

Leicester  
City Council

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

**DATE: TUESDAY, 16 AUGUST 2022**

**TIME: 5:30 pm**

**PLACE: Meeting Room G.01, Ground Floor, City Hall, 115 Charles Street,  
Leicester, LE1 1FZ**

### **Members of the Committee**

Councillor Thalukdar (Chair)

Councillor Solanki (Vice-Chair)

Councillors Byrne, Kitterick, O'Donnell, Pickering and Rahman

One unallocated Labour group place

One unallocated non group place

For Monitoring Officer

#### **Officer contacts:**

**Sazeda Yasmin (Scrutiny Policy Officer)**

**Jacob Mann (Democratic Support Officer),**

Tel: 0116 454 5843, e-mail: [Jacob.Mann@leicester.gov.uk](mailto:Jacob.Mann@leicester.gov.uk)  
Leicester City Council, 115 Charles Street, Leicester, LE1 1FZ

## Information for members of the public

### Attending meetings and access to information

You have the right to attend formal meetings such as full Council, committee meetings, and Scrutiny Commissions and see copies of agendas and minutes.

However, on occasion, 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](http://www.cabinet.leicester.gov.uk), or by contacting us using the details below.

Separate guidance on attending the meeting is available for officers. Officers attending the meeting are asked to contact the Democratic Support Officer in advance to confirm their arrangements for attendance.

### Making meetings accessible to all

Wheelchair access – Public meeting rooms at the City Hall are accessible to wheelchair users. Wheelchair access to City Hall is from the middle entrance door on Charles Street - press the plate on the right hand side of the door to open the door automatically.

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If you intend to film or make an audio recording of a meeting you are asked to notify the relevant Democratic Support Officer in advance of the meeting to ensure that participants can be notified in advance and consideration given to practicalities such as allocating appropriate space in the public gallery etc..

The aim of the Regulations and of the Council's policy is to encourage public interest and engagement so in recording or reporting on proceedings members of the public are asked:

- ✓ to respect the right of others to view and hear debates without interruption;
- ✓ to ensure that the sound on any device is fully muted and intrusive lighting avoided;
- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

### Further information

If you have any queries about any of the above or the business to be discussed, please contact:  
**Jacob Mann, Democratic Support Officer on 0116 454 5843.** Alternatively, email [Jacob.Mann@leicester.gov.uk](mailto:Jacob.Mann@leicester.gov.uk), or call in at City Hall.

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

## **PUBLIC SESSION**

### **AGENDA**

#### **FIRE / EMERGENCY EVACUATION**

If the emergency alarm sounds, you must evacuate the building immediately by the nearest available fire exit and proceed to the area outside the Ramada Encore Hotel on Charles Street as directed by Democratic Services staff. Further instructions will then be given.

**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. CHAIR'S ANNOUNCEMENTS**

**4. MINUTES OF THE PREVIOUS MEETING**

**[Appendix A](#)**

The minutes of the meeting of the Neighbourhood Services Scrutiny Commission held on 28 June 2022 are attached and Members are asked to confirm them as a correct record.

**5. PETITIONS**

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

**6. 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.

A question has been received from Hannah Wakley as follows:

*"We have noticed that the way herbicide is used seems to vary in different city parks; in some parks the base of every tree is sprayed and in other parks only small areas are sprayed, usually around the children's playgrounds. How is the application of glyphosate in parks and green spaces being monitored?"*

This will be considered in accordance with the Council's Constitution under the Scrutiny Procedure Rule 10.

A statement of case will be presented by Hannah Wakley regarding the Council's use of pesticides in parks and open spaces.

**7. CITY WARDENS AND ENVIRO-CRIME SERVICES OVERVIEW** [\*\*Appendix B\*\*](#)

The Director of Neighbourhood and Environmental Services submits a presentation on the City Warden and Enviro-Crime Service Area.

**8. PEST AND DOG CONTROL SERVICES OVERVIEW** [\*\*Appendix C\*\*](#)

The Director of Neighbourhood and Environmental Services submits a presentation on Pest and Dog Control Services.

**9. WASTE SERVICES - SERVICE UPDATE** [\*\*Appendix D\*\*](#)

The Director of Neighbourhood and Environmental Services submits a presentation updating the Commission on the work of Waste Services.

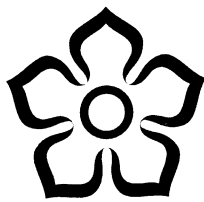
**10. NEIGHBOURHOOD SERVICES PERFORMANCE UPDATE** [\*\*Appendix E\*\*](#)

The Director of Neighbourhood and Environmental Services submits a presentation updating the Commission on the work of Neighbourhood Services.

**11. DRAFT WORK PROGRAMME** [\*\*Appendix F\*\*](#)

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.

**12. ANY OTHER URGENT BUSINESS**



Leicester  
City Council

# Appendix A

Minutes of the Meeting of the  
NEIGHBOURHOOD SERVICES SCRUTINY COMMISSION

Held: TUESDAY, 28 JUNE 2022 at 5:30 pm

P R E S E N T :

Councillor Thalukdar (Chair)  
Councillor Solanki (Vice-Chair)

Councillor Pickering      Councillor Rahman

Councillor Kitterick

In Attendance:

Councillor Clair, Deputy City Mayor for Culture, Leisure, Sport, and Regulatory  
Services

\* \* \*   \* \*   \* \* \*

**1. APOLOGIES FOR ABSENCE**

Apologies were received from Councillor O'Donnell.

**2. DECLARATIONS OF INTEREST**

Members were asked to disclose any pecuniary or other interest they may have in the business on the agenda.

There were no declarations of interest.

**3. MINUTES OF THE PREVIOUS MEETING**

AGREED:

1. That the Minutes of the meeting of the Neighbourhood Services Scrutiny Commission held 17 March 2022 be confirmed as a correct record.

**4. TERMS OF REFERENCE FOR SCRUTINY COMMISSIONS**

The Chair noted that the Terms of Reference for Scrutiny Commissions were

set out in the Council's Constitution.

**5. MEMBERSHIP OF THE COMMISSION FOR 2022/23**

The Membership of the Commission for 2022/23 was noted.

**6. DATES OF MEETINGS OF THE COMMISSION FOR 2022/23**

The dates of meetings of the Commission for 2022/23 were noted.

**7. CHAIR'S ANNOUNCEMENTS**

The Chair noted that this was the first Commission meeting of the Municipal year and welcomed all Members and Officers to the Commission.

**8. PETITIONS**

The Monitoring Officer reported that none had been received.

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

The Monitoring Officer reported that none had been received.

**10. NEIGHBOURHOOD AND ENVIRONMENTAL SERVICES OVERVIEW**

The Director of Neighbourhood and Environmental Services presented an overview of the key areas and services relating to the Neighbourhood Services Scrutiny Commission portfolio.

It was noted that Community Safety Services had now gone over to Adult Social Care and was now no longer covered by the Commission, but that the private rental team remained under Neighbourhood and Environmental Services.

In response to a Member question it was noted that public realm projects were related to making improvements to external environments such as street lighting, footpaths, and public sports equipment. These were typically funded through S106 contributions, the Capital budget, and grants.

AGREED:

That the Commission notes the portfolio.

**11. WARD ENGAGEMENT AND FUNDING REPORT 2021-22**

The Director of Neighbourhood and Environmental Services submitted a report to provide an outline of how Ward Funding was spent across the city between April 2021 and March 2022.

The Deputy City Mayor for Culture, Leisure, Sport, and Regulatory Services introduced the item, noting that this was an annual report on the spending of ward funding and also included details of the progress of Ward Community Meetings.

The Head of Neighbourhood Services presented the item, it was noted that:

- Each of Leicester 21 wards was annually allocated a £18,000 budget to support projects in the ward at the discretion of Ward Councillors.
- 482 applications for funding were received in 2021/22, of those 363 were supported, an increase on the previous year. £384k was awarded
- A breakdown of projects supported by category showed that community activities were increasing again after the pandemic.
- 19 applications were supported from Council Service led projects.
- Ward Community Engagement Officers were on hand to engage with applicants throughout the entire process, including before any formal steps.
- Ward funding could not fund ongoing running costs and staff costs.
- There were 3 funding rounds each year.
- Anyone who had delivered a project with ward funding was required to provide evaluations after delivery was complete.
- For every £1 of funding provided by the fund, there was £1.8 of match funding on average.
- Each ward was allowed 3 ward events in each municipal year, usually taking the form of a Ward Community Meeting.
- Some virtual Ward Community Meetings were held during the lockdown period, in-person meetings were now available. Councillors were currently being engaged as to when Ward Meetings should be held.

In response to Members' questions, it was noted that:

- Evaluations should be received a month after delivery had finished, Community Engagement Officers would work to encourage organisers to send those evaluations after that period. If evaluations still had not been received after a long enough period, the funding could be claimed back but this was very rare.
- Match funding was provided by the applicants.
- It wasn't a requirement that groups that received funding be constituted.
- Payments would be made by BACS, bank accounts for individuals were allowed to receive these payments.
- Most applications that were withdrawn were then eventually resubmitted as once an application had been submitted it could not be amended.
- The intention was for Community Engagement Officers to go out into the community more to generate interest in applying for funding.
- If there were any issues with language then Officers would try to meet in a location where people were available to translate.

AGREED:

That the Commission requests that comments from Members be

considered by Officers.

## **12. STOCKING FARM REGENERATION UPDATE**

The Director of Planning, Development, and Transportation submitted a presentation updating the Commission on the planned regeneration project in Stocking Farm.

The Senior Development Manager presented the item, it was noted that:

- All buildings on the site being regenerated were now Council owned.
- The vision for the project was to create a new residential community of 50 Council homes. 22 Adult Social Care units would also be included.
- New community spaces would include the now open Community Shop, a Multi-Use Games Area, and more open space.
- The new Council houses were designed to go over and above new Building Regulations such as air tightness and Air Source Heat Pumps.
- Engagement was taking place in 3 phases in the local area, the final phase of consultation had completed in May 2022.
- The level of engagement online on the consultation was high, this led to a successful application to DLUHC for funding to support the final phase of consultation.
- The funding also enabled further digital engagement at Babington Academy, where a digital classroom toolkit was used to support the Geography curriculum.
- A 5<sup>th</sup> newsletter about the project would be sent to local residents in July following the submission of a Planning application.
- The majority of works costs would fall to the HRA budget provision already made in the 2022/23 Capital Programme.
- The aim was to submit a Planning application in July 2022 and have all works complete onsite by the end of 2025.

In response to Members' questions, it was noted that:

- The digital element of the consultation allowed responses to be quickly analysed. Responses were generally positive, the only area of concern raised was with regards to the Post Office, it was hoped that this could be moved to another location on the site.
- As a result of responses from the first phase of engagement, the location of the retail in the initial plans was changed, as the engagement demonstrated that most users approached the site from the west.
- Various sustainability measures were being considered for the project which would hopefully result in savings for residents.
- Using a Ground Source Heat Pump was considered but after analysis the Air Source option was chosen.
- There would soon be a meeting to consider a 2<sup>nd</sup> Community Shop elsewhere in the city.
- The room hire rates for Community Zone were consistent with rates across the city, user groups were consulted on this early on.



- The total cost was yet to be confirmed, it would likely be higher than a standard Council House build per unit due to the additional sustainability features.
- Procurement for contractors would take place in Summer, it was hoped the contractor could be local, but the priority was finding a developer who could successfully deliver a project of the scale and standard required.

AGREED:

1. That the Commission requests more details of the environmental measures at the site to be circulated to Commission Members.
2. That the Commission requests a progress update at a future meeting.

### **13. TREE STRATEGY REVIEW 2021/22**

The Director of Neighbourhood and Environmental Services submitted a report to provide Members with an update on progress for the period 2021/22 on the Tree Strategy.

The Trees and Woodlands Manager presented the item, it was noted that:

- The Strategy was launched in 2018 and aimed to sustain and enhance Leicester's tree stock.
- The tree stock was 168k, an increase of 18k from last year.
- In 2021/22 for every tree that was felled, 19 trees were planted.
- Funded projects took place across the city, the aim was to get projects in wards that had not had them so far.
- An action plan was being developed to combat Ash Dieback which was spreading across the city.
- The Council had hundreds of Tree Preservation Orders on trees in others' ownership.
- The team responded to issues with trees during storms.
- Leicester was one of only two Councils with accreditation with the Arboricultural Association.

In response to Members' questions, it was noted that:

- It was estimated that 300-400 Ash Trees would be lost due to Ash Dieback in 2022/23. It was estimated that around 15k Ash Trees would be lost over 10 years, around 80% of the Ash Tree stock. Other Authorities had felled 50-60% of Ash Trees already.
- The priority was to plant British native trees, in wider spaces it was possible to plant larger exotic trees.

AGREED:

That the Commission notes the update.

#### **14. DRAFT WORK PROGRAMME**

The Chair noted that any suggestions for future items should be emailed to himself or the Scrutiny Policy Officer.

Members requested an update on the issues with pollution at Aylestone Dyeworks.

Members also requested an update on the Litter and Fly Tipping Strategy.

AGREED:

That an update on Aylestone Dyeworks and the Litter and Fly Tipping Strategy be brought to a future Commission meeting.

#### **15. ANY OTHER URGENT BUSINESS**

The meeting closed at 7.22pm.

# City Wardens and Enviro-Crime Services

Neighbourhood Services and  
Community Involvement Scrutiny  
Commission

16<sup>th</sup> August 2022

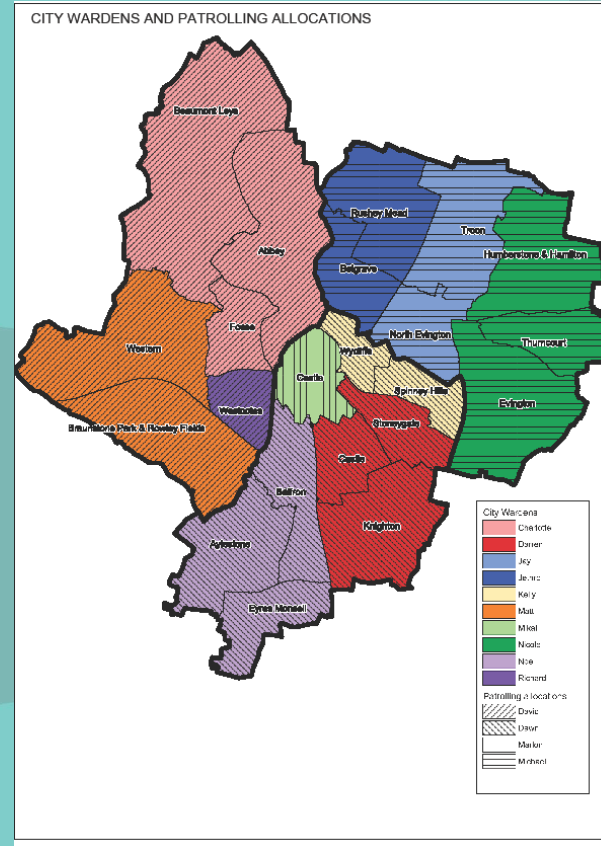
# Work Arrangements

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- Head of Service – Bob Mullins / Brian Stafford (job-share)
- Team Manager – Barbara Whitcombe
- Senior City Wardens – Chris Bramley-Brown; Andrew Moyse
- ∞• City Wardens – 10 (area based)
  - City Wardens (Patrolling) – 5
  - Senior Enviro Crime Officer – Justine Denton
  - Enforcement Officers - 2

# Work Arrangements

- City Wardens
  - Area based
  - Areas based on demand
- City Wardens (patrolling)
  - Highways and licensing enforcement
  - Support the City Wardens
- Enviro Crime
  - Work citywide as cases demand



# City Wardens Responsibilities

- Enforcement falls into two categories:
  - Criminal offences
    - Local Authorities have the power to investigate and prosecute in a number of areas, derived from the Local Government Act 1972 and supplemented by other pieces of legislation.
    - For example the bulk of the City Wardens work, environmental offences, are covered in the Environment Protection Act 1990
    - Enforcement could result in a custodial sentence
  - Civil Offences (harmful towards another person)
    - Enforcement results in compensatory behaviour, which may include a fine

# City Wardens' Responsibilities

- Criminal Offences:

- Littering; Fly tipping
- Fly posting; Graffiti
- Scrap metal; Unlicensed waste carriers
- Duty of Care – Householders; Duty of Care - Businesses
- Nuisance vehicles; Vehicles for sale on the Highway
- Untidy land
- Japanese Knotweed
- Dog Control orders
- Smoke free offences
- Skips; Scaffolding; Building hoardings; Building materials



# City Wardens' Responsibilities

- Civil Offences:
  - Littering from Vehicles
  - Domestic bins
  - Buskers
  - Vacant and derelict buildings



# Enviro-Crime Responsibilities

- Detailed investigations of:
  - Fly tips larger than 'a car load' (DEFRA categorisation)
  - Scrap metal offences
  - Waste carrier offences
  - Stop and search operations
  - Surveillance – use of CCTV equipment

# Service contact

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- Online - <https://www.leicester.gov.uk/your-environment/report-an-environmental-issue/>
- By phone - 0116 454 1001 (Customer Services)
- Email – city.warden@leicester.gov.uk
- Love Clean Streets

# Service Statistics - FPNs

Fixed Penalty Notices (FPNs )	2019/20	2020/21	2021/22	Q1 2022/23
Allowing person to smoke in a smoke free premise/vehicle	1	0	0	0
Smoking in a smokefree/vehicle	29	6	6	5
Householder duty of care	20	7	9	13
Breach of a Community Protection Notice	84	61	63	11
Commercial bins on the street	39	21	57	11
Domestic bins on the street	528	18	678	135
Clean up costs	23	33	72	12
Free distribution of printed material	21	0	4	0
Failing to furnish waste documents	81	44	39	62
Failing to furnish waste carriers license	2	5	2	1
Fly posting	229	24	99	19
Fly tipping	49	60	80	17
Graffiti	1	0	0	0
Leaving litter	94	16	37	24
Littering from vehicle	34	17	40	37
Control of Pollution	6	3	0	2
	1,242	316	1,167	349

# Service Statistics – Legal Papers

Legal notices	2019/20	2020/21	2021/22	2022/23
Clearing of private land	865	251	494	71
Bins on the Street	7,708	3,372	2,794	2,458
Fly tip investigations	2,751	1,371	1,996	473
Duty of care inspections	290	124	224	20
Fly tip warning letters	0	0	5,563	4,051
S80 notices issued	85	63	44	37
S80 warrants at court	26	5	7	4
Community Protection Warnings*	367	600	993	152
Community Protection Legal Notices	103	69	191	22
	12,195	5,855	12,306	7,288

\*Issued for: Japanese Knotweed; Untidy land; Fly-tipping; Illegal deposits on the highway

# Case Study – court case

- Mr X – running a scrap business
- Issued CPN
- Fined for two breaches of CPN
- Victim surcharge
- Costs

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# Case Study – court case

- XXX Ltd
- Issued CPN
- Fined for 16 breaches of CPN
- Victim surcharge
- Costs





# Case Study – court case

- 61
- Company X
  - Pleaded guilty to 15 offences
  - Seven breaches of licensing conditions
  - Eight company name not displayed
  - Fined
  - Victim surcharge
  - Costs



# Community Engagement

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- Work with Eco-Schools
- Attendance at ward community meetings
- Patch walks
- Resident meetings
- Student/University liaison

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# Joint Working

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- County / Borough and District Councils
- Police / Fire Service
- Network Rail
- Environment Agency
- DEFRA
- Keep Britain Tidy
- Canals and River Trust

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# Questions

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# Pest and Dog Control Services

Neighbourhood Services and  
Community Involvement Scrutiny  
Commission

16<sup>th</sup> August 2022

# Work Arrangements

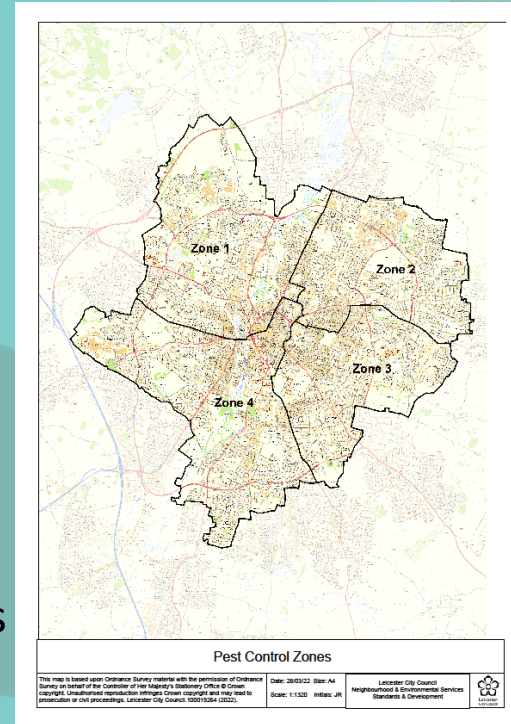
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- Head of Service – Bob Mullins / Brian Stafford (job-share)
- Team Manager – Andrew Oxspring
- Senior Pest and Dog Control Officer – currently vacant
- Pest and Dog Control Officers – 2
- Pest Control Technicians – 5

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# Work Arrangements

- Pest and Dog Control Officers
  - Work citywide to fulfil the Council's statutory duty to remove roaming and/or stray dogs from the streets
- Pest Control Technicians
  - Work is predominately area based
  - Areas based on demand
  - Treatment of rats, mice, bedbugs, fleas, wasps and squirrels in Council properties
  - Rat ingress/nest drain investigations for private residences



# Work Arrangements

- Guided by:
  - Prevention of damage by Pests Act 1949
    - Places a duty on local authorities “... to secure as far as practicable that their district is kept free from rats and mice ...”
  - Wildlife and Countryside Act 1981
  - Environment Protection Act 1990
    - Places a duty on local authorities for the seizure of stray dogs “Every local authority shall appoint an officer ... for dealing with stay dogs ...”
  - Dangerous Dogs Act 1991
  - Wild Mammals (Protection) Act 1996

# Work Arrangements

- Guided by:
  - Animal Welfare Act 1998
  - Control of Substances Hazardous to Health Regulations 2002
    - Regulates the use of rodenticides and pesticides
  - Microchipping of Dogs Regulations 2015
  - The team has no powers of entry, dealt with through Environmental Health Officers who also have the main powers of enforcement

# Service Contact

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- Online - <https://www.leicester.gov.uk/your-environment/pollution-and-pests/pest-control/>
- By phone - 0116 454 1001 (Customer Services)
- Email – pest-dogs@leicester.gov.uk



# Service Contact

## Pests we treat

Please note, VAT will be added on top of the fees stated below.

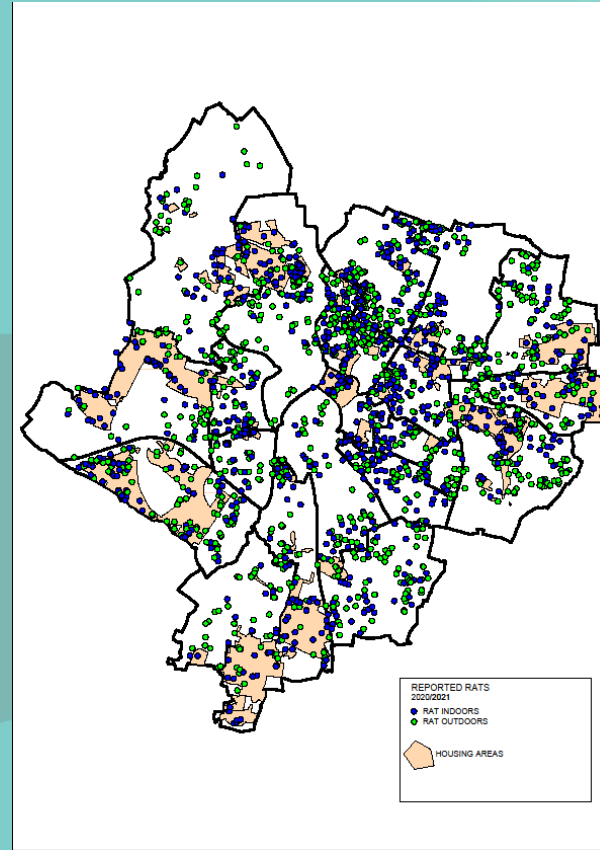
Pest	Cost	Response time
Rats outside	Free	15 working days
Rats inside	Free	48 hours where possible
Mice	£65 (two visits), + £30 for extra visits	15 working days
Cockroaches	£65	15 working days
Wasps (we do not treat bees)	£65	10 working days
Fleas (council properties only)	£65 for up to 3 bedrooms. £20 for extra rooms	15 working days

# Service Statistics

Pest Type	2018/19	2019/20	2020/21	2021/22	2022/23 (to date)	Grand Total
Ants	14	17	17	21	28	97
Bedbugs	60	86	8	115	15	284
Cockroaches	107	70	69	124	20	390
Fleas	99	73	39	25	18	254
Foxes	0	0	0	1	0	1
Mice	354	317	319	381	116	1487
Other insect	0	1	2	1	8	12
Pigeons	0	0	1	3	6	10
Rats Inside	1312	1336	1298	1497	455	5898
Rats Outside	1146	1217	1442	1332	488	5625
Voles, squirrels and other mammals	28	38	32	34	15	147
Wasps	386	208	217	225	31	1067
<b>Grand Total</b>	<b>3506</b>	<b>3363</b>	<b>3444</b>	<b>3759</b>	<b>1200</b>	<b>15272</b>

# Service Statistics

- Analysis of data
  - Identification of 'hot-spots'
  - Resource allocation
  - Programmed works



# Service Statistics

- Dog service requests and kennelling higher during lockdowns
  - Strays
  - Noisy dogs
  - Dog fouling
- Strays kennelled consistently around 120 per annum
- Kennelling a contracted service

Year	Service requests	Kennelling numbers
2018/19	1,145	196
2019/20	1,107	217
2020/21	771	116
2021/22	865	128

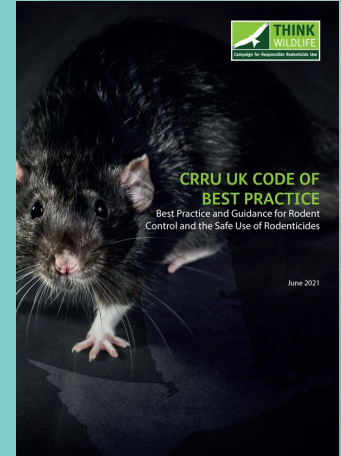
# Strategic Working

- Identification of issues
- Working with Housing to reduce costs to the Council
  - Systematic treatments of bedbugs and cockroaches
  - Officer working group on rat treatments and prevention
- Working with Estates to reduce costs to the Council
  - Review of current practice to minimise return visits

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# Environmental Concerns

- Principal of identification of pest and appropriate treatment
- Campaign for Responsible Rodenticide Use (CRRU)
  - Guidelines and best practice
- 34 • Rodenticides found in apex species (raptors)
  - Regular review of all rodenticides and pesticides
  - Minimum stock levels maintained
  - Perimeter baiting at the minimum



# Questions

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# Waste Services – service update

Neighbourhood Services and  
Community Involvement Scrutiny  
Commission

16<sup>th</sup> August 2022

# Service functions

Waste Services

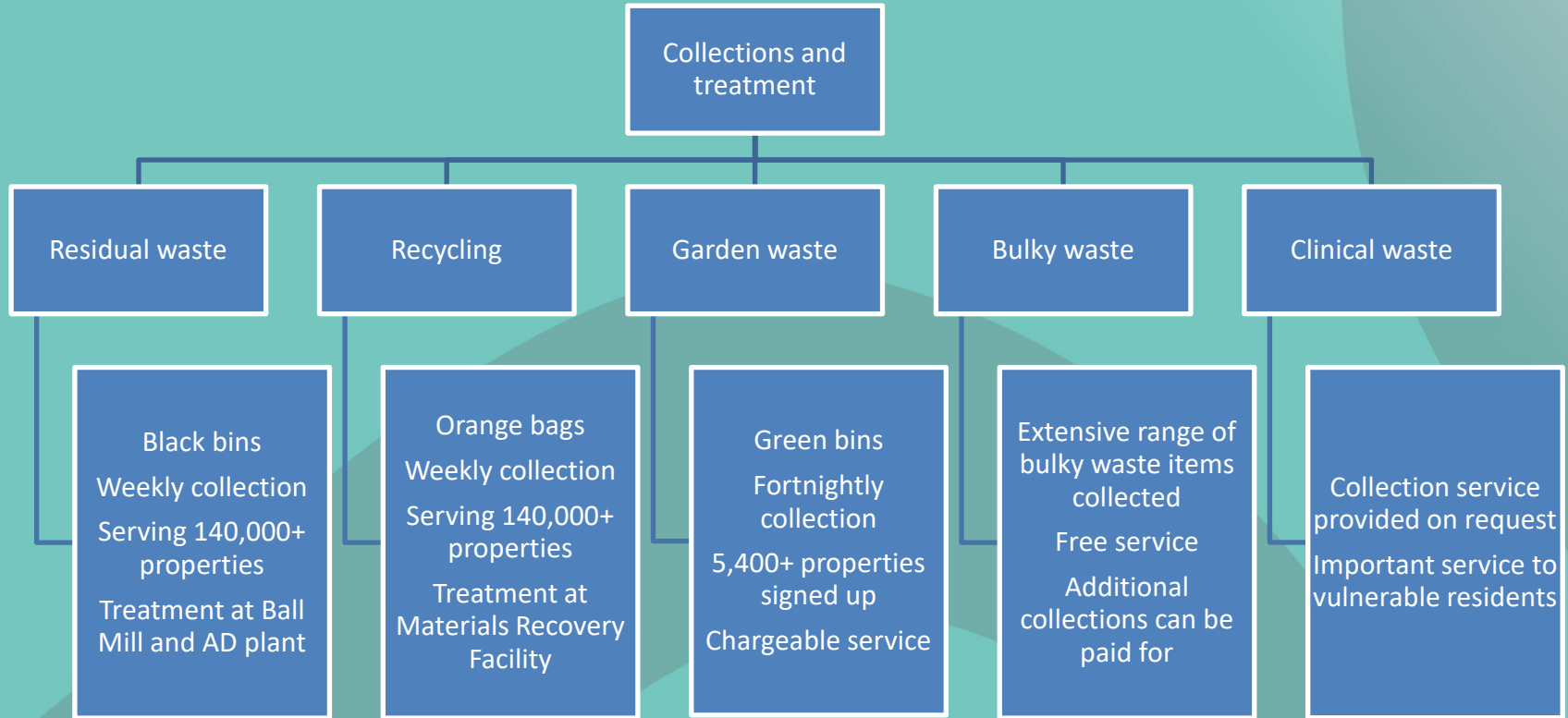
Collections and  
treatment

Recycling  
Centres and  
Reuse Shop

Behaviour  
change

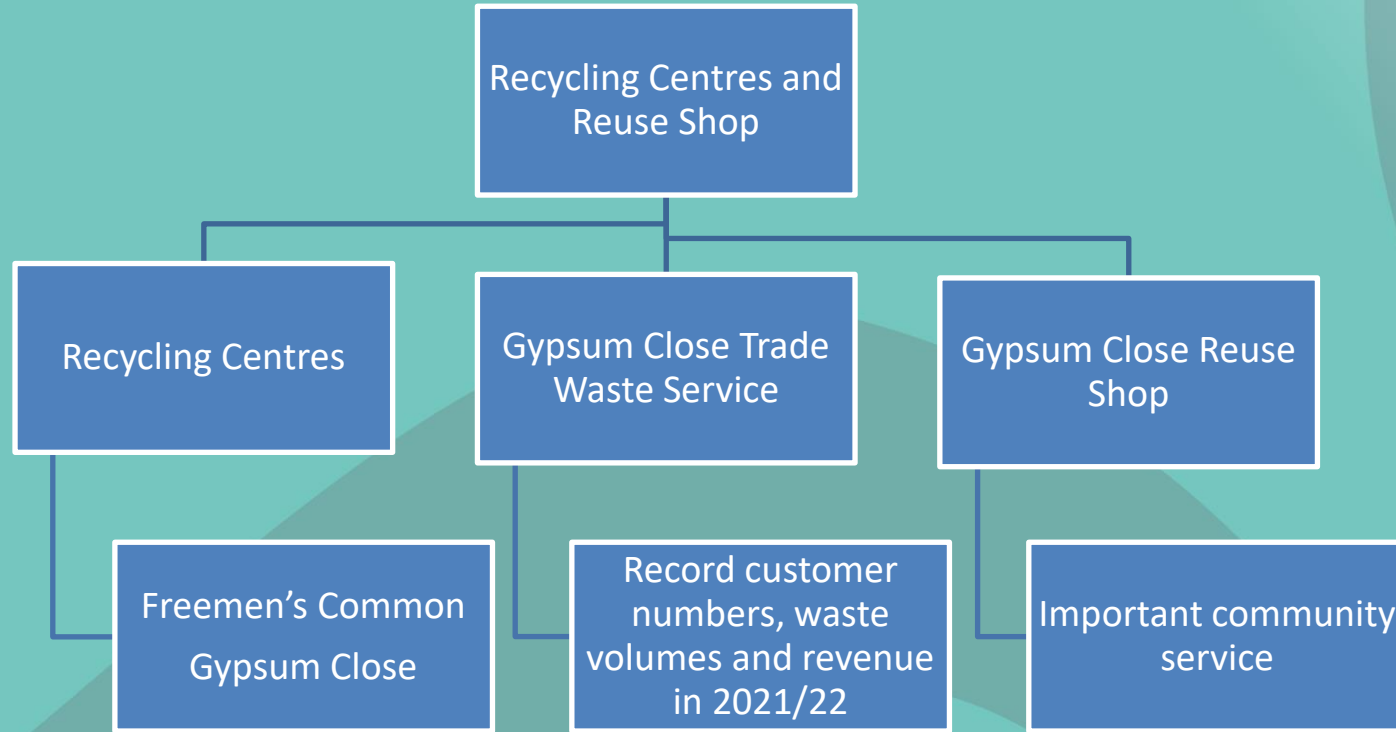
# Collections and treatment

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# Recycling Centres and Reuse Shop

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# Gypsum Close Reuse Shop

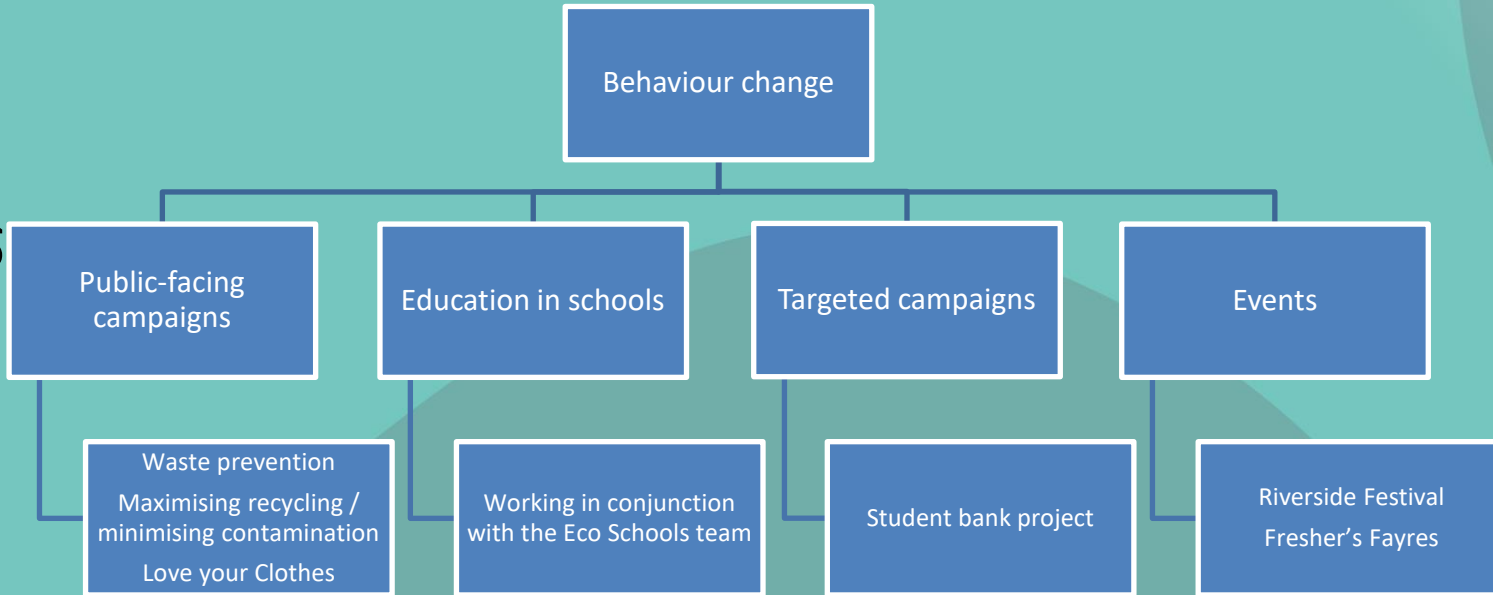
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- 3 year contract with Age UK Leicester Shire & Rutland
- Reuse Shop extended and refurbished between Nov 2021 and April 2022
- Created much bigger floor area, with new donation / sorting area
- Fully reopened May 2022
- Important community service
- Promotes and enables reuse of donated items



# Behaviour change

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# Service performance

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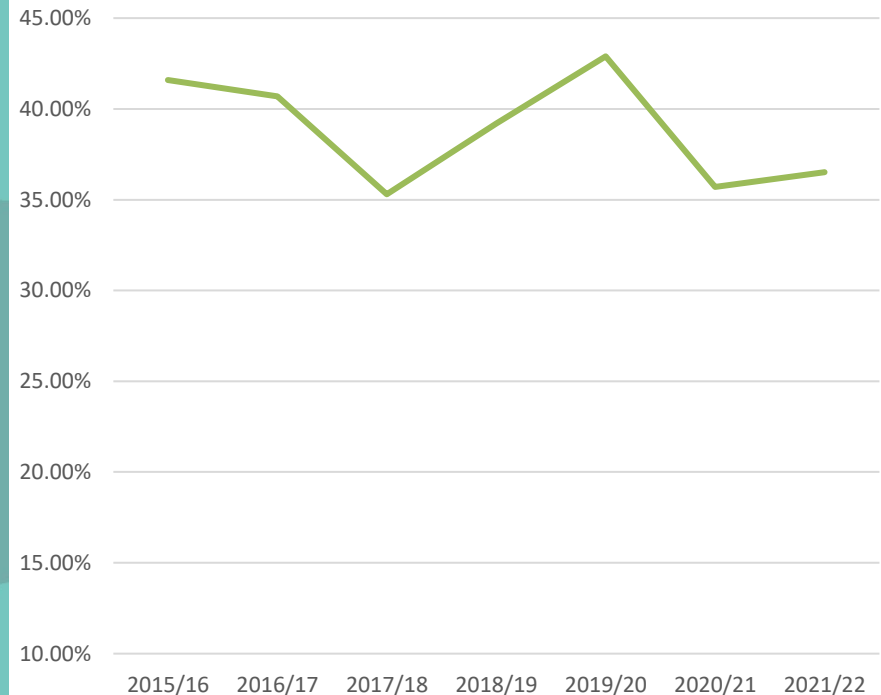
- Biffa have 200+ staff alongside Council staff in PFI partnership
- Weekly collections for residual waste (black bins) and recycling (orange bags)
- Over 146,000 tonnes of waste handled in 2021/22
- Kerbside collections uninterrupted over past 2 years
- Record levels of orange bag requests
- Reuse Shop fully reopened May 2022 after extension and refurbishment



# Household recycling rate

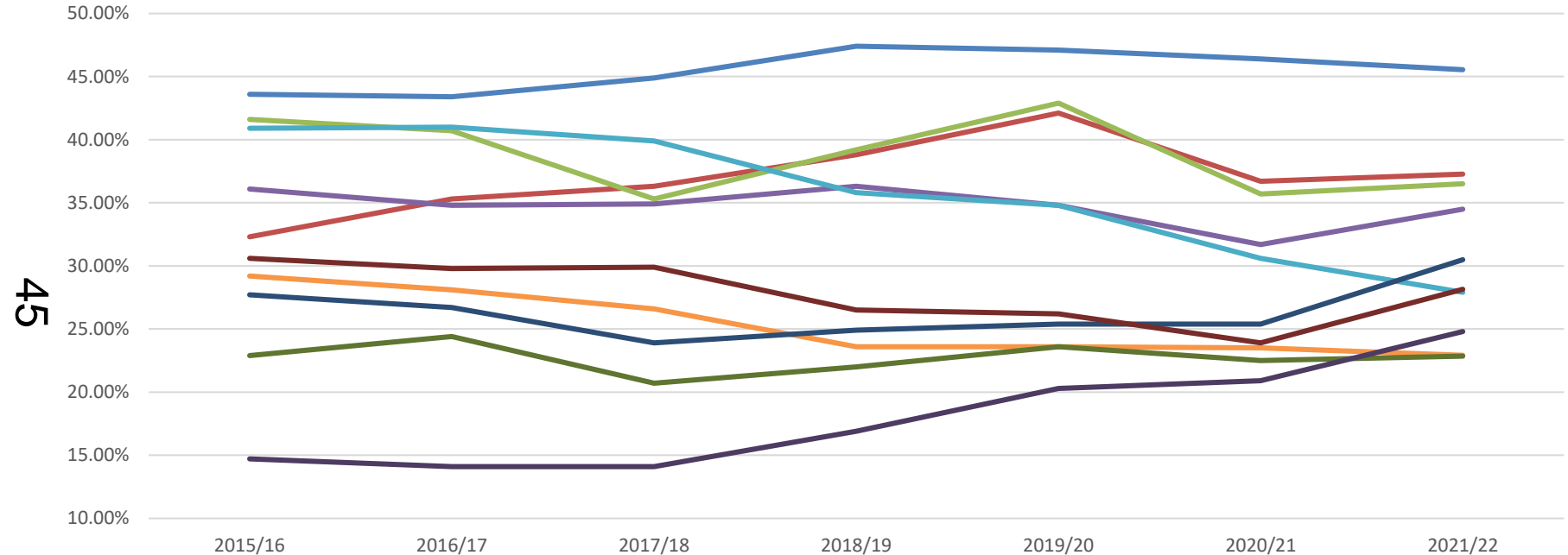
- Leicester City's household recycling rate
  - Consistent top 3 performer amongst comparator Local Authorities
  - Trend of reduced recycling rates in 2020/21 was seen nationally (linked to Covid)
  - Initial data for 2021/22 shows this is recovering

Leicester's household recycling rate performance since 2015/16





# Local Authority comparator household recycling rate performance since 2015/16



Bristol City Council    Derby City Council    Leicester City Council    Stoke-on-Trent City Council    Sandwell MBC  
Liverpool City Council    Redbridge LB    Nottingham City Council    Birmingham City Council    Newham Council

# Service contact

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- Online
  - [leicester.gov.uk/your-environment/recycling-and-waste](https://leicester.gov.uk/your-environment/recycling-and-waste)
- By phone
  - 0116 454 1001 (Customer Services)
- Email
  - [waste.management@leicester.gov.uk](mailto:waste.management@leicester.gov.uk)
- Love Clean Streets

# Questions

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# Neighbourhood Services Scrutiny Committee

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Neighbourhood Services Performance Update  
Lee Warner, Head of Neighbourhood 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 27 facilities, including 9 Multi-Service centres:
- 16 library service points
- 15 community centres offering room hire
- Ward & Community Engagement Team



# Neighbourhood Services: strategic context

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

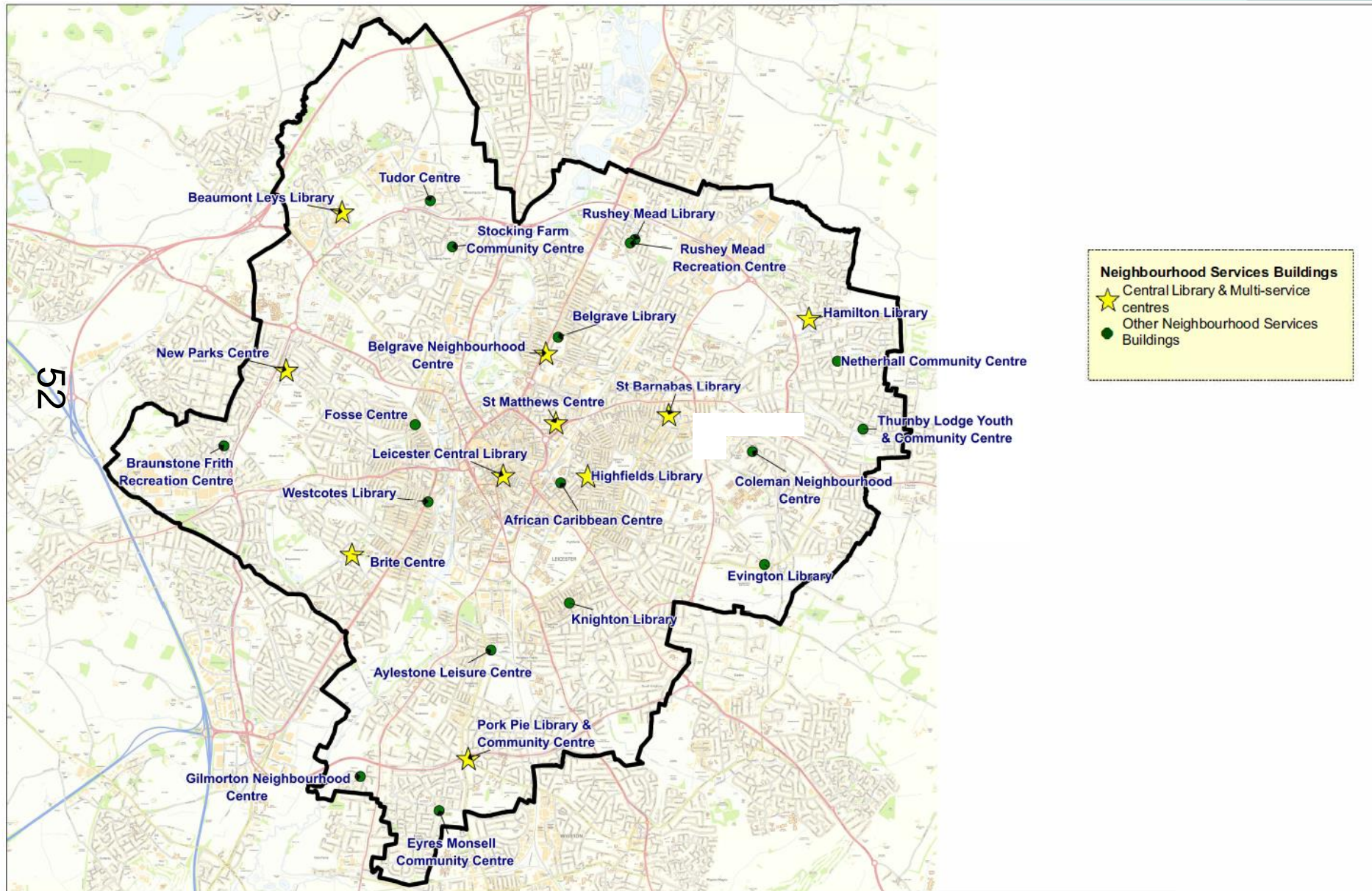
- **Health & Wellbeing** – Goal: “To offer a range of creative and social activities which engage and connect individuals and communities, combat loneliness and improve wellbeing.”
- **Information & Digital** – Goal: “To ensure local communities have access to quality information and digital services, to learn new skills and to feel safe online”
- **Culture & Creativity** – Goal: “To enable new creative skills to flourish and enrich the lives of children and adults by providing arts and cultural experiences in local settings. To celebrate diversity, promote inclusivity, value identity and contribute to an active local cultural economy.”
- **Reading** - Goal: “To encourage individuals of all ages to read for pleasure and purpose to increase their understanding of the world, stretch their imaginations and think differently.”

Neighbourhood Services also commit to:

- **The Children’s Promise**



# Neighbourhood Services Facilities





# Context – service closure during pandemic

# Context – Service Closure during pandemic

- Libraries, Multi-Service Centres & Community Centres close March 2020 under lockdown regulations
- e-Services significantly expanded; library click and collect service introduced in summer 2020; Home Library Service by bike
- NS staff redeployed Dec 2020 – June 2021 to support Council's testing effort; 6 NS sites converted to test centres
- Opening hours and services limited upon reopening under Covid risk assessments
- Most restrictions lifted by April 2022, with full services resuming
- Belgrave Neighbourhood Centre final test centre to reopen to community use in late May (Platinum Jubilee)

# Recovery priorities

- **Health & wellbeing** – overcoming social isolation and loneliness
  - “Lets Get Together” action plan with Public Health
  - Mental Health First Aid sessions for staff
  - Recommence and promote community events
  - Growing projects
  - Walking groups
  - Reading Friends project
  - Volunteering
- **Digital inclusion**
  - eBooks & eAudio library
  - “Learn my way” IT beginner courses
  - Laptop loaning pilot

# Recovery priorities

- **Supporting children's learning**

- Library Bookbus
- Summer Reading Challenge
- Our Best Book (now online)
- Class visits
- Toddler Time sessions (including online storytelling)
- Amongst Ideal Friends live theatre (with Spark Arts)
- Study Support after school sessions

- **Employment and careers**

- Job Shops at 8 libraries in partnership with DWP
- IT, Wi-Fi and Printing facilities
- Advice partnership sessions eg MoneywisePlus

# Performance – Customer Survey

## February 2022

- Survey undertaken 7 – 20 February 2022
- A snapshot in time – local restrictions still in place due to COVID variant
- 57• Paper/online survey available at all libraries and community centres (Fosse and Belgrave Centres remained closed)
- Previously undertaken annually in November
- Aimed at 16yrs+ (but open to all)
- Number of responses differed from site to site

# Customer Survey - Results

- 1,512 customers responded
- Most popular reasons for visiting:
  - 51% Borrow a book
  - 23% Use a computer
  - 20% Take part in a group or activity
  - 18% Study or learning
  - 11% Socialising
  - 11% Join a Toddler Time session

# Customer Survey - Satisfaction

- 91% Overall satisfaction with services (Good/Very Good, of those who responded)
- 89% Overall satisfaction with layout/appearance
- 87% Overall satisfaction with information/advice
- 97% Overall satisfaction with computer facilities (98% satisfaction with printing service)
- 93% Overall satisfaction with service from staff

# Customer Survey - Benefits

“How has your visit helped you?” Of those who responded to this question:

- 35% Study and learning
- 33% Socialising
- 31% Leisure
- 21% Answered a query
- 19% Getting online
- 15% Health and wellbeing benefits
- 6% Helped with job / career



# Customer Survey – sample comments

- Happy with Covid hygiene measures and cleanliness of community facilities
- More study tables please (restricted in February)
- Plug in points at study tables requested
- Toddler Time sessions in high demand
- Support for expanded eBooks service
- Suggestions for new book stock
- More activities/events please (still being reintroduced in February)

# Performance – Platinum Jubilee Programme May 2022

# Neighbourhood Services Platinum Jubilee Programme

- 14 events held in Neighbourhood Services facilities during Jubilee week 30 May – 5 June
- Key programme to help reconnect local communities and re-engage community centre and library customers
- Events grant funded through Samworth Foundation and Ward Community Funding
- Family shows commissioned from Spark Arts funded by Arts Council England
- Ward funded community jubilee events supported

# Platinum Jubilee Programme



African Caribbean Centre celebration event Saturday 4<sup>th</sup> June  
Crafts, activities, dance and performance – 380 attendees during the day



# Platinum Jubilee Programme

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Belgrave Neighbourhood Centre celebration event Saturday 4<sup>th</sup> June  
Fully booked event

# Platinum Jubilee – Evaluation

- Events were fully attended (around 3,500 attendees over 14 sites)
- An evaluation was undertaken in partnership with Public Health who analysed the returns
- Participants were asked to score confidence attending public venues before and after the events
- Of the 379 replies from people attending events there was an improved sense of confidence on a self-score from an average of 2.2/5 to 4.1/5

# Performance - Overview

**Active Library Users** (used library in last 12 months)

March 2020 - 63,504 (pre-pandemic)

March 2021 - 23,334 (closed or restricted & online)

March 2022 – 37,834 (closed or restricted & online)

June 2022 – 46,711 (new users increasing monthly)

# Performance - Overview

## **Community Centre visits (monthly footfall)**

- Varies from Centre to Centre
  - Monthly footfall for reopened centres is
- ⌘ currently at 77% of pre-pandemic levels (May 2022)



# Performance – Trends

- The Platinum Jubilee evaluation shows there is still a hesitancy but also a strong desire to return and reconnect (particularly amongst older and more vulnerable customers)
- The majority of hiring community groups have returned, however:
- Some groups have decided not to continue
- A few groups have decided to continue meeting online
- New groups have started at a number of centres

# Performance - trends

- The large increase in e-Book borrowing has continued after reopening
- There is good and continued take-up of the new DWP job coach sessions at 8 libraries
- There is a renewed appetite for community events as evidenced by the Platinum Jubilee programme, and by responses to the Customer Survey
- There has been a strong return to libraries by children and young families. This year's summer reading challenge has already attracted high take up.
- Schools very keen to engage with reading programmes
- Levels of return differ from area to area but are increasing on a monthly basis

Any Questions?



## Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

Meeting date	Meeting items	Information
<b>28 June 2022</b>	<ol style="list-style-type: none"> <li><b>Ward Meetings and Ward Funding reports</b></li> <li><b>Stocking Farm Regeneration</b></li> <li><b>Tree strategy – annual review</b></li> </ol>	<ol style="list-style-type: none"> <li>Ongoing topic – suggested as an annual scrutiny item for ward meetings and ward funding (<u>Lead</u>: Lee Warner)</li> <li>This was mentioned in the local media this month regarding the consultation on regenerating this area.</li> </ol>
<b>16 August 2022</b>	<ol style="list-style-type: none"> <li><b>Libraries and community performance</b></li> <li><b>City Wardens performance</b></li> <li><b>Pest and dogs service overview</b></li> <li><b>Waste contract / service performance</b></li> </ol>	<ol style="list-style-type: none"> <li>An insight into the performance of the service area</li> <li>Reflection of the past 12 months</li> <li>Service overview and performance</li> <li>A reflection of the last of the previous 12 months and key issues.</li> </ol>
<b>4 October 2022</b>	<ol style="list-style-type: none"> <li><b>Knife Crime and Serious Violence Strategy work</b></li> <li><b>Litter and Fly Tipping Strategy</b></li> <li><b>Domestic Abuse – Safe Accommodation Strategy</b></li> <li><b>CRASBU report</b></li> <li><b>Street Cleansing</b></li> </ol>	<ol style="list-style-type: none"> <li>An update to return to the Commission, to monitor progress following the update six months ago.</li> <li></li> <li>This has been deferred to the August meeting. (Housing Scrutiny members will be invited)</li> <li>Previous request for this item to come back to the Commission in 12 months with the consideration of the recent review led by the Housing Task Group (<u>Lead</u>: Daxa)</li> </ol>

## Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

<b>15 November 2022</b>	<ol style="list-style-type: none"> <li>1. <b>VCS &amp; Engagement work report</b></li> <li>2. <b>Crowdfunding Project</b></li> <li>3. <b>Textiles Factories - Pollution</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Members to receive a progress report on the strategy work and action plans and pledges and the budget info, to a future scrutiny meeting. (<u>Lead</u>: Andrew S / Miranda)</li> <li>2. Members requested a fuller report to come back to the Commission following the last update in January 2022. (<u>Lead</u>: Andrew S/Miranda)</li> <li>3.</li> </ol>
<b>12 January 2023</b>	<ol style="list-style-type: none"> <li>1. <b>Draft Revenue Budget and Capital Programme</b></li> <li>2. <b>Use of Pocket Parks in the City</b></li> </ol>	<ol style="list-style-type: none"> <li>1. Standard items to go to all Commissions.</li> </ol>
<b>2 March 2023</b>	<ol style="list-style-type: none"> <li>1. <b>Employment and Careers (in Libraries) Update</b></li> <li>2. <b>Community Safety Partnership Update (with Hate Crime Policy update included)</b></li> </ol>	<ol style="list-style-type: none"> <li>1. A report on progress expected to return, relating to the new initiative partnership with DWP.</li> <li>2. New hate crime policy – a report on progress is expected OR can be picked up as part of 'Community Safety Partnership work', as an annual item</li> </ol>

## Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

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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  None so far	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  None so far	Ongoing / watching brief
<b>COUNCIL BUDGET</b>	WATCHING BRIEF – members to consider any budget impacts relevant to this commission, as necessary.  None so far	Ongoing / watching brief
POSSIBLE DRAFT ITEMS – FORWARD PLANNING		
<b>Draft Local Plan</b>	<i>Item will go to all Commissions in Summer 2022, where an additional meeting will be anticipated</i>	
<b>Safer Leicester Partnership Plan 2021-2024</b>	<i>Last presentation to scrutiny was early 2021</i>	
<b>Pollution Control</b>	<i>Last presentation to scrutiny was early 2021</i>	

## Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

<b>Waste &amp; Recycling services</b>	<i>An annual report to scrutiny to report on progress / any issues / funding re: contracts</i>
<b>Cyber Fraud</b>	<i>Enhancing support outside the city centre, to neighbourhoods (can potentially come under the Community Safety item)</i>
<b>Community Gold project</b>	<i>Historical item that has remained on the work programme and will need to be investigated, regarding relevant updates</i>
<b>Hate Crime Policy (or Community Safety Partnership work as an annual item)</b>	<i>The new hate crime policy – requested to remain on work programme to come back to report on progress OR can be picked up as part of ‘Community Safety Partnership work’, as community safety partnership is an annual item for the Commission</i>
<b>Homelessness &amp; Rough Sleepers Strategy report</b>	<i>Commission to receive updates when available. Last update was in Dec 2021.</i>
<b>Litter and Fly Tipping Strategy</b>	<i>Last update was in October 2021; ongoing topic - to keep on work programme to receive update on progress and any issues.</i>
<b>Public Safety Team Report</b>	<i>Ongoing topic – can keep on work programme to receive update / any issues.</i>
<b>Gambling Policy – 2022-25</b>	<i>Ongoing – can keep on work programme for update on progress / any issues, if any.</i>
<b>VCS Engagement and Strategy work</b>	<i>Ongoing to keep on work programme to come to future meeting – see minutes when available.</i>
<b>Noise Control Update</b>	<i>Last update was in March 2022</i>
<b>Employment and Careers presentation</b>	<i>Ongoing - progress report to return</i>
<b>Licensing (cross cutting item with other Commissions)</b>	<i>Discussions required on whether this item should be taken at; OSC, Housing or Neighbourhoods</i>
<b>Crowdfunding Project</b>	<i>An update to return in 2022/23</i>
<b>Tree Strategy – Annual Review</b>	<i>Taken in June 2022</i>



## Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

Textiles Factories - Pollution	
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