

Leicester  
City Council

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

**DATE:** THURSDAY, 11 MARCH 2021  
**TIME:** 5:30 pm  
**PLACE:** Virtual Meeting Via Zoom

### **Members of the Committee**

Councillor Thalukdar (Vice-Chair)

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

For Monitoring Officer

#### **Officer contacts:**

**Anita Patel (Scrutiny Policy Officer)**

**Aqil Sarang (Democratic Support Officer),**

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Leicester City Council, 115 Charles Street, Leicester, LE1 1FZ

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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](mailto:Aqil.Sarang@leicester.gov.uk), or call in at City Hall.

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# **PUBLIC SESSION**

## **AGENDA**

### **LIVE STREAM OF MEETING**

[https://www.youtube.com/results?search\\_query=leicester+democracy](https://www.youtube.com/results?search_query=leicester+democracy)

**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 28 January 2021 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. COVID 19 UPDATE**

The Director of Neighbourhood Services and the Deputy Director of Finance will provide the latest Covid 19 updates.

**7. SAFER LEICESTER PARTNERSHIP PLAN 2021-2024** **Appendix B**

The Director of Neighbourhoods and Environmental Services submits a presentation on the Safer Leicester Partnership Plan 2021-2024.

Members of the Commission are recommended to note the presentation and pass any comments to the Director of Neighbourhoods and Environmental

Services.

**8. POLLUTION CONTROL**

**Appendix C**

The Director of Neighbourhood Services submits a presentation on Pollution Control.

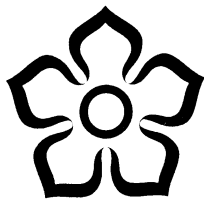
Members of the Commission are recommended to note the presentation and pass any comments to the Director of Neighbourhoods and Environmental Services.

**9. DRAFT WORK PROGRAMME**

**Appendix D**

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

**10. ANY OTHER URGENT BUSINESS**



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# APPENDIX A

Minutes of the Meeting of the  
NEIGHBOURHOOD SERVICES SCRUTINY COMMISSION

Held: THURSDAY, 28 JANUARY 2021 at 5:30 pm

P R E S E N T:

Councillor Thalukdar (Chair)

Councillor Ali  
Councillor Joshi

Councillor Govind  
Councillor Solanki

Also Present:

Deputy City Mayor Councillor Master  
Deputy City Mayor Councillor Russell

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**76. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Aqbany.

**77. DECLARATIONS OF INTEREST**

There were no Declarations of interest.

**78. MINUTES OF THE PREVIOUS MEETING**

**AGREED:**

That the minutes of the meeting of the Neighbourhood Services Scrutiny Commission 26 November 2020 be confirmed as a correct record.

**79. PETITIONS**

The monitoring Officer reported that no petitions had been received.

**80. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

The Monitoring Officer reported that no questions, representations or statements of case had been received.

## **81. COVID 19 RECOVERY PLANS 2021**

The Director of Neighbourhoods and Environmental Services and the Director of Finance provided the Commission with an update on the Covid-19 recovery plans for 2021.

It was noted that the Waste Collection sites continued their operations and the recycling centres remained open, Bulky Waste collection was also continuing its service, whilst the Green Waste Service would resume its service in March 2021.

Community Centres across the city were only open for pre-school sessions and accommodating for testing facilities. Library Services were running a click and collect service and an online service.

The Community Engagement Team and Community Safety Teams continued to operate whilst staff working in service areas that were closed had been redeployed to frontline services fighting the virus.

The Courts Service remained open but were prioritising its cases and Regulatory Services continued their services and continuing to conduct Covid Secure site visits.

As part of the discussion Members praised staff for their ongoing efforts and commended the work being carried out. It was suggested that Members preferred to receive the latest information through Council Services rather than the media.

Members shared their concerns with the footage that had been circulated through various outlets of the incident on Spinney Hill Park. It was noted that although no action had been taken yet, the evidence was under review.

The Chair queried whether there were time limits for vaccinations for key workers and whether data was available on fines that had been issued across the city. It was noted that information on vaccinations could be brought back to the Commission at a later date and the data on fines issues was a spreadsheet produced by the police which could be provided to Members.

The Director of Finance noted that the Customer Services Team had worked 7 days a week and stood up to the challenge. This period of time had seen telephonist down by 25% compared to last year, email contact had increased by 100% and there had been a 30% reduction in complaints.

The Deputy City Mayor for Neighbourhoods commended the Service for working relentlessly to support the residents across the city.

As part of the discussions it was noted that although food deliveries for those

residents shielding had seized in September, clinically vulnerable residents had a range of support systems still in place. The Winter Support Scheme also provided a range of support and Members were requested to share individuals information through the C-19 Support email.

AGREED:

- 1) That the sincere thanks and appreciation of the Commission be shared with the staff working through the challenging times;
- 2) That the Members be kept informed of any updates;
- 3) And that, the public be made aware of any false information that is being circulated online.

## **82. COUNCIL DRAFT ANNUAL BUDGET REPORTS - REVENUE AND CAPITAL 2021/2022**

The Director of Finance submitted a report setting out the City Mayor's proposed budget for 2021/22. The Commission was recommended to consider and comment on the Neighbourhood Services element of the budget. The Commission's comments would be forwarded to the Overview Select Committee as part of its consideration of the report before presentation to the meeting of Council in February 2021.

The Director of Finance presented the report which set out the draft budget proposed at a time of extreme uncertainty. It was noted that over the last 10 years the general fund budget had seen a reduction of £100million per annum and future impacts were unknown.

It was noted that the draft budget is a one-year stop gap budget having minimal changes. The Adult Social Care budget has £10million growth recognising the increasing cost of and demands for adult social care, only £3million of which would come as funding through central government. Government is allowing Councils to increase their Council Tax by an additional 3% to provide further social care funding, although this does not meet the full cost in Leicester and places the funding burden on to local taxpayers.

It was noted that the Council are in a position to further support the budget with £20million from reserves. This was something that many other Councils are not in the position to do.

The Director of Neighbourhoods and Environmental Services noted that the £32million Neighbourhood Services budget is well managed and had been procurement savings of £60,000 however, the department is facing budget pressures on waste management. This is a result of increasing landfill charges and a rise in annual waste collected for landfill. Members of the Commission suggested that the Commission be updated on any departmental spending reviews being considered and that these be brought to an appropriate future scrutiny meeting.

During the discussions Members of the Committee shared their concerns with the rise in Council Tax and the pressures this would add to vulnerable families

across the city. It was noted that Council tax increased annually by the maximum 2% and the Adult Social Care precept allowed Councils to increase Council Tax by an additional 3%.

It was noted that there were schemes set up to support those individuals across the city who may struggle with Council Tax: The Council Tax Support Scheme, supported up to 80% of Council Tax and the Council Tax Discretionary Relief Scheme supported those with short term hardships with a relief fund. Members of the Commission suggested that the Council should ensure there is effective communication with residents and residents were assisted before enforcement action was taken and that data on families receiving support as a result of the increase in Council Tax be brought to a future Commission meeting.

Members of the Commission suggested that due to the circumstances a larger number of people were using the services provided online and that it would be helpful to those people if the services were easily accessible online. It was noted that services were already migrating online before the pandemic and during the pandemic there was a significant growth in online contact. It would be very helpful if Officers could directly include Commission Members to help support the online improvements and act as a critical friend.

**AGREED:**

- 1) That the Commission note the report,
- 2) That the Commissions comments be passed to the Overview Select Committee,
- 3) And that, the Director of Finance be requested to provide data on the impact on families as a result of the increases to Council Tax to a future meeting.

### **83. LIBRARIES BOOK BUS REPLACEMENT CONSULTATION**

The Director of Neighbourhoods and Environmental Services submitted a report on the libraries book bus replacement consultation.

The Head of Neighbourhood Services delivered a presentation on the reasons for the consultation and the proposal of replacing two diesel engine book busses with one ULEV book bus.

As part of the discussions Members understood the need to replace the diesel engine with an improved ULEV book bus. It was noted that Members were aware of the level of service the book bus provided local residents across the city and supported the proposals.

Members of the Committee suggested that the service try and continue with the great service that the book bus has provided across Leicester over the years and requested that any change to the locations where the book bus visited be shared with Ward Councillors, this would help further spread the message.

Members of the Commission suggested that any information of



decommissioning the old vehicles could be bought back to the Committee at a later date and that they were in support of the proposals on the grounds of promoting cleaner air.

AGREED:

- 1) That the Members of the Neighbourhood Services Scrutiny Commission support the proposal of replacing the two diesel engine book busses with a new ULEV book bus;
- 2) And that, the former book bus driver be thanked for his service for over 40 years.

#### **84. DOMESTIC VIOLENCE AND SEXUAL ABUSE SERVICES - LEICESTER, LEICESTERSHIRE AND RUTLAND**

The Director for Neighbourhoods and Environmental Services submitted a report on the re-procurement of Domestic Violence and Sexual Abuse Services.

The Deputy City Mayor for Social Care and Anti-Poverty introduced the item and the Team Manager for Domestic and Social Abuse delivered the presentation.

As part of the discussions Members of the Commission thanked the Officers for a detailed presentation and the excellent work that was being delivered. Members felt that families from an Asian background were reluctant in coming forward and reporting as a result of various barriers. It was noted that this was an area the service was aware of and work had been carried out in breaking down barriers.

Members of the Commission suggested that Ward Councillors be kept informed of the ongoing work to help spread the message further and further improve the service with local knowledge. It was noted that the idea of a newsletter and other ways of communication was currently being explored.

Members of the Commission questioned on whether the on going lockdown restrictions had an impact on the number of reports. It was suggested that the numbers fluctuated, and there was ongoing analysis to understand the impact.

It was noted that both men and women suffer from domestic violence and/or sexual abuse and the service had reports from both sexes. Although counselling was not a core element for the plan, going forward the service was developing further with the support of its external partners.

Members of the Commission noted that there had been a decrease in numbers and queried whether this was related to the new lockdown restrictions. It was noted that the new lockdown could have an impact on the reporting of incidents, but the service was providing information through foodbanks and vaccination centres. This would help keep friends and families of individuals informed on the signs to be aware of.

The Chair was concerned with those victims that would have language barriers and would not know of the support that was available and could potentially go un-noticed. It was noted that the material that the service produced was in many different languages that are spoken across the city and that the staff and volunteers were also from a wide demographic such as that of the residents in the city as this helped the service in providing a service that is effective and well received in Leicester.

Officers suggested that it would support the services if the Members of the Commission shared the information using their platforms in their local communities and with their constituents.

Members noted that the Forced Marriage Unit had previously delivered events across the city to help raise awareness that were beneficial and well received. It was suggested that it would be more effective to deliver similar sessions to encourage victims of domestic violence and sexual abuse to come forward.

The Director of Neighbourhoods and Environmental Services thanked the Members of the Commission for their support.

AGREED:

- 1) That the Commission confirms that this is an important area of work and continue to provide these vital services.
- 2) That the service be requested to continue communications with local Councillors to further develop the service.

#### **85. DRAFT WORK PROGRAMME**

Members of the Commission be advised to share any items they would like considered for the work programme with the Scrutiny Policy Officer.

#### **86. ANY OTHER URGENT BUSINESS**

There being no items of urgent business the meeting closed at 08:32pm

# **Safer Leicester Partnership plan 2021-2024**

# Purpose

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The Safer Leicester Partnership is reviewing their current plan and priorities for Leicester City.

- ∞ The purpose of this presentation is to seek the views and comments of the Neighbourhood & Environmental Services Scrutiny Commission on the priorities for Leicester for 2021 - 2024

# Background

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The Community Safety Partnership in Leicester is named the Safer Leicester Partnership (SLP).

The SLP was set up under the Crime and Disorder Act 1998 (and subsequent amendments)

The partnership is made up of a number of statutory members who work together to reduce crime and disorder, tackle substance mis-use and reduce re-offending.

- Leicester City Council
- Leicestershire Police
- Leicestershire Fire & Rescue Service
- Clinical Commissioning Group
- Probation Service

# The Safer Leicester Partnership plan

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The current SLP plan is for a 3 year period.

⇒ The priorities contained within the plan are reviewed annually to ensure they remain focussed and we are undertaking appropriate joint planning and resourcing allocation around the key issues for Leicester City.

# The Safer Leicester Partnership Priorities

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|   |  |    |   |
|---|--|----|---|
| 1 | To reduce serious violent crime associated with knife crime  | 7  | To communicate new and emerging threats to and how residents can reduce the likelihood of becoming victims of crime |
| 2 | To reduce serious violent crime associated with the night time economy   | 8  | To seek to improve engagement and consultation with communities   |
| 3 | To support the Prevent agenda and counter extremism  | 9  | To work with partners to reduce the criminal exploitation of children and adults                                    |
| 4 | To take a proactive stance against hate crime, to work with partners to encourage reporting, support victims and communities, raise awareness and support hate crime campaigns | 10 | To work with partners to ensure a co-ordinated approach to organised criminality                                    |
| 5 | To reduce the impact of begging, substance mis-use and ASB associated with street lifestyles   | 11 | To work with partners to identify new and emerging threats of cyber crime   |
| 6 | To encourage reporting and reduce repeat incidents of domestic and sexual abuse  |    |   |

# How we measure success

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- Each priority has a theme group that reports work, developments and achievements to the SLP regularly
- 12 • The OPCC provides data mapping to the SLP so that crime trends are monitored, managed and resourced appropriately
- The SLP has a performance dashboard which records and measures progress against each priorities



# Consultation

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As part of the review of the Safer Leicester Partnership plan and priorities we consult with our key stakeholders and the public.

Depending on the views expressed the priorities may change or remain the same

# Consultees Include:

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- Community Gold
- Local Councillors
- SLP Executive
- Police
- Street Lifestyle Operations Group (SLOG)
- Prevent Steering Group
- Community Safety Tactical Group
- Director and Heads of Service
- City Centre Operations Group
- Neighbourhood Link

# Initial stakeholder responses

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- “Street Lifestyle should continue to be a priority”
- “Think about cross cutting issues more such as re-offending and substance mis-use”
- “include street drinking as a stand alone priority”
- “Our collective effort and approach to on street sex work”
- “The priorities are the ones we should”
- “To engage, to educate and to raise awareness of how crime impacts communities”

# Public priorities - Neighbourhood Link

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## All areas of the City

- ASB
- Drug dealing
- Drug taking

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## West NPA

- Nuisance motorbikes

## Central NPA

- Alcohol

## South NPA

- Road safety

## East NPA

- Noise

# Initial analysis

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- Many of the public and stakeholder comments are captured in existing priorities with the exception of; on street sex work and ASB (as a stand alone issue).
- No stakeholder commented on the need to remove any existing priority

# Next Steps

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- Analysis of responses to be undertaken and refreshed priorities produced based on consultation findings
- ↪ • Evaluation of SLP governance structure and processes to ensure the existing and any changed or additional priorities are addressed effectively by the partnership
- Refreshed plan and priorities to be shared with key stakeholders and published on-line

# Questions and Comments





# Noise & Pollution Control Team

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

# Objectives

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- To provide an overview of the areas of work undertaken in dealing with Pollution Control
- Detail Statutory Functions
- Brief synopsis of each area of work
- Provide statistics
- Answer any questions

# Overview

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- Leicester City Council's (NPC) Team operate a monitoring service to deal with noise, odour, smoke etc. from residential and commercial premises
- In addition to the monitoring service, the NPC Team have a number of Statutory functions that are more proactive in nature
- 2 Team Managers job share, 8 FTE PCO/EHOs 2 Night Noise Support Officers (1 FTE)
- Officers are required to participate on the rota for the monitoring service as well as being the Lead contact for their individual area of work.

# Pollution Control

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- Contaminated Land
- Environmental Permitting
- Petroleum
- Smoke Control
- Enderby Quarry
- Swimming Pool Sampling
- Ensure compliance with Statutory responsibilities
- Provide single points of contact for each area of work
- Ensure annual inspections are undertaken

# Contaminated Land

- The vast majority of contaminated land is dealt with under the planning regime.
- The Team dealt with 219 number of planning applications in 2019-20.
- Options included requesting conditions be attached to the planning application to ensure that any contaminated land is remediated prior to being brought back into use.
- This is to a standard related to the future proposed use. For example remediation usually has to be of a higher level for residential proposals as opposed to industrial/commercial ones.
- NPC also deal with requests for information in relation to past uses. This information is provided for a fee. The number of requests in 2019-20 was 36.

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Tar pits at old gas works site in Leicester (now remediated). Now the site of the Morningside Arena.





# Environmental Permitting

- LCC have the Statutory responsibility under the Pollution Prevention Control Act (PPC) 1999.
- These industries are split into categories, mostly by size but also by pollutant:
  - Part A1 = Integrated Pollution Control (Emissions to air, land, water) – Environment Agency responsibility
  - Part A2 = Integrated Pollution Control (Emissions to air, land, water) – LA responsibility
  - Part B = emissions to air only – LA responsibility
- 27 • Requires certain industries to apply for a permit to operate
- Permit requires each industry to comply with emissions limits for various pollutants.
- There are currently 58 permitted processes within the City.
- LA required to inspect the processes based on a risk based approach. Larger processes (for example foundries) get up to 3 visits per year, smaller industries (for example dry cleaners) may only need to be inspected every 3 years.
- DEFRA requirement to report on all processes and inspections annually. LCC comply fully with all permitting and inspection targets.

# Abatement system at Crematorium

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# Petroleum

- LCC are the competent Authority for the enforcement of the storage of petroleum products in the City.
- This was a duty transferred from the County Council during Unitary Status in 1997.
- LCC have as designated Petroleum Officer (PO) as a single point of contact.
- 29 • All Petrol Filling Stations are required to apply for a storage certificate for petroleum (this used to be a licence). There are currently 29 sites that have petroleum storage certificates in the City.
- The Authority inspects all the filling stations and storage facilities based on a risk based approach. High risk processes will get an inspection at least every 6 months, lower risk processes will get inspected every 2 years.
- NPC also deal with domestic storage of petroleum, and also act as contact point for emergency services for issues relating to storage.

# Shell site having new farm of tanks installed

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# Smoke Control

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Following the smogs of the 1950' the Clean Air Act was enacted in 1956 to allow LA's to declare all or part of their districts as Smoke Control Areas (SCA's).

The aim was to reduce the levels of the visible smoke pollution from the burning of solid fuel that was blighting many urban areas at the time.

31 Leicester City Council declared areas of the City from 1958 to 1975, by which time the whole of the City was covered by 38 separate SCA's.

Due to the increasing number of wood burning appliances within the City it was decided to undertake some work to raise awareness of the SCA's and also make it easier for the people to understand.

This was consolidated into a single SCA that covers the whole City in 2018.

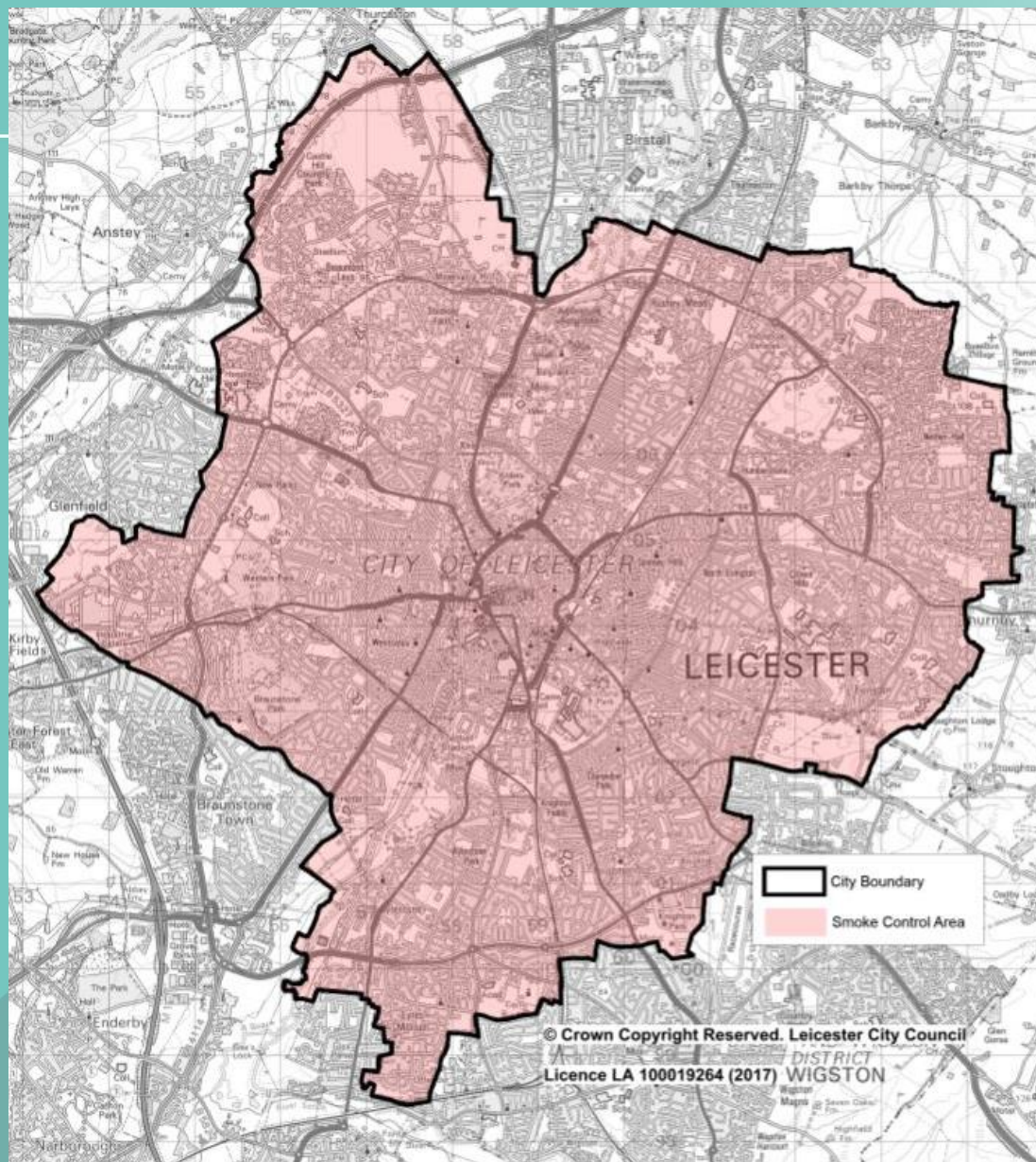
Under the SCA it is a requirement to either:

Burn solid fuel in an 'exempt appliance' (DEFRA approved)

Or use smokeless fuel (DEFRA approved)



# Leicester City Council Smoke Control Order 2018



# Enderby Quarry and swimming pool sampling

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- NPC manage an old landfill site at Enderby on behalf of property services. This was an old quarry that was used as a tip for LCC waste.
- The site is still gassing and a gas monitoring system is in place to check levels at the site.
- Officers visit regularly to ensure monitoring system is working properly and access is clear for sample points.
- NPC also undertake swimming pool sampling on behalf of the leisure centres on a monthly basis. This service has also been extended to include to special schools with pools recently due to lockdown.

# Data comparison

- Total number of Permitted processes in the City = 58
- Total number of Petroleum storage certificates in the City = 29
- Total number of contaminated land planning applications assessed in 2019-20 = 219
- Total number of bonfire/odour complaints 2019/20 = 345.
- Numbers are fairly consistent 2015/16 – 2019/20 = 345 to 376 complaints per year.
- Number of bonfire/odour complaints April-June 2020 (1<sup>st</sup> lockdown)= 301
- Publicity following increase – don't burn advice. Public requested to store waste until capacity at waste sites back to normal.
- Action taken = warning letters and abatement notices.
- Commercial bonfires are responsibility of Environment Agency. NPC will pass observations for EA action.

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# Any Questions?





## Neighbourhood Services Scrutiny Commission - Work Programme 2020 - 2021

| Meeting date                                 | Meeting items  | Actions Arising | Progress |
|--|--|-----------------|----------|
| <b>19 January 2021</b>                       | <ol style="list-style-type: none"> <li><b>Covid-19 Recovery Plans for 2021</b> – update</li> <li><b>Council Annual Budget 2021/22 reports relating to N/hoods Services portfolio</b> - Capital and Revenue</li> <li><b>Draft Work programme 2020/21</b> work in progress – members to consider and suggest items.</li> </ol> |                 |          |
| <b>11 March 2021</b>                         | <ol style="list-style-type: none"> <li><b>Covid 19 verbal update</b> at the meeting on latest position, lead directors (John and Colin)</li> <li><b>Safer Leicester Partnership Plan 2021-2024</b>, presentation (lead John and Daxa)</li> <li><b>Pollution Control</b>, presentation (leads John and Nicola)</li> </ol>     |                 |          |
| <b>29 April 2021</b><br>(agenda meeting tbc) | <p>Suggested items (tbc)</p> <ol style="list-style-type: none"> <li><b>Executive response report back RE: scrutiny review report ‘Community Lottery’</b></li> <li><b>Ward Meetings and Ward Funding report</b></li> <li><b>Revenues and Customer Services – update report</b></li> </ol>                                     |                 |          |
|  |  |                 |          |
|  |  |                 |          |

March 2021

## Neighbourhood Services Scrutiny Commission - Work Programme 2020 - 2021

| FORWARD PLAN / SUGGESTED ITEMS  |  |                          |
|---|--|--------------------------|
| Topic   | Detail   | Proposed Date            |
| <b>KEY DECISIONS &amp; NON-KEY DECISIONS</b>  | WATCHING BRIEF – members to consider relevant items to this commission, from the councils Corporate Plan of Key & Non-Key Decisions              | Ongoing / watching brief |
| <b>CONSULTATIONS</b>  | WATCHING BRIEF – members to consider relevant items to this commission from planned or live consultations to provide scrutiny comments and views | Ongoing / watching brief |
| <b>COUNCIL BUDGET</b>   | WATCHING BRIEF – members to consider any budget impacts relevant to this commission, as necessary.   | Ongoing / watching brief |
| <b>Possible items – forward planning</b> <ul style="list-style-type: none"> <li>• Domestic Violence Strategy update</li> <li>• Public Safety Team update</li> <li>• Waste &amp; Recycling Services</li> </ul> |  |                          |
|   |  |                          |