10. CCTV

Only emergency/urgent contact with the control room by partners takes place and social distancing measures have been created for the Control Centre along with other COVID-19 Secure working practices. Outside of this the service is fully recovered.

Recovery Status: 1

Key Steps

- Social distancing will only be eased when safe to do so. The service is fully functional with COVID-19 Secure working practices in place.

11. City Wardens and 12. Enviro-Crime

The City Warden and Enviro-crime Service are now fully functional but with heavy reliance of course on COVID-19 Secure working practices. The City Warden service did provide additional support to parks service but this is now not required.

Enforcement work where required is progressing.

Recovery Status: 2

Key steps

- A focussed programme of work to address the uplift in fly tipping in key wards.
- Dog fouling stencilling taking place, in response to complaints
- Belgrave ward focussed project is moving ahead.
- Paan spitting posters to go up where this issue occurs.

13. Technical Support and Projects

- All staff working from home where possible and acting as a reserve to call on.

Recovery Status: 2

Key Steps

- The service is able to operate almost normally and is available to return on a rota basis to the Covid Secure building it operates out of at Leycroft Road.

14. Landscape Development

All staff are working from home and are available to return on a rota basis to the Covid Secure building they operate out of at Leycroft Road.

Work on site was severely impacted due to social distancing challenges for teams such as Landscape Services. On site work is now progressing with the appropriate COVID-19 Secure safeguards in place.

Recovery Status: 2

Key Steps

- Re-profiled work programmes are required to progress noting the understandable delays imposed by lockdown and the need for COVID-19 Secure working practices to be introduced. Such working practices have been developed.

15. Service Support and Intelligence

All staff have been working from home where possible with two staff working from the Town Hall on Wednesdays. They are dealing with Regulatory Services incoming and outgoing mail.

Recovery Status: 3

Key Steps

- To return to Phoenix House when available.

16. Pests and Dogs

Staff are providing a pest control advice service. This is a non-statutory service which was only treating where required for/by vulnerable individuals. Treatments still took place in outdoor areas where social distancing can be maintained. The service is now entering premises to provide treatments whilst ensuring COVID-19 mitigation measures are utilised. The stray dog service has been maintained throughout.

Recovery Status: 2

Key Steps

- This service operates as required but it is important to triage cases and it is always important for COVID-19 mitigation measures to be in place.

(E) Community Safety and Protection

This Service covers: -

- 17. Crime and Anti-Social Behaviour Unit, Community Safety Partnership and City Knife Crime Project**
- 18. Domestic & Sexual Violence**

19. **Private Sector Housing, Area Environmental Health and Selective Licensing Project**
20. **Prevent and Prevent in Education**
21. **Street Lifestyles**
22. **Community Safety Labour Market Project**

Overall Position

The Service remains staffed at a close to business as usual level.

Overall Position

The Service remains staffed at a close to business as usual level.

17. **Crime and Anti-Social Behaviour Unit (CrASBU), Community Safety Partnership and the City Knife Crime Project**

CrASBU are working as close to business as usual providing responses in line with set key performance indicators.

Whilst the overall recovery status for CrASBU is 2, the City Knife Crime project's public consultation did stall but is re-emerging through other routes for consultation/engagement as appropriate. The council's Project Manager and the Strategic Partnership Manager (who is a Police Secondee) is finalising a draft of the strategy to be further informed by the outcomes of the consultation.

The work of the Community Safety Partnership continues.

Recovery Status: 2

Key Steps

- Level 1 will be achieved once staff are able to return to their usual working arrangements/environment.
- The ability to complete the City's Knife Crime Strategy will be dependant on the ability to complete the associated public consultation. This work is to be discussed at the Neighbourhood Services Scrutiny Commission.

18. **Private Sector Housing and Area Environmental Health including Selective Licensing Project**

Private Sector Housing and Area Environmental Health, after initially seeing a decrease in Service Requests started to see a slight increase during the week 4-8 May. After triaging most enquiries, these were resolved without the need for face to face contact at that time.

Houses of Multiple Occupation (HMO) licence inspections were carried out if the property was empty. Licences for occupied property have been issued if the application was submitted with the correct paperwork and inspections are being

programmed as appropriate (with the correct COVID-19 mitigation measures in place).

The team did not see a dramatic increase in Public Health Funeral Referrals during the peak of the pandemic.

Information is on the website to inform the public that the team is still operating; and all work is being triaged as appropriate.

To help manage referrals from other teams and departments to inspect potential filthy and verminous property or property where hoarding is taking place, a referral form was developed to capture as much information as possible prior to a joint visit or participation in a multi-disciplinary team meeting or vulnerable adult meeting.

The Team Manager has kept a watching brief on plans to use environmental health staff in the test and trace work planned by Public Health England and community testing.

Selective Licensing Project

The Selective Licensing Project is operating close to business as usual. The advent of the Covid-19 restrictions has however impacted on the project delivery date, particularly with respect to the required consultation period. It is now expected that the project go live will be in Summer 2021.

Recovery Status: 2

Key Steps

- The service is likely to retain the current operating model for some time whilst continuing to triage cases and ensure COVID-19 mitigation measures are in place.

19. Domestic Violence and Domestic Homicide Reviews

There is a weekly review of demand and activity related to Covid-19 across the domestic and sexual violence and abuse partnership at sub-regional level. The police chair these meetings at Detective Superintendent level. The concern is that abuse has increased but that there have been less options for people to seek help. Planning for this has been taking place. With that in mind as partners the service has been focusing on how to reach people and to reduce as many barriers to reporting as possible. Both the police and the Council have developed specific materials for the public, community groups and practitioners. The police have translated their materials into 14 different languages. The team has made contact with the sub-regional pharmacy committee to link in and enhance the 'safe space' initiative.

Aside from the weekly verbal reports from the police, the service receives written weekly reports from commissioned domestic and sexual violence service providers and are mapping these.

Key actions and activities: -

Commissioning Work

- There is a need to extend domestic and sexual violence contracts to 31/3/22.
- This will impact on funding for the period 2021/22 which had not been planned.
- Another risk being managed by the team is any increase in cases/demand alongside any associated funding need to support.
- Progressing the future re-procurement of the services to be recommissioned.

Contract Management

- Many different reports from UK and internationally about what uplift in demand could be expected
- The team is looking at options for training programmes in the future.
- Weekly updates are in place for all four contracts.
- In national zoom calls take place – one Domestic Abuse (DA) general; one BAME DA specific. These are providing good opportunities to understand the national picture, risks and good practice. The DA Commissioner often in the calls.
- Staff working from home and will continue to do so for now
- Commissioners meetings continue.

Contract Management (Partners)

- Expansion of online offer; groups have started, and a web chat facility has been developed through external funding
- An increase in no recourse to public funds and challenges regarding securing safe accommodation, reports of high anxiety and concern from current service users (victims and perpetrators) are all matters being managed through the team.

DV and SV Partnership Work

- The Team Manager is chairing the response to domestic abuse meetings for Leicester, Leicestershire and Rutland. These meetings are taking place via Teams.
- Weekly DVSA Ops meetings take place to maintain an overview and ensure a state of readiness for recovery.
- MARAC is operating via virtual meetings. MARAC has also considered early prison release cases. The same group considered known high repeat DA victims to ensure a professional door was open.
- The Team Manager has spoken to the Boots Pharmacy general area manager about the safe spaces scheme and made helpful links. It may be that more pharmacies might join that initiative.

Domestic Homicide Reviews

- The Domestic Homicide Review Team has continued throughout this period.
- Panels are taking place via skype or video calls and this is likely to continue

Recovery Status: 3Key Steps

- Accommodation is amongst the highest need for victims and perpetrators alongside mental health. A key step is to work through this.
- The team are seeking to secure funds as appropriate to deal with demand.
- It will be important to extend contract arrangements and progress procurement going forward beyond 31/03/22.
- A long-term recovery step will be the return to Council offices in line with the Council's return to buildings plan being managed by Estates and Building Services.

20. Prevent and Prevent in Education

Prevent and Prevent in Education are continuing to work with partners but some areas of their day to day tasking have been impacted as schools have been closed and community meetings and groups are not taking place.

The Prevent Steering is scheduled for 1st September 2020.

Prevent referrals were noted to have fallen. Prevent colleagues are aware of the potential for new referrals once easing takes place and as schools go back.

Government funded Prevent projects are ready to go and have been signed "signed off" at a national level.

Recovery Status: 3Key Steps

- The relaxing of social distancing restrictions so that community groups can again begin to meet regularly will be a key factor in Prevent.
- The return of all year groups in the future.
- Performance reporting to continue to feedback to the Prevent Steering Group and Prevent Executive.

21. Street Lifestyles Enforcement

The work of the Street Lifestyles Enforcement Team continues. The Street Lifestyle Operational Group meetings have also continued during this period. The last meeting took place on 28th July 2020. The current cohort of persistent street lifestyle individuals on the street had dropped during the national lockdown period to 11.

Recovery Status: 3Key Steps

- Level 1 will be achieved once staff are able to return to their normal office environment.

22. Community Safety Labour Market Project

The Community Safety Co-ordinator (Labour Market) who started in post in March has been busy further developing the action plan regarding this work and delivering against it within the governance arrangements for the project which includes a strategic and tactical group that has been developed. There has also been some work at a national level which is being positively engaged with.

Recovery Status: 2Key Steps

- The return to a normal office environment with COVID-19 mitigation measures in place.

(F) Regulatory Services

This service includes: -

23. **Trading Standards**
24. **Noise and Pollution Control**
25. **Public Safety**
26. **Food Safety**
27. **Building Control**
28. **Licensing**

Overall Position

Regulatory Services has continued to provide a public protection service for the City. The service has taken on new duties as a consequence of the Coronavirus Act 2020. In particular the service has been managing and providing advice whilst taking the lead on enforcement around business closures and business engagement work. They have been supporting businesses to be COVID-19 Secure where they can open. Areas such as the noise service have been impacted due to the closure of the courts to their enforcement cases.

23. Trading Standards

Trading Standards have been able to successfully work from home. They are dedicating their time to important cases. The services duty line has been maintained and the Trading Standards general email account is being triaged with enquiries being appropriately dealt with.

The team is linked into regional and national networks which are proving very useful for tackling issues to do with Covid-19 Trading Standards generic enquiries. They have also supported checks into PPE certification and dealing with safety recall issues.

Mailshots are going out to warn previous trading standards victims of scams.

The only service they have not provide was face to face contact for doorstep crime and rogue traders. Whilst this is a challenge for officers it is also something members of the public generally have not wanted at this time for obvious reasons.

During the return of restrictions in Leicester the team has been heavily involved in supporting business engagement activity.

Recovery Status: 3

Key Steps

- Return of Council staff to offices (Phoenix House).
- Return to programmed work patterns.

24. Noise and Pollution Control Team

The team is operating an out of hours noise service and triaging cases as appropriate whilst working with key agencies such as the police. An early advice letter has been developed to go out to alleged perpetrators of noise nuisance and where useful on-street surveillance is being utilised.

The team have also introduced the use of the Noise App initially on a trial basis but this is now due to be extended for 12 months. This will further help the triage process.

The introduction of the early advice letter, on street surveillance and the Noise App are all additional elements of service delivery brought in to help mitigate against the increased risk of noise complaints whilst residents are in various stages of “lockdown”.

Recovery Status: 2

Key Steps

- The opening of the courts to noise nuisance cases.
- Return of Council staff to Offices (Phoenix House).

25. Public Safety

The Public Safety Team is operating successfully with the team home working.

During the national lockdown the team had been working on business closure enquires as a consequence of the Coronavirus Act and RIDDOR reporting with

respect to Care Homes. They have been heavily involved in a programme of business COVID-19 Secure check visits in recent weeks as part of the work of a Business Engagement Cell supporting the incident response to an increase in COVID-19 cases in Leicester.

The Public Safety Team and other Environmental Health Officers are on standby for any requirement to support Covid-19 contact tracing work.

Recovery Status: 3

Key Steps

- Return to office bases (principally Phoenix House) in line with the Council's Estates and Building Services Plan
- Return to programmed work patterns whilst continuing to sustain COVID-19 Secure check visits to premises.

26. Food Safety

The team are working from home but have introduced on-street surveillance to cover food businesses such as take-away outlets and they have been heavily involved in visiting premises as part of the incident response to an increase in COVID-19 cases in the City.

The Food Safety Team (FST) Manager is working at a National Level to represent Local Authorities through the National Food Liaison Group with the FSA to identify risks to food safety arising from the covid19 response. This is to ensure the challenges and resource issues faced by Local Authority Food Services are fed into National FSA Recovery strategy for Food Law Enforcement.

To a large degree the FST is led by the FSA Recovery Strategy and their national guidance on food priorities going forward. The team know broadly what their priorities will be – high risk inspections, new registrations and tackling non-compliance. But it will be important that they get a clear steer from the FSA in identifying what work in respect to their annual inspection program can be set aside as low risk or dealt with in an alternate manner to concentrate resources where they are needed.

With regard to the 2019/20 inspection programme planned Inspections were paused from 16th March 2020. This means that the inspection year was not completed and there is a carry over of planned inspections that will need to be planned into the 2020/21 work plan.

Looking forward to 2020/21, the annual Food Safety Team Service Plan, which sets out the planned and project work for the forthcoming year has been put on hold due to the current uncertainties. This will be addressed as appropriate when current Leicester restrictions ease but also as the team starts to be able to revert to a planned work pattern in line with what would be “normal business”.

It's worth noting that it's unclear how many food establishments will survive the impact of covid19 on their business and will continue to trade. The number of closed

establishments will impact on the numbers of overdue and planned inspections and therefore the team's plans to catch up.

Recovery Status: 3

Key Steps

- Return to office bases (principally Phoenix House) in line with the Council's Estates and Building Services Plan.
- Continuation of work (sustaining work) to address high, medium and low risk businesses for COVID-19 mitigation measures and food safety concerns going forward. The team need to ensure that any high-risk businesses, poor compliance and new food businesses are prioritised.
- Additionally, there will be a need to support Leicester Food Establishments 'getting back on their feet'.
- Completion of the Food Safety Team Service Plan

27. Building Control

The Building Control Service is continuing to carry out inspections in domestic and other settings. Whilst based at home they are risk assessing any work as it comes in. In domestic settings their risk assessment includes assessing the vulnerability of the client in order to safeguard the person they may be visiting and if the person (or their household) is presenting as a potential Covid-19 risk appropriate measures are being put in place to avoid contact.

The Council's Emergency Building Control Service remains in place.

Recovery Status: 3

Key Steps

- The service is to follow the corporate building re-occupation programme that is being developed to enable staff to return to the workplace.

28. Licensing and Licensing Enforcement

The City Council's Licensing service remains in operation.

The priority is taxi renewals noting they cannot work once their existing licence expires. Driver renewals as much as possible can be done online and payments by phone. Medicals are being waived temporarily.

Licences and badges will be issued as soon as possible and will be posted to the driver's home address. Vehicle renewals and operators can be done online.

New licensing applications (other than taxis) are being processed.

Hearings are taking place through the use of Teams.

The vehicle Testing Station has re-opened (on a limited service and as a COVID-19 Secure premises) as of week commencing 27th July.

Licensing Enforcement has been prioritising work and have also been heavily involved in the work of the business engagement cell as part of the response to the increase in COVID-19 cases in the City. They were also previously heavily involved in business closure work as part of the response during the national lockdown period.

Recovery Status: 3

Key Steps

- The Licensing Service will return to full operational mode when they have returned to their normal Leicester City Council workplace. This will be coordinated with the Council's Estates and Building Service.
- Return to Licensing Hearings in person when buildings become available via the Estates and Building Services.

Neighbourhood Services Scrutiny Commission

BRIEFING REPORT

Neighbourhood and Environmental Services Recovery Planning Summary Document

Lead Director: John Leach

Useful information

- Ward(s) affected: All
- Report author: John Leach
- Author contact details: Tel: 454 1828 Email: john.leach@leicester.gov.uk
- Report version: Update/Final
- Date of report: 29th July 2020

1.0 Purpose of this report

1.1 The purpose of this report is to provide to the Neighbourhood Services Scrutiny Commission a summary of Neighbourhood and Environmental Services (NES) recovery planning work. This is captured in appendix 1 which provides an update on the operating status of services within the NES Division and highlights key steps to help achieve recovery as a consequence of the COVID-19 pandemic. A further summary is provided below in section 2.

2.0 Summary

2.1 Appendix 1 provides the Neighbourhood and Environmental Services Recovery Planning Summary Document. This document provides an overview of the operating status of services within the Division and the key steps required to achieve recovery on a service by service basis. The below summary of analysis provides the recovery status across the 28 services in the Division.

Recovery Analysis 29/07/2020

Key to Recovery Status

Fully Recovered (COVID-19 mitigating practices in place):	1
Operating core services with some above core provision:	2
Operating core services only:	3
Services severely impacted/minimal normal service:	4
Service completely ceased:	5

No. of Services Recovery Status Across Service Areas (%) Rate

2/28 services	Fully Recovered (COVID-19 mitigating practices in place):	7.14%	1
14/28 services	Operating core services with some above core provision:	50%	2
10/28 services	Operating core services only:	35.71	3
0.5/28 services	Services severely impacted/minimal normal service:	1.78%	4
1.5/28 services	Service completely ceased:	5.35%	5

- 2.2 Pages 5 and 6 of appendix 1 provides the recovery status by service area across Neighbourhood and Environmental Services with further detail provided on pages 7-24.
- 2.3 The report highlights that many front facing and key services have continued to provide essential services since the Government “lockdown” was announced on 23rd March 2020 and further restrictions were imposed in Leicester on 29th June 2020. For example, key services such as kerbside refuse and recycling collections and cleansing have remained in place. It also indicates other services had to transform, such as library services which moved to a focused online library provision that has been expanded.
- 2.4 Recovery work in the Division continues whilst always ensuring such work follows Government and public health guidance

3.0 Recommendation

- 3.1 The Neighbourhood Services Commission is asked to comment on the report and appendix 1 providing as appropriate feedback on the current operating status and recovery work across Neighbourhood and Environmental Services.

Neighbourhoods Scrutiny Commission

Domestic and Sexual Violence & Abuse

July 2020

Daxa Pancholi
Head of Community Safety & Protection



Leicester
City Council
1

Domestic and Sexual Violence & Abuse Team

Responsible for;

- Co-ordinating Council Efforts
- Working with Partners – ensure a citywide approach.
- Commission Services – according to need.

Local Provision

UAVA Helpline (LLR)
0808 80 200 28

83

Hope Project
(Substance & Mental
Health)

City Based Services
(Accommodation/ Families/
Perpetrator)

Many active organisations committed to a partnership
response

How the Covid-19 situation might impact

- Increased opportunities to control
- Reduced opportunities to disclose or be seen
- Increased barriers to reporting
- Trigger point(s) for those who use abuse to step to next level abuse

What has the Council done to mitigate the risk?

- Reassurance messages that services are available, people can flee
- Letters to schools with positive ideas and resources
- Weekly updates from commissioned (and internal) services to track impact
- Revised our employee policy
- Joined national meetings
- Prioritised domestic abuse (homelessness)
- Developed new resources
- Weekly partnership meetings
- Increased communication activity
- 3 months pause on commissioning
- Offered extension on existing contracts for a further year, relaxing targets
- Asked providers what they need
- Revisited key pathways and policy

Services adapting to meet need

- Securing grant funding
- Web chat function
- Online groups
- 99 • Additional properties
- Additional telephone lines
- Brought in additional emotional support
- Online counselling



- ## What has our experience been to date?
- Increased anxiety
 - Reliving previous trauma
 - Safety concerns in engaging with victims online and over the phone
 - Increased emotional support needed
 - Friends and family concerned
 - Very restricted activity for victims
 - Significant increase starting to come in relation to safe housing enquiries
 - Challenging position for staff
 - Suspension of training programme

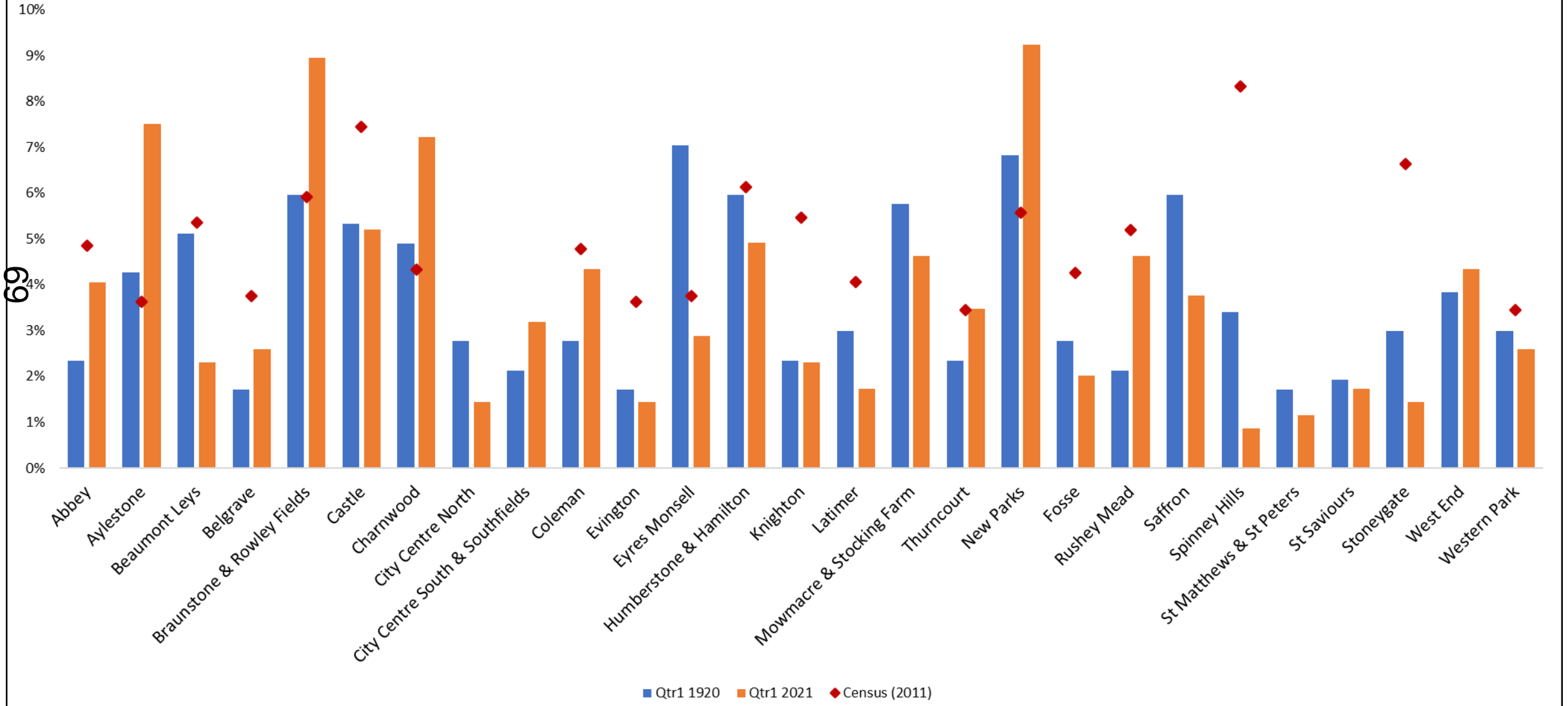


Changing Picture

- Increasing demand
- Biggest (proportional) increases to date have been in housing management and to the commissioned safe home service
- Some fluctuation – overall helpline down on last year
- Increasing proportion of CSC&EH contacts related to domestic abuse
- Might be reaching a different population

UAVA Data - Leicester Ward Data – Comparisons Q1 2019 and 2020

Percentage of referrals to UAVA - Apr-Jun 19 compared with Apr-Jun 20



National funding for local charities

No direct funding to local authorities for DSVA but have secured:

- £182,518 MHCLG (accommodation based services) funding to local charities
- £444,997 Ministry of Justice funding through Police and Crime Commissioner

ALL FOR SPEND UP TO 31st OCTOBER

- Awards for All, Community Development Fund, National Lottery, Henry Smith Charitable Trust

Risks

- Ability to respond to a further increase or surge
- Those with no recourse to public funds and/or higher levels of mental ill health numbers reported to be increasing
- Court backlog
- Short term national funding commitment
- Impact of chronic fear
- Link to the national and sub-regional picture – if no longer safe in Leicester....

Domestic Abuse Bill

In line with the documents released in December 2016, the 2020 Act aims to:

- Protect and support victims
- Transform the justice process
- Improve performance
- Promote awareness

Factsheets are available:

<https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets>

Domestic Abuse Bill

- Provide for a **statutory definition** of domestic abuse;
- Establish the office of **Domestic Abuse Commissioner**
- Place a duty on tier one local authorities in England to **provide support to domestic abuse victims and their children in safe accommodation**

CLOSE

UAVA helpline 0808 80 200 28

Uava.org.uk

74

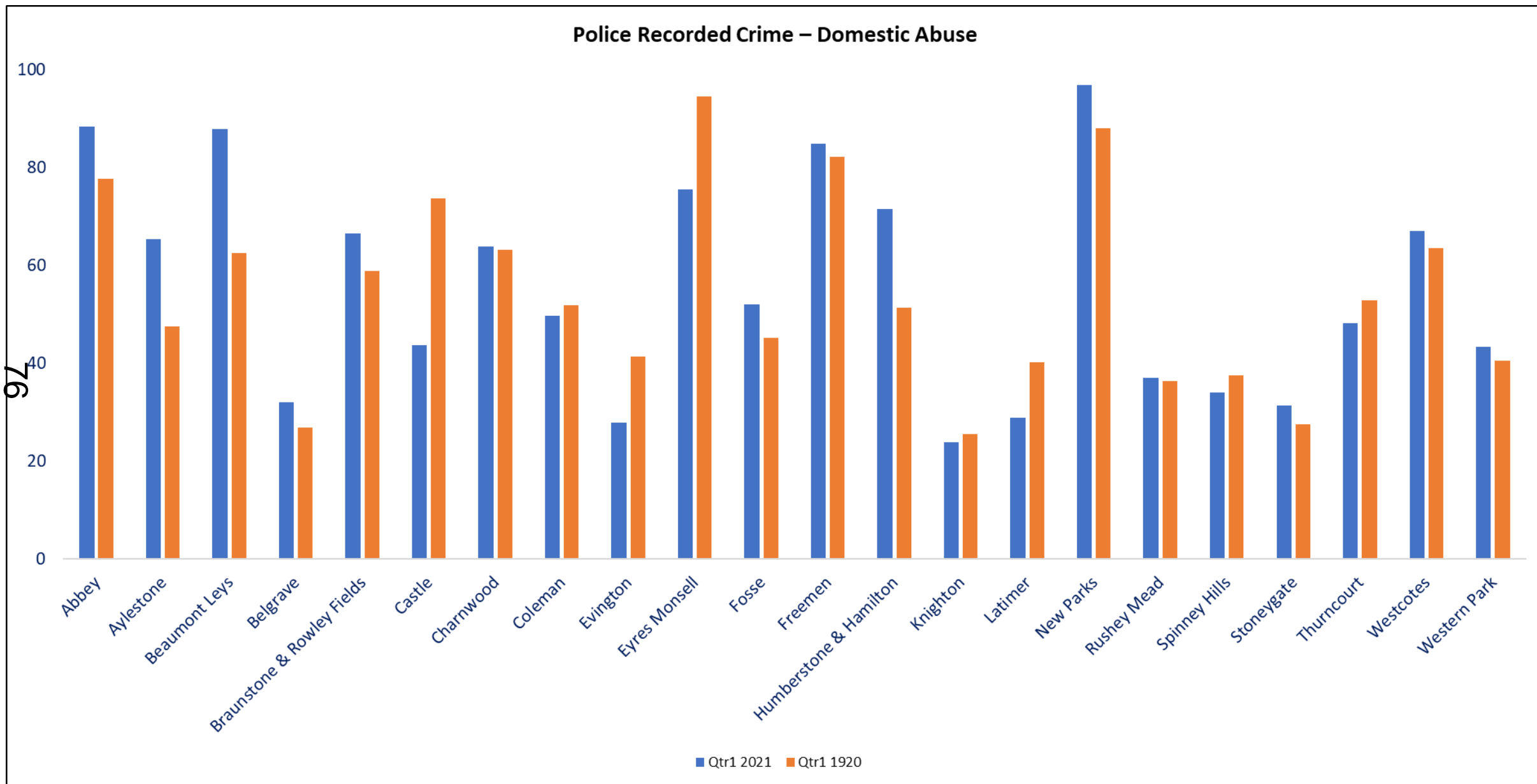
Follow us on Twitter @_howmanytimes

Questions or comment?

Leicester Ward DSVA Data

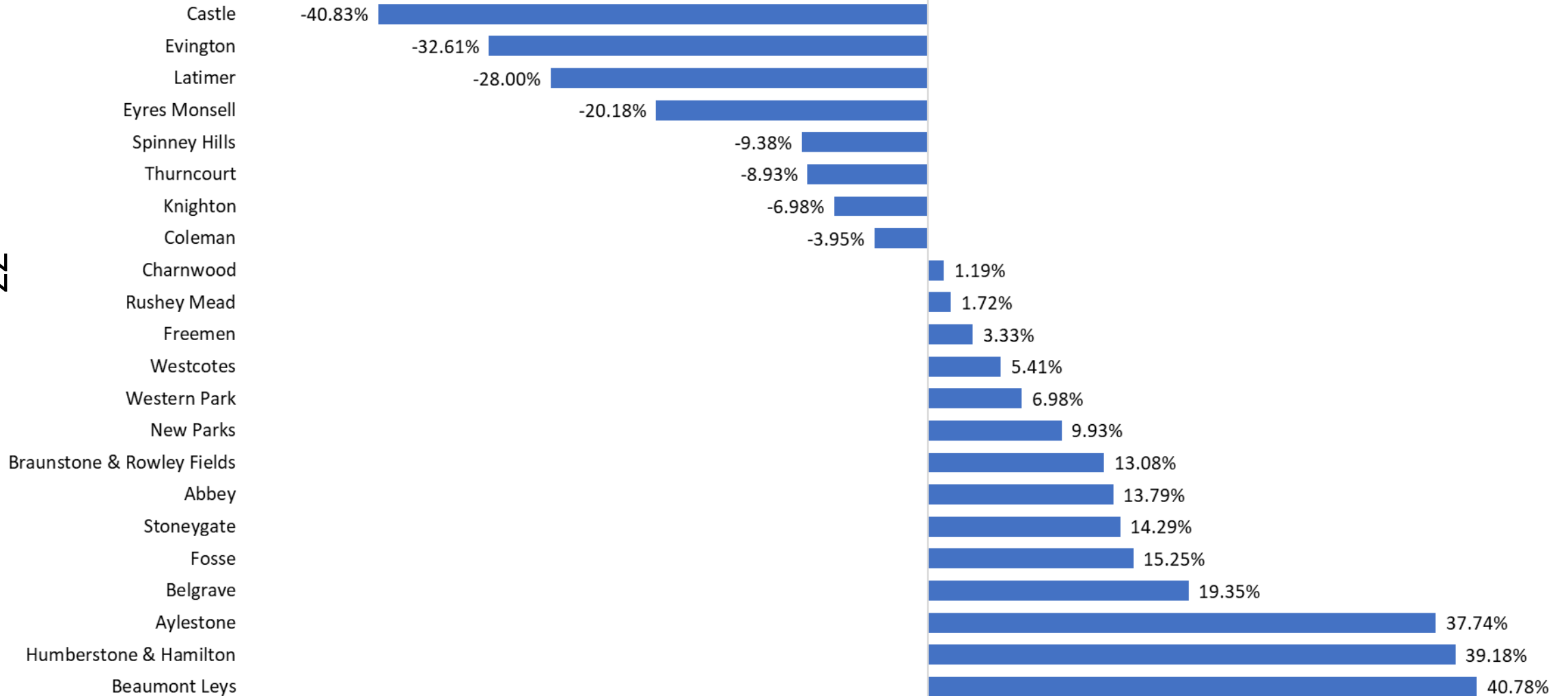
Comparisons 2019 and 2020
UAVA (DSVA) and Police (DA) data

Police Data - Leicester Ward Data – Comparisons Q1 2019 and 2020

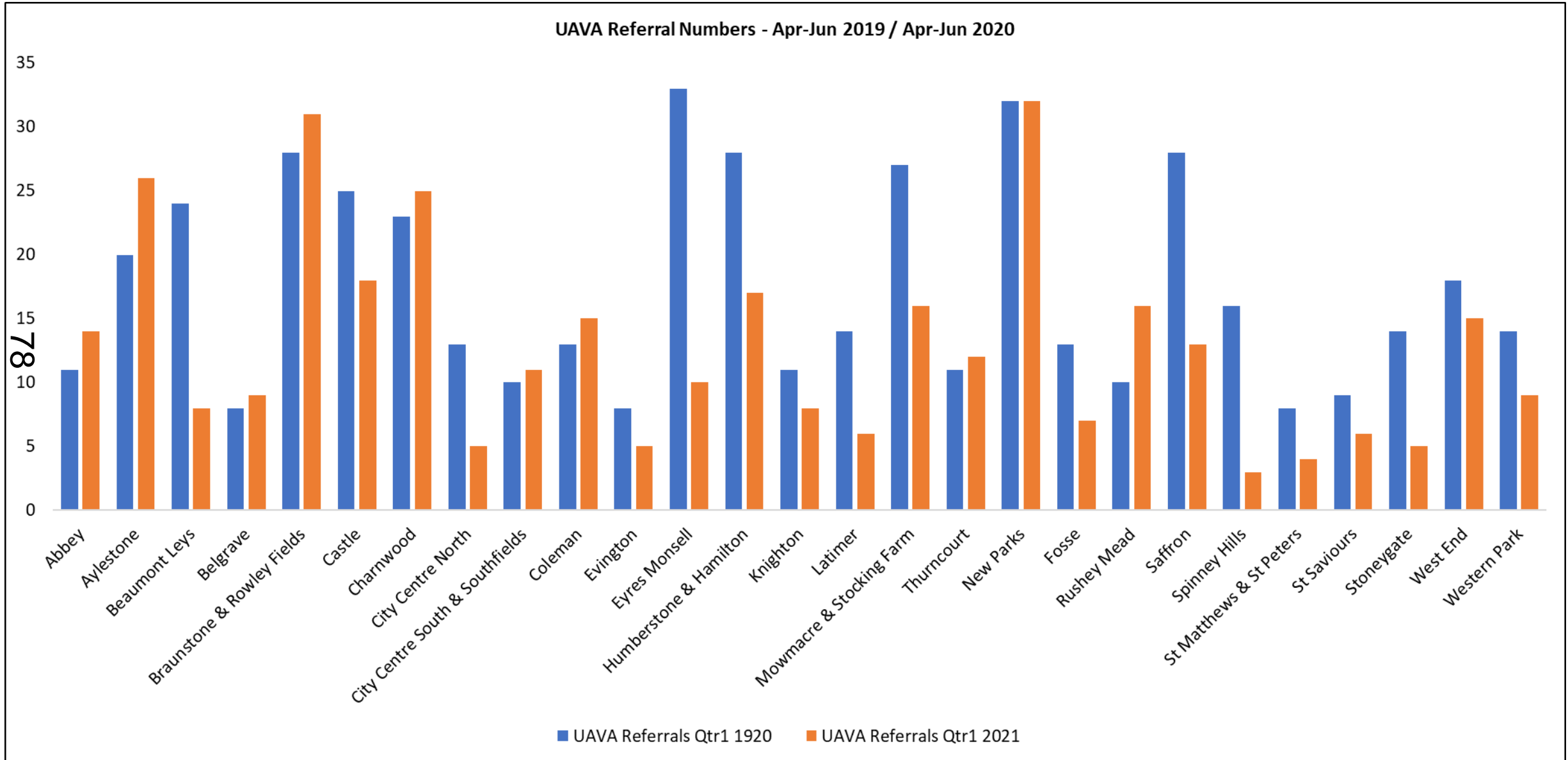


Police Data - Leicester Ward Data – Comparisons Q1 2019 and 2020

Police Recorded Crime - Domestic Abuse - Percentage Change Apr-Jun19 compared to Apr-Jun20 per 10,000 population

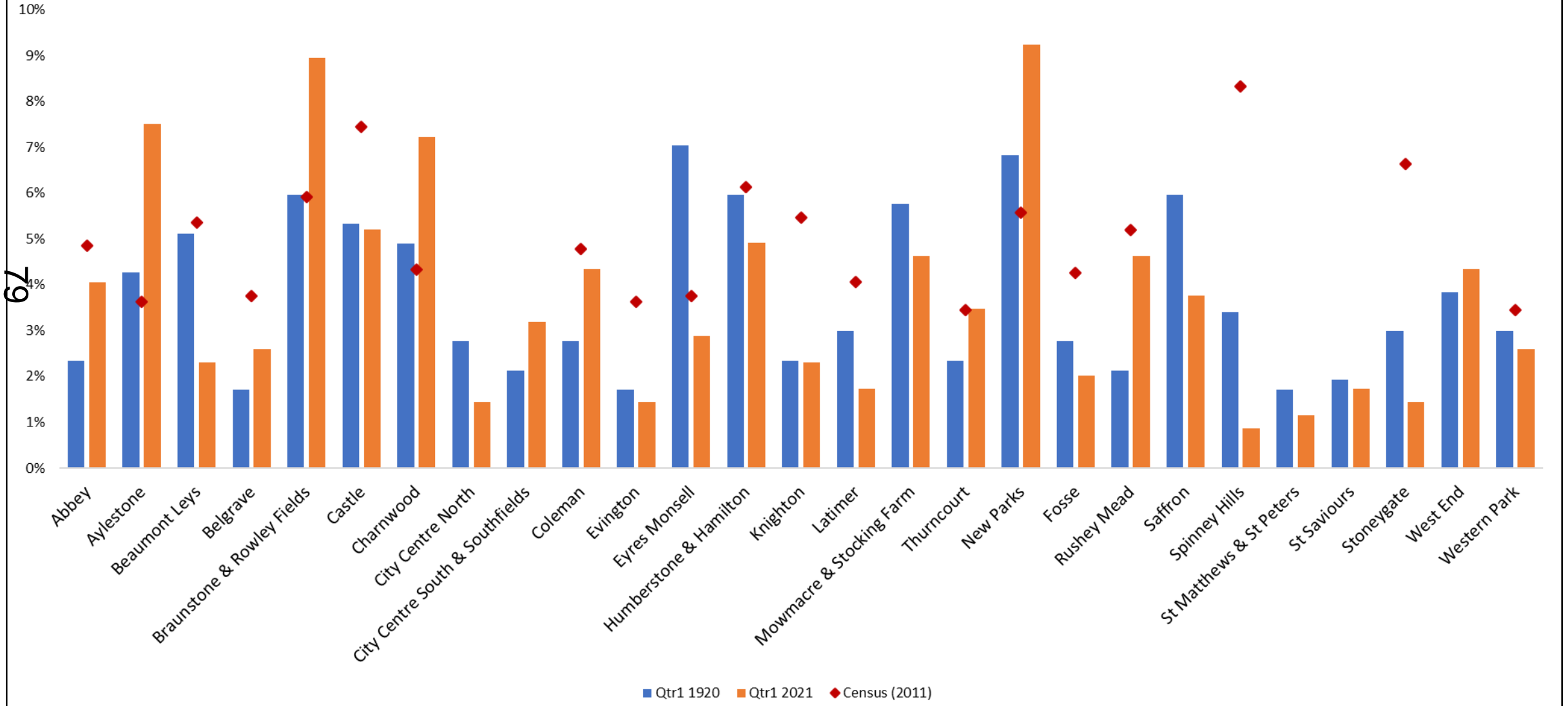


UAVA Data - Leicester Ward Data – Comparisons Q1 2019 and 2020



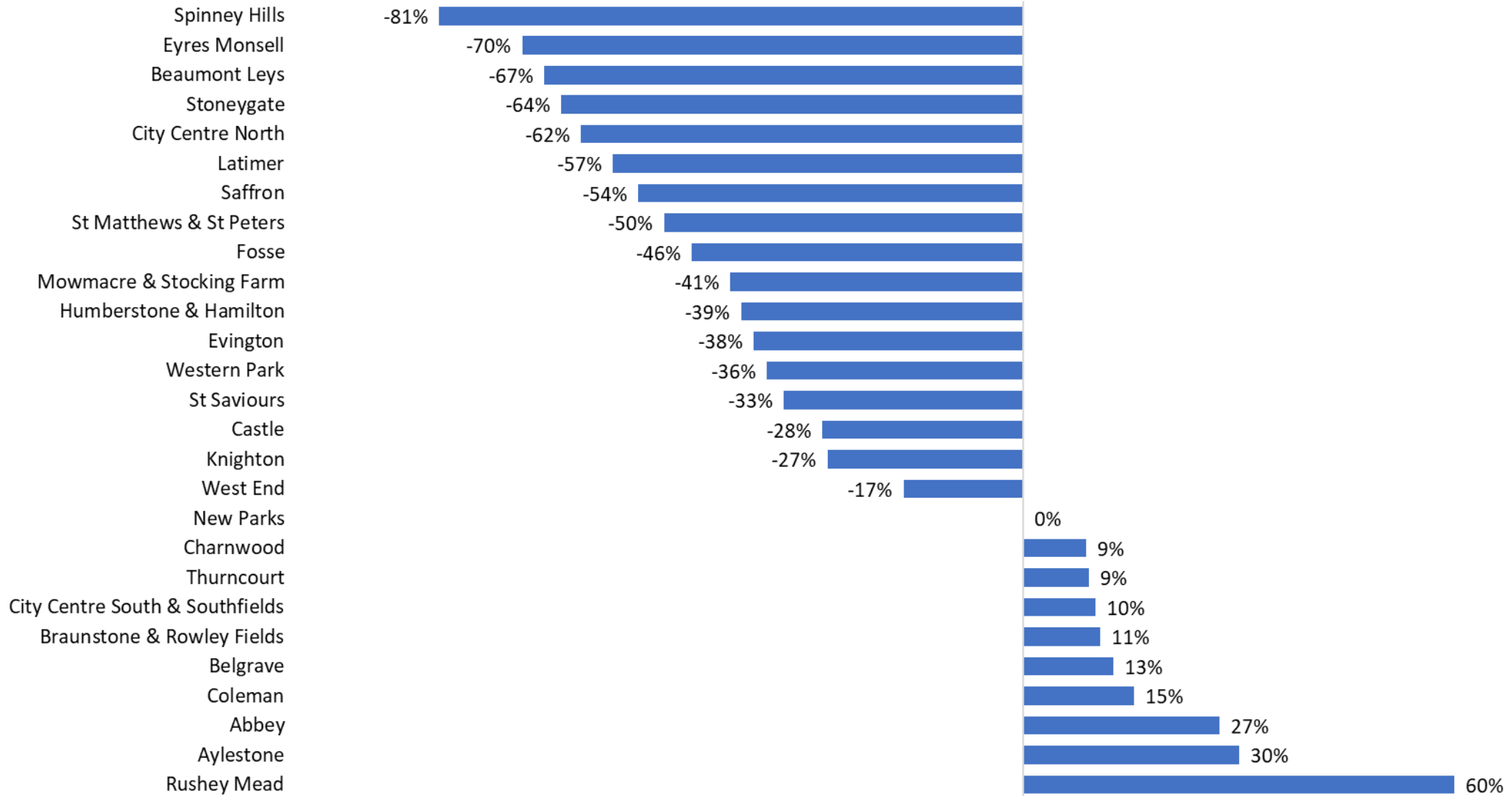
UAVA Data - Leicester Ward Data – Comparisons Q1 2019 and 2020

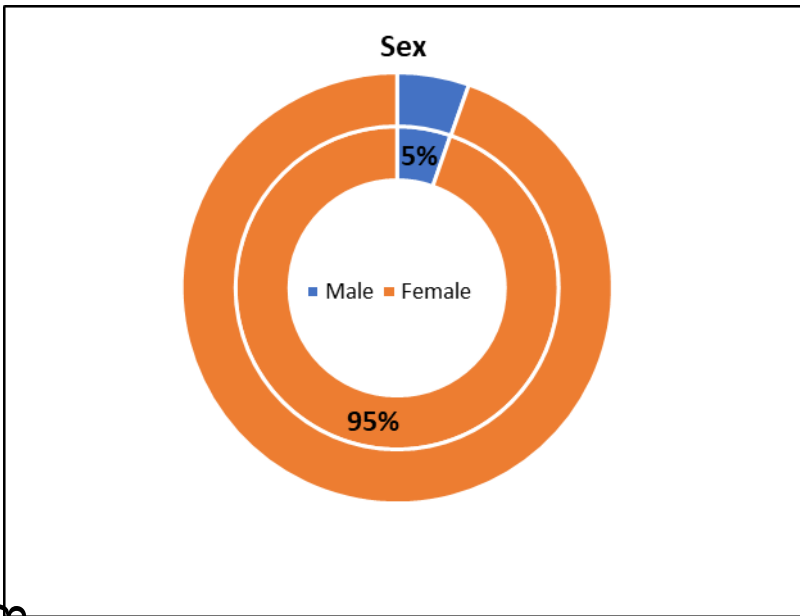
Percentage of referrals to UAVA - Apr-Jun 19 compared with Apr-Jun 20



UAVA Data - Leicester Ward Data – Apr-Jun20 compared to Apr-Jun19

UAVA Referrals - Percentage difference from Apr-Jun 2019 to Apr-Jun 2020



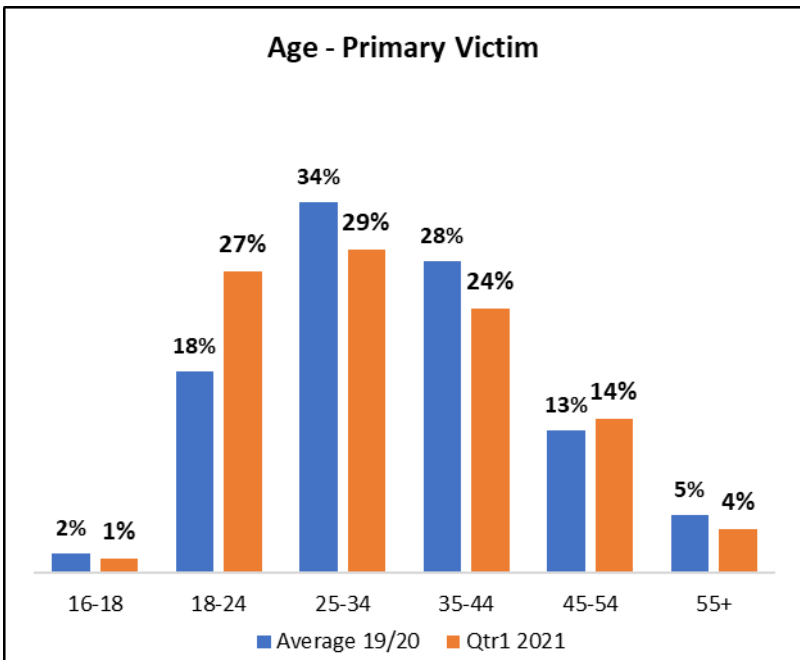


Reporting by males and females has remained the same throughout the last quarter compared to the average for the last year.



A decrease in reporting by the BME population between Apr-Jun 20, compared with the average quarterly reporting rate for Apr19-Mar20

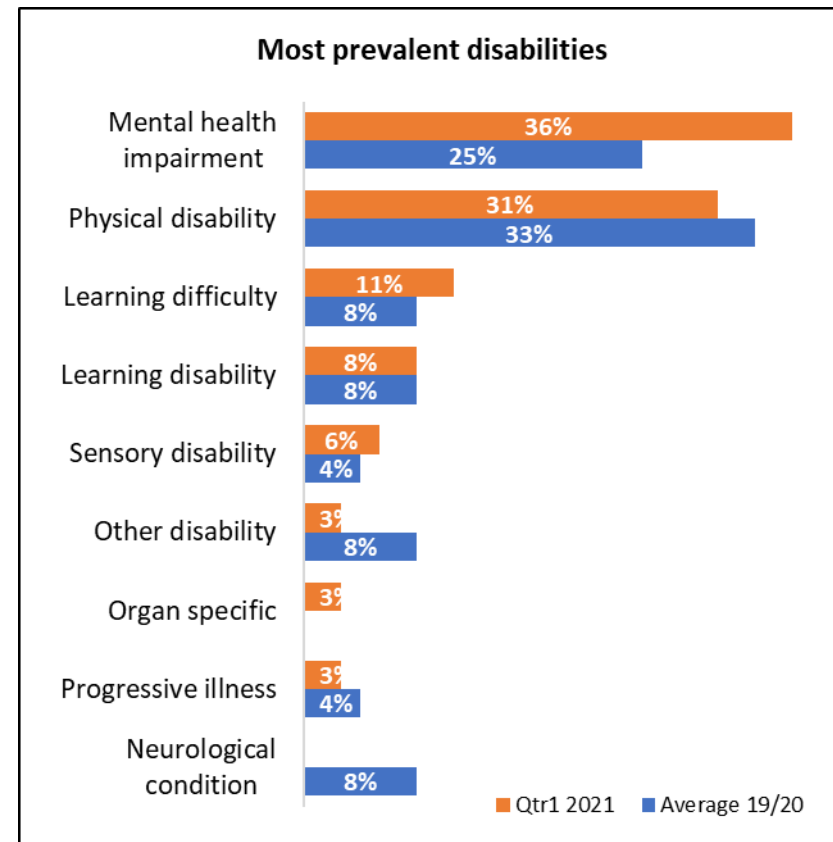
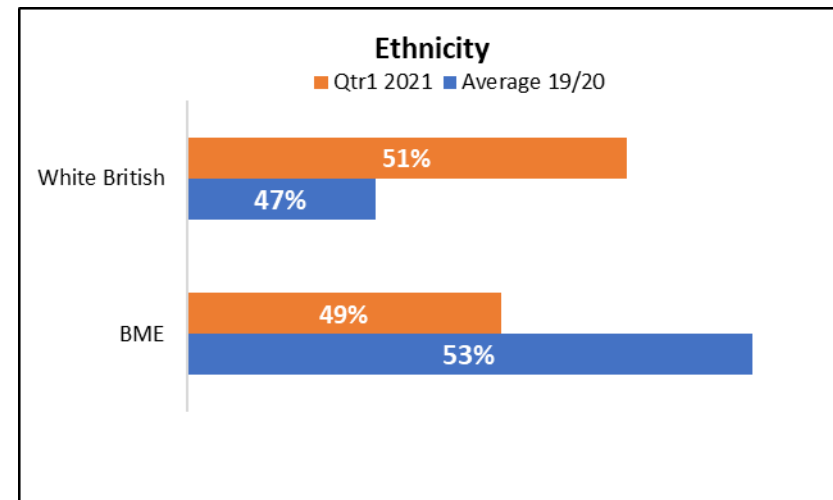
Comparing UAVA Data Q1 2020 to previous year



An increase in reporting from those aged 18-24yrs – a decrease across most other age categories



An increase in reporting from those with a mental health impairment and those with learning difficulties



Comparing UAVA Data Q1 2020 and previous year – needs/risks - Leicester



Service users have **increased housing, mental health, and finance needs** during Apr-Jun 20, compared with the average needs over the last year

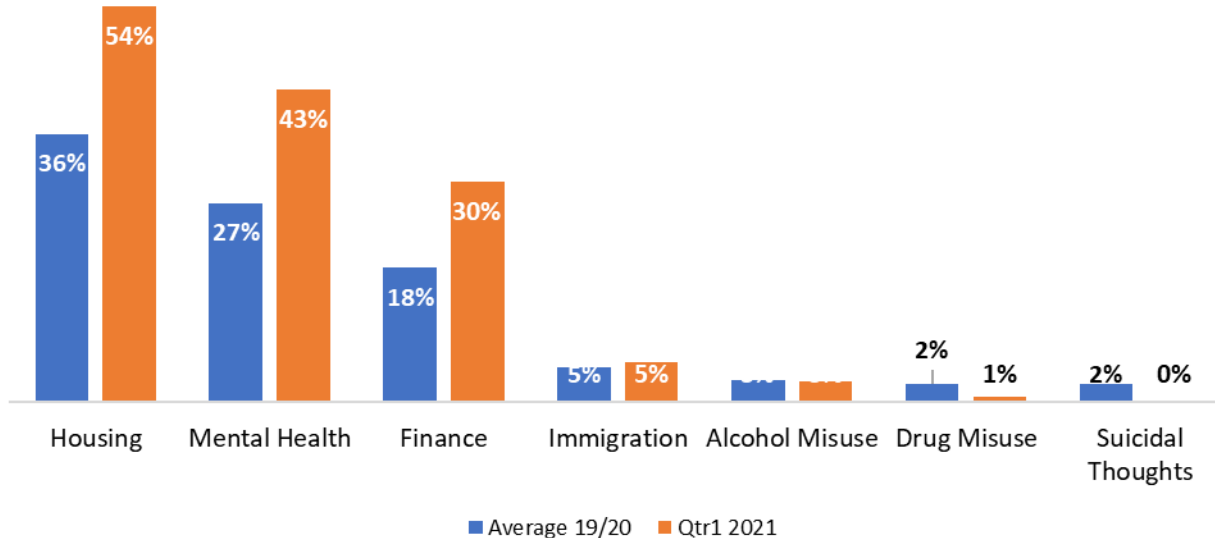


There is an **increase in service users risks** across most of the categories shown in the chart

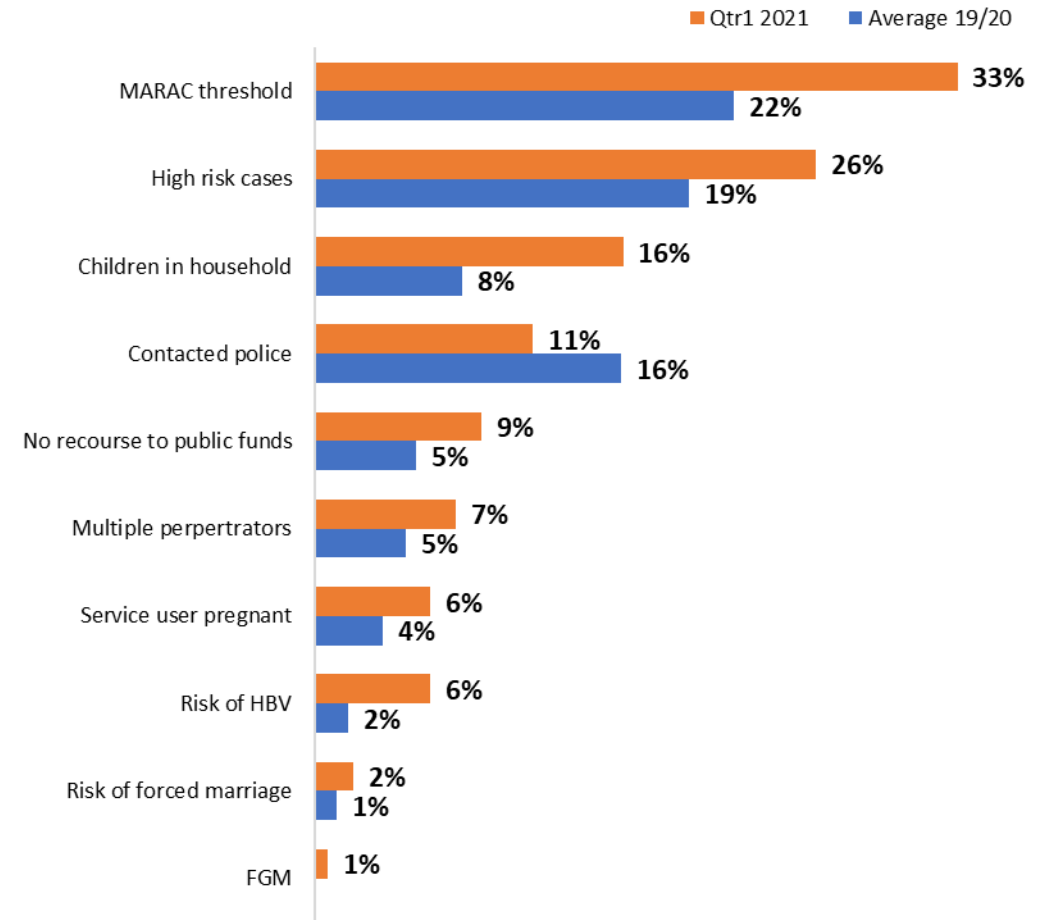


82

Service User Needs



Service User Risks (Insights Data)



Developing a Knife Crime/Serious Violence Strategy for Leicester

83

Neighbourhoods Scrutiny Commission
6th August 2020

Purpose of the Knife Crime/Serious Violence Strategy and Manifesto Commitment

WHAT WE'LL DO

A safe and inclusive city

Labour will:

Community support

- Keep Leicester a welcoming and supportive place for all residents living and working here
- Support residents not able to apply for benefits or receive services with advice and guidance
- Make Leicester a place of refuge for those fleeing conflict across the world, with a comprehensive offer of housing, support and learning
- Support communities to welcome refugees and asylum-seekers
- Develop and support engagement and community cohesion opportunities in our neighbourhoods by supporting the voluntary and community sector to access grant opportunities
- Develop models of improved citizen participation
- Support communities and citizens to participate in running the city.

Community safety

- Work with partners to establish a city-wide knife crime strategy
- Build community partnerships with schools and community organisations to tackle hate crime
- Work with partners to extend the use of restorative justice
- Support our local voluntary sector with a new five-year strategy and local lottery.



- In the **City**, our pledge is to do more to **help prevent and deter** individuals and groups committing acts of serious violence and carrying/using knives.
- To ensure a **collaborative** approach with the **Community, the Violence Reduction Network, Partner Agencies and Voluntary Groups** to understand the causes of serious violence and the use of knives and develop a strategy that defines our approach
- To utilise this joined up, **coordinated approach** to confront serious violence and knife crime and to ensure that we **commit to early intervention, prevention and provision of services**

Violence Reduction Network

Violence Reduction Network (VRN) will prevent and tackle the issue of **serious violence** locally with a particular focus on the **under 25-year-old** age group.

- ∞₅ • Population group most at risk of serious violence across LLR are males aged 15 to 19 years in Leicester – in high population density and deprivation areas.
- Given the City has been identified as a priority area there will close working relationship and support for the City's Knife Crime Strategy.
- This will include the development of local serious violence prevention plans.

Knife Crime: Police Recorded Crime Data

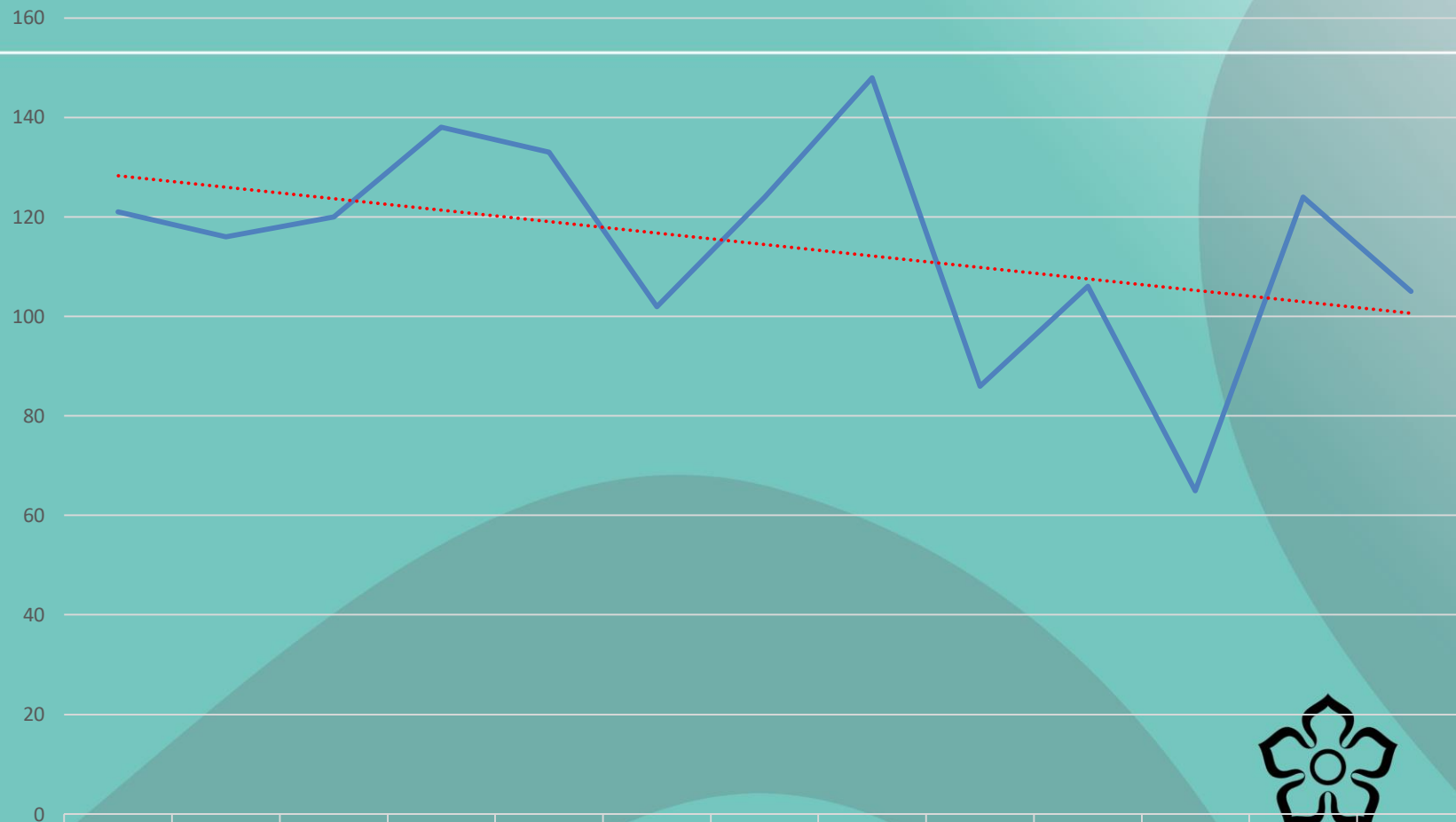
- Includes any crime where a knife is seen, used or threatened.
- This means Leicestershire Police record crimes where there may have been **no knife present** but just a threat made
- ∞• Around 20% of these includes **possession of offensive weapons** where police have proactively targeted or attended incidents where a person is found with a knife
- Leicester has seen an increase in knife crime over three years that peaked in early 2019 and has been declining steadily since

January 2017 - June 2020 City Knife Crime Totals

87



June 2019 - June 2020 City Knife Crime Totals



Series1

Jun-2019	Jul-2019	Aug-2019	Sep-2019	Oct-2019	Nov-2019	Dec-2019	Jan-2020	Feb-2020	Mar-2020	Apr-2020	May-2020	Jun-2020
121	116	120	138	133	102	124	148	86	106	65	124	105



Timeline of offences across Leicester City (2018 / 2019/2020)

Month	2018	2019	2020	Between years comparison (+ or -)
January	142	161		+19
February	100	135		+35
March	136	133		-3
April	129	138		+9
May	121	153		+32
June	118	120		+2
July	118	117		-1
August	131	122		-9
September	120	139		+19
October	125	133		+8
November	141	101		-40
December	121	156		+35
January	-	161	150	-11
February	-	135	181	+46

Age of suspects and offenders

The top three age ranges of suspects and offenders across Leicestershire in 2018:

Age range	Total
12-17	538
18-24	566
25-34	473

The top three age ranges of suspects and offenders across Leicestershire in 2019:

Age range	Total
12-17	448
18-24	484
25-34	483

Age of victims

The top three ages of victims across Leicestershire in 2018:

Age range	Total
18-24	379
25-34	390
35-44	326

The top three ages of victims across Leicestershire in 2019:

Age range	Total
18-24	348
25-34	412
35-44	311

Methodology

Formation of a steering group & taskforce group

- **Steering group:** strategic partners (internal & external) who promote, highlight and steer the work undertaken to develop and implement the strategy

92

- **Taskforce group:** recognised key community leads within various local communities of Leicester city. Group members will be able to deliver community related work to support the development and implementation of the strategy

Community conversations

- With the use of police data and analysis identified eight locations across Leicester City for the delivery of community conversations.
- Each of the community conversations were arranged for a duration of 1.5 hours, and face-to-face sessions took place in a key community facility within the local area.
- The time and date of each community conversation was determined by the availability of the community lead
- Each conversation involved breakout discussions to allow community members to discuss a series of questions

Community conversations

Questions discussed during community conversations:

- What, and where, are the issues within our local area and community?
- Why do you think people carry knives, and become involved in knife crime and other serious violence?
- 94 • What are your experiences of the impact of knife crime and serious violence? How has knife crime / serious violence affected your community?
- What more can be done by communities and organisations/services to reduce knife crime and serious violence?
- What are the strengths of our local community in addressing these issues, and contributing to a solution?

Timetable of events

A range of meetings and events have taken place to date to support the development of the strategy. These include:

- Regular steering group meetings
- Regular taskforce group meeting
- Joint steering & taskforce group meeting
- Several community conversations (further detail provided in following slides)
- Designated Safeguards Leads Forum (Presentation of Knife Crime Strategy)
- Meeting with De Montfort University Students/Volunteers (recognising support for community conversations)
- Victim First- VRN commissioned research
- Neighbourhoods Scrutiny Commission
- Discussion with families and parents of victims

Some meetings are due to take place; these had been postponed due to COVID-19. These will include:

- Remaining community conversations
- Meeting with Elected Members
- Meeting with those who have ‘lived experience’ or are involved in knife crime, and those affected by incidents of knife crime/serious violence
- De Montfort University and University of Leicester – Joint criminology students’ session
- Session with experts
- Regular steering group meetings
- Regular taskforce group meetings

Community conversations

Community conversations are led by a member of the taskforce group, who is already involved and leading on community work within their local area.

Community conversations have taken place/are due to take place in the following areas:

- *Belgrave* : Wednesday 4th March 2020 – Belgrave Neighbourhood Centre
- *Braunstone* : Monday 6th July 2020 – Online meeting
- *Beaumont Leys* :Postponed (new date TBC)
- *City Centre*: Postponed (new date TBC)
- *Highfields*: Thursday 12th March 2020 – African Caribbean Centre
- *New Parks*: Postponed (new date TBC)
- *Saffron / Eyres Monsell* : Smaller/individual group sessions
- *St. Matthews* : Wednesday 19th February 2020 – St. Matthews Neighbourhood Centre

Community conversations have also taken place/will take place with other groups which including:

- *Young Peoples Council* – Wednesday 11th March 2020
- *Antoin Akpom Achievement Intervention & Prevention Project* (Online questionnaire)
- *Sessions with hard-to reach groups* –
 - *families/parents of knife crime/serious victims* –Wednesday 29th July 2020 (Online)
 - *Victims or those with lived experiences* (TBC)



COMMUNITY CONVERSATION: ST MATTHEWS AREA

Helping to shape the citywide knife crime & serious violence strategy

Let's talk about knife crime

COME AND BE PART OF THE DISCUSSION

Wednesday 19 February 2020
2.00pm - 3.30pm

St Matthews Neighbourhood Centre
10 Malabar Road
Leicester, LE1 2PD

Contact Ruksana Hussain 07466 868 651
for more details



Leicester City Council

Community conversations

97



Leicester City Council @Leicester_News · 4h
Yesterday in St Matthews we held our first #communityconversation about #knifecrime & it was really well attended. Details of further events across #Leicester coming soon, so you can help shape our strategy on knife crime & serious violence. bit.ly/3bU5d6z @KirkMasterLC



Leicester City Council Retweeted

Leicester City Council @Leicester_News · Mar 13
Another great #communityconversation on knife crime this week – this time, we visited #Highfields to gather people's ideas for our city knife crime strategy.

More events coming soon in Braunstone, New Parks and Beaumont Leys
[@KirkMasterLC](https://twitter.com/KirkMasterLC) [@leicspolice](https://twitter.com/leicspolice) [@FightBach](https://twitter.com/FightBach)



2 3



Leicester City Council @Leicester_News · Mar 6

Earlier this week, [@KirkMasterLC](https://twitter.com/KirkMasterLC) and [@CityMayorLeic](https://twitter.com/CityMayorLeic) joined the community in #Belgrave to talk about #knifecrime and developing a knife crime strategy for #Leicester. Join us in #Highfields at the African Caribbean Centre next Thur, 12 March, from 1.30-3.30pm for our next event.



LeicestershirePolice and Willy Bach

3 5



Most popular responses

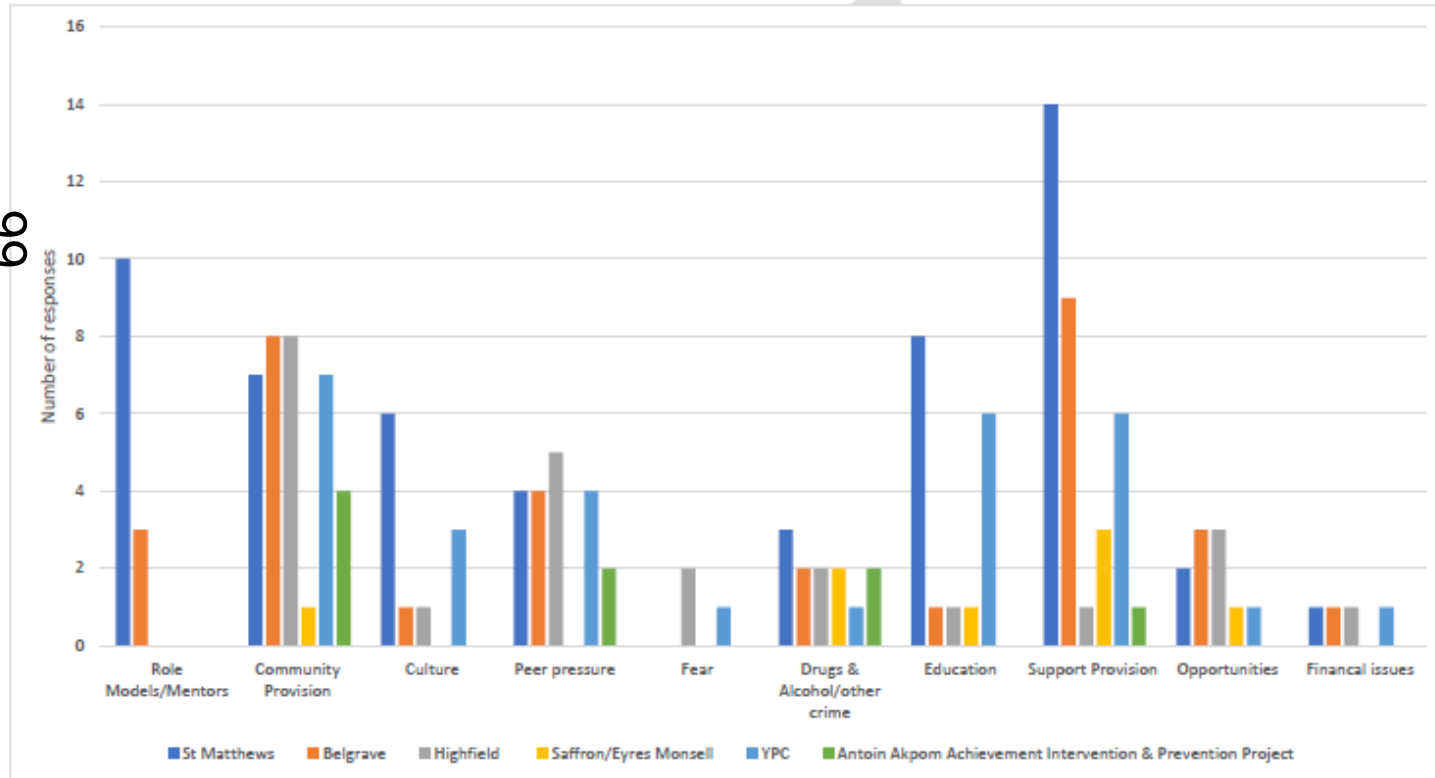
- What, and where, are the issues within our local area and community?
 - ***Lack of community provision, lack of support provision, peer pressure***
- Why do you think people carry knives, and become involved in knife crime and other serious violence?
 - ***Fear, peer pressure, culture (eg generation gap, social media influences etc), lack of role models/mentors***
- What are your experiences of the impact of knife crime and serious violence? How has knife crime / serious violence affected your community?
 - ***Fear within community, negative perception of the local area, violence & other related crimes, lack of role models/mentors***
- What more can be done by communities and organisations/services to reduce knife crime and serious violence?
 - ***Improve education/provision of information, increased community work and improved community facilities/hubs, provide variety of support services***
- What are the strengths of our local community in addressing these issues, and contributing to a solution?
 - ***-Leads already involved within community work and can create collaborative/communication links***

86

Community conversations – outcomes to date

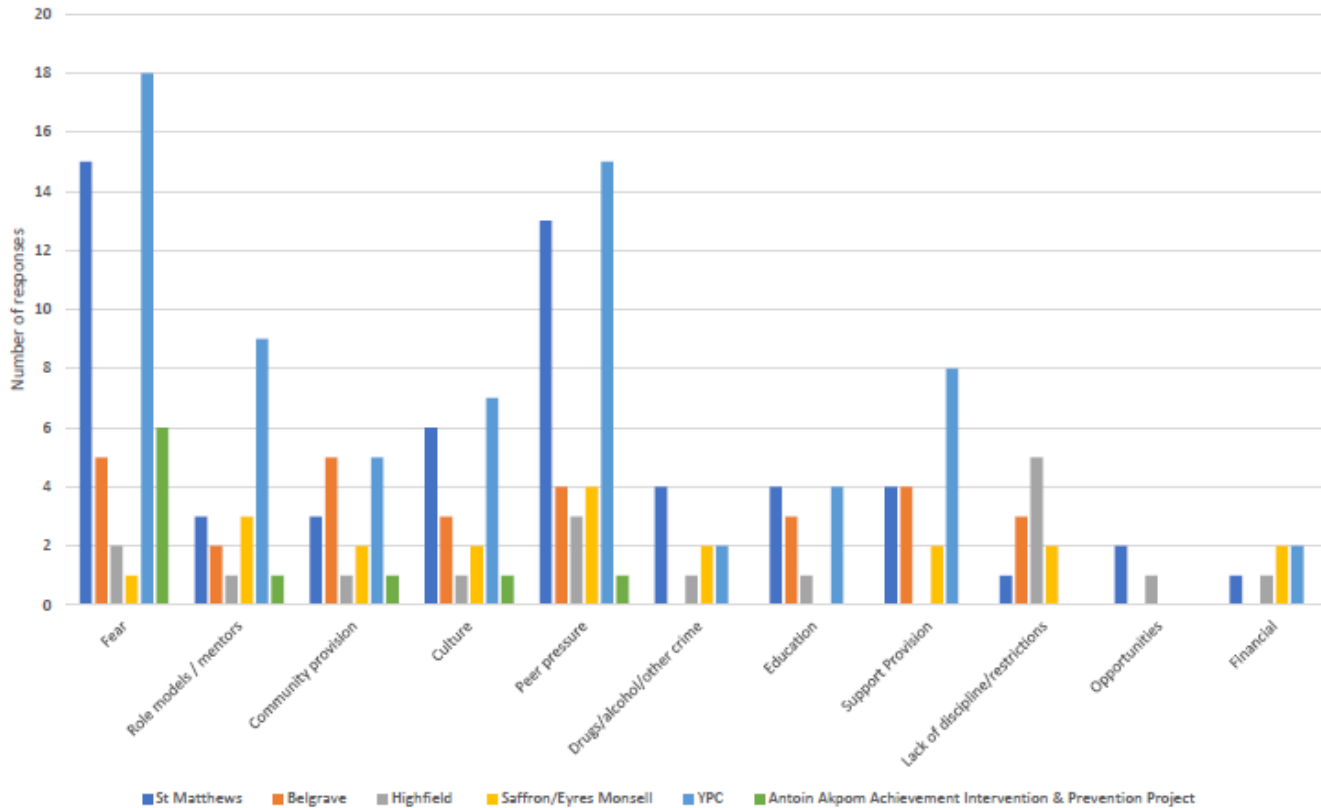
Question 1: What, and where, are the issues within our local area and community?

66



Community conversations – outcomes to date

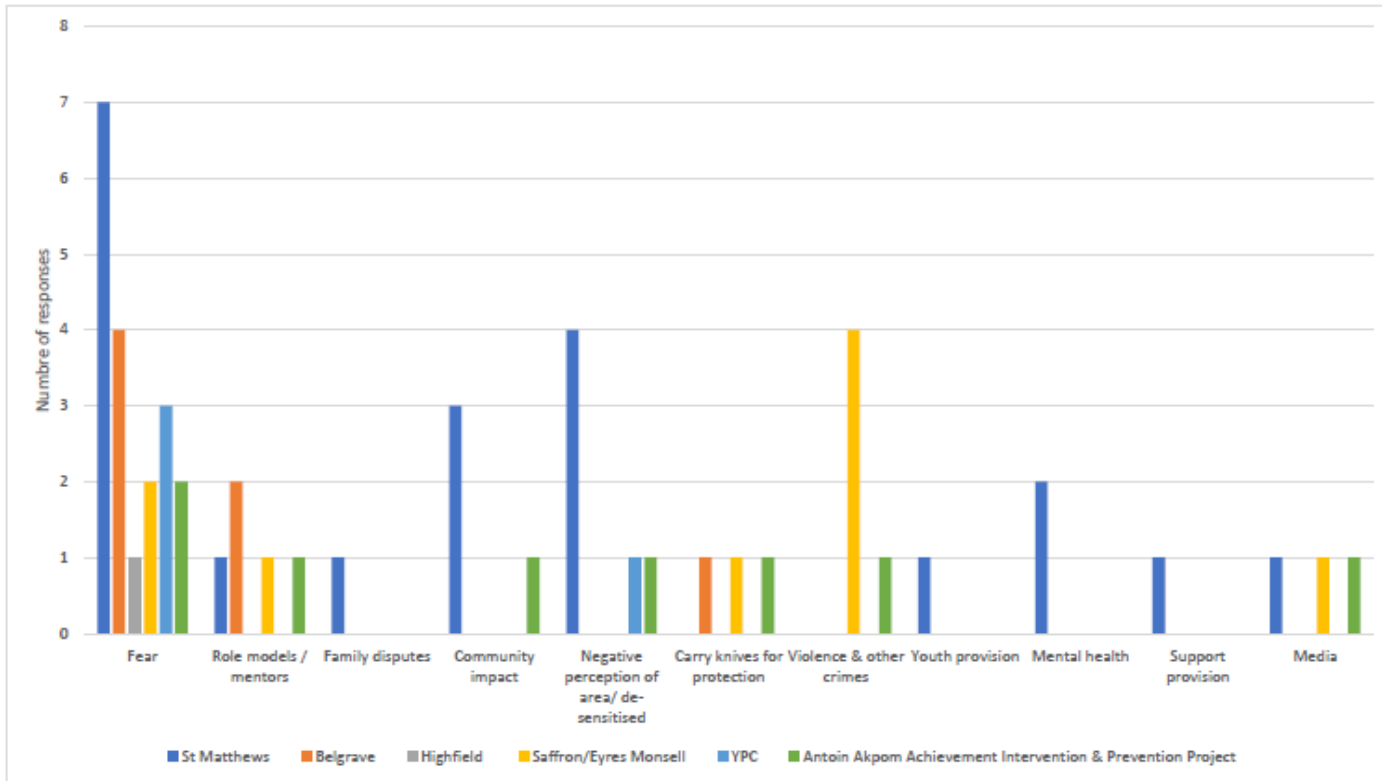
Question 2: Why do you think people carry knives, and become involved in knife crime and other serious violence?



100

Community conversations – outcomes to date

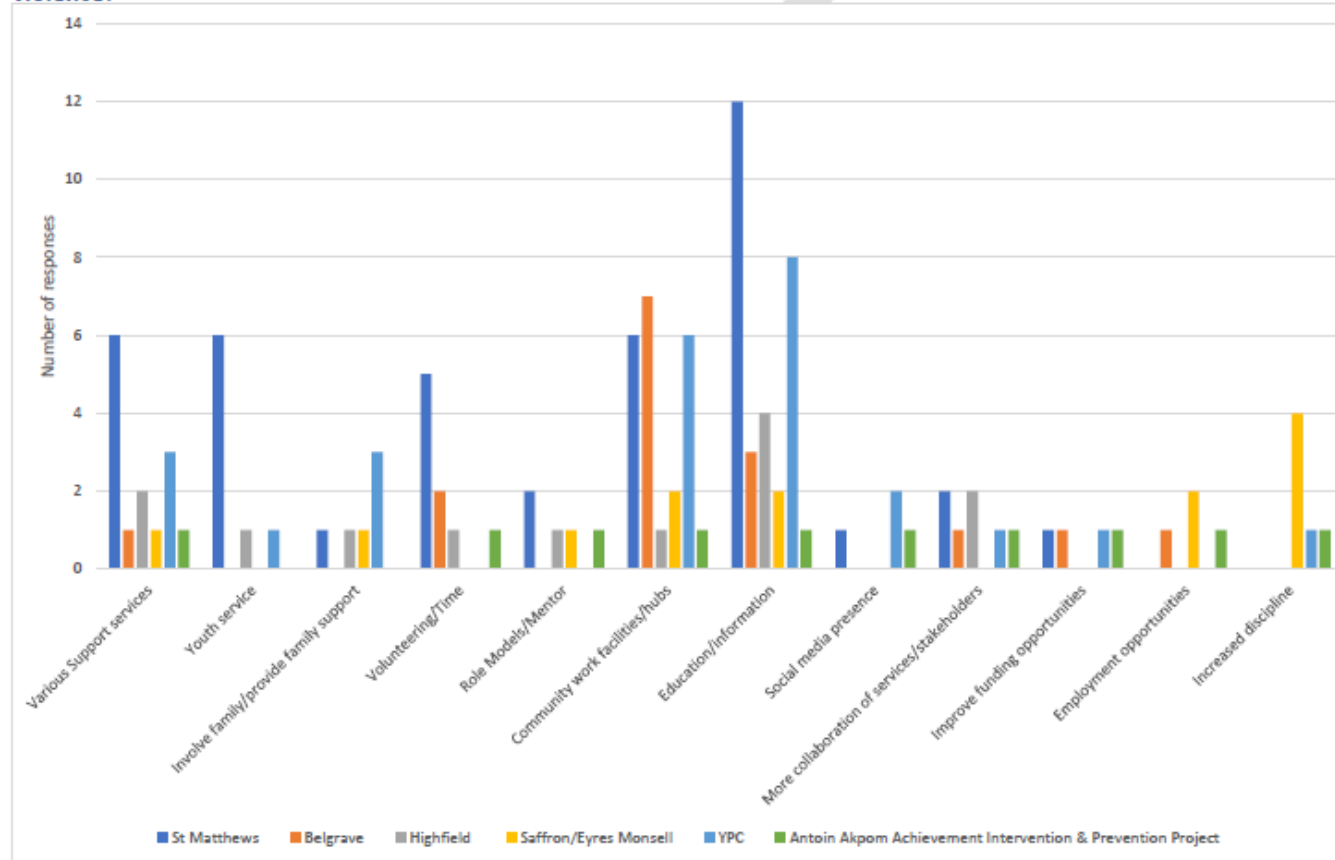
Question 3: What are your experiences of the impact of knife crime and serious violence? How has knife crime / serious violence affected your community?



101

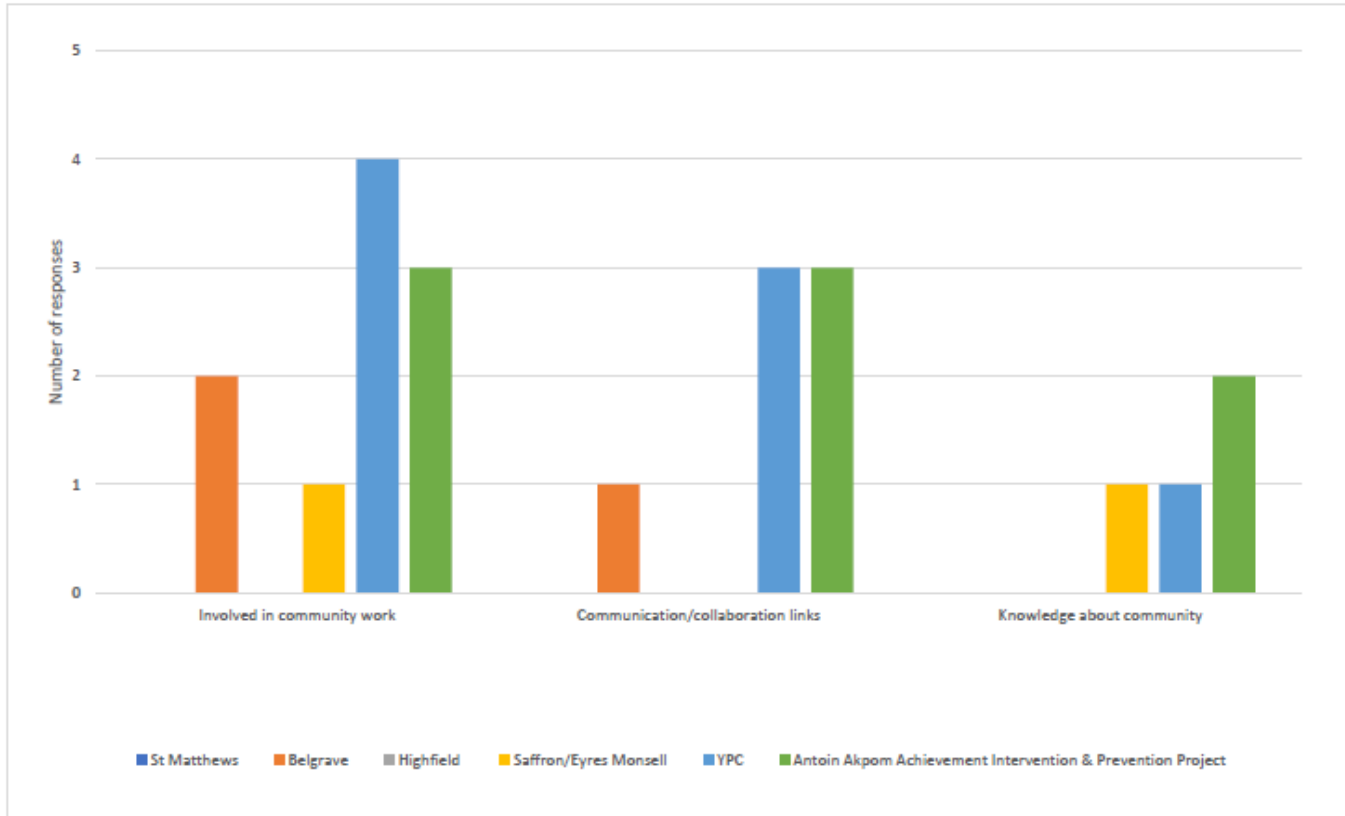
Community conversations – outcomes to date

Question 4: What more can be done by communities and organisations/services to reduce knife crime and serious violence?



Community conversations – outcomes to date

Question 5: What are the strengths of our local community in addressing these issues, and contributing to a solution?



Next steps

- Complete remaining community conversations and various meetings
- 104 • Develop and finalise the knife crime & serious violence strategy document
- The development of the strategy will inform a list of recommendations and commitments; these will be used to shape a deliverable action plan

ANY QUESTIONS?

