

Leicester
City Council

**MEETING OF THE NEIGHBOURHOOD SERVICES SCRUTINY
COMMISSION**

DATE: TUESDAY, 15 NOVEMBER 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

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

For Monitoring Officer

Officer contacts:

Katie Jordan (Democratic Support Officer),

*Tel: 0116 454 2616 , e-mail: Katie.jordan@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.

Due to Covid we recognise that some members of the public may not feel comfortable viewing a meeting in person because of the infection risk.

Anyone attending in person is very welcome to wear a face covering and we encourage people to follow good hand hygiene and hand sanitiser is provided for that purpose.

If you are displaying any symptoms of Coronavirus: a high temperature; a new, continuous cough; or a loss or change to your sense of smell or taste, and/or have taken a recent test which has been positive we would ask that you do NOT attend the meeting in person please.

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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: Katie Jordan, **Democratic Support Officer on 0116 454 2616**. Alternatively, email Katie.jordan@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 4 October 2022 are attached and Members will be 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 AND, REPRESENTATIONS

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

The following questions have been received:

From Robert Ball

Q1. *“Have Colour Dyers UK submitted an odour management plan (OMP) to the EA?”*

Q2. *“Will the OMP require any plant changes, and when will the EA audit Colour Dyers' to make sure they are applying all appropriate measures to control the odour?”*

Q3. *“How further forward are N&PCT with the suggestion on monitoring of the Stena Stack with Colour Dyer? It's 15 years since monitoring of Stena Stack for benzene in 2006.”*

Q4. *“What regulatory options are available to get the monitoring of the Stena Stack carried out by Colour Dyers?”*

Q5.

“Has the chair of the health scrutiny commission or anyone else on the City Council written to Environment Agency to ask them to monitor and analysis discharge from the stack at Colour Dyers”?

Q6.

“Has the chair of the health scrutiny commission (1) or anyone else on the council made a request to the cabinet officer responsible seeking funding for some independent monitoring of Colour Dyers?”

Q7

“Are you aware if the council is considering or has plans to encourage engagement between Colour Dyers and local people who are affected by their activities?”

7. LEICESTER EAST SITUATION

The Director of Neighbourhood and Environmental Services will give a brief verbal update on the position regarding recent disorder in Leicester East..

8. TEXTILES FACTORIES - POLLUTION REPORT [Appendix B](#)

The Director of Neighbourhood and Environmental Services submits a presentation on the Textiles Factories – Pollution strategy.

9. STREET CLEANSING REPORT [Appendix C](#)

The Director of Neighbourhood and Environmental Services submits a presentation on Street Cleansing.

10. NOISE AND POLLUTION SERVICES - DASHBOARD PERFORMANCE [Appendix D](#)

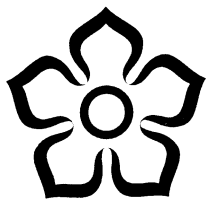
The Director of Neighbourhood and Environmental Services submits a presentation on Noise and Pollution Services – Dashboard Performance.

11. WORK PROGRAMME

Appendix E

The current work programme for the Commission is attached. The Commission will be 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, 4 OCTOBER 2022 at 5:30 pm

P R E S E N T :

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

Councillor Aqbany
Councillor Kitterick
Councillor Pickering

Councillor Fonseca
Councillor O'Donnell
Councillor Rahman

Councillor Westley

Also Present:

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

Councillor Clarke, Deputy City Mayor for Environment and Transportation
Councillor Russell, Deputy City Mayor for Social Care and Anti-Poverty

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27. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Chamund.

28. 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.

29. CHAIR'S ANNOUNCEMENTS

The Chair announced that Members of the Housing Scrutiny Commission had been invited to the meeting to consider the safe accommodation strategy and CrASBU update, which also fell under the portfolio of that Commission.

30. MINUTES OF THE PREVIOUS MEETING

It was noted that the issue of the retendering of the Council's contract with Biffa had been raised at the previous meeting. A briefing note for Commission Members on the retendering process including timescales was requested

AGREED:

1. That the Minutes of the meeting of the Neighbourhood Services Scrutiny Commission held 16 August 2022 be confirmed as a correct record.
2. That a briefing note on the retendering of the Biffa contract, including details of the process and timescales, be provided to Commission Members.

31. PETITIONS

The Monitoring Officer reported that none had been received.

32. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer reported that none had been received.

33. DOMESTIC ABUSE - SAFE ACCOMMODATION STRATEGY

The Director of Social Care and Early Help submitted a presentation updating the Commission on the progress of the Domestic Abuse – Safe Accommodation Strategy. It was noted that this area fell under Community Safety Services which now fell under the Social Care portfolio.

The Team Manager for Domestic and Sexual Violence presented the item, it was noted that:

- The Council was required to create a Safe Accommodation Strategy under the Domestic Abuse Act 2021.
- The Strategy included a number of priorities including establishing a Partnership Board and expanding the accessibility and suitability of safe accommodation.
- All target dates set out by the legislation were met.
- 'By and for' BME safe accommodation had been expanded.
- Respite Rooms had been piloted, bringing in 5 specialist accommodations.
New locations had opened to cover a wider area of the city.
- Specialist support around issues such as substance abuse and mental health had been expanded.
- The trauma informed framework aimed to discover and implement best practice across organisations and bodies.
- The aim was to have accommodation suitable for all different needs.
- Engagement activity with new facilities would be ongoing.

- A programme of workforce training for Council staff would commence soon.
- The performance management framework would be reviewed as data came in.

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

- This strategy had been developed as a result of the Domestic Abuse Act 2021. All of the Council's work and support around domestic violence was much broader than what was covered in the Strategy.
- Work had been done with Housing Officers to look at the ability to remove perpetrators from tenancies. However, this could involve giving priority to perpetrators for other Council accommodation which would present problematic optics.
- Housing Officers would also be consulted on what barriers exist for victims accessing safe accommodation.
- Extrapolated national data indicated that 54k people in Leicester had been victims of domestic abuse since age 16.
- The community champions scheme was focused on providing training on domestic abuse to different partners.
- The Council was supporting hundreds of people a quarter in the area of domestic abuse. Work was ongoing to understand what factors lead to people going through different access points.
- The accommodation provided by the Strategy was entirely within the city boundaries, however a national network existed which could place victims in other Authority areas.
- There were good relations with private sector providers enabling quick turnarounds on areas such as respite rooms.
- Accommodation options were becoming more supportive for different needs such as providing resources for children.
- Statistics were available in issues such as victims returning to perpetrators.
- Joint working between providers and different Council departments aimed to address barriers such as school admissions.
- A focus in recruitment was on language skills to enable those with language barriers to access the Service.
- Focus group discussions with community groups had led to a radio campaign.
- Those feeling domestic abuse would be given priority for Council accommodation.
- The sufficiency of staffing levels would be reviewed as more data came in.
- Grant money covered administrative costs as well as accommodation costs.
- Poverty and financial concerns were a key strand of vulnerability in this area, so there were concerns of how the cost of living crisis could impact on domestic abuse levels.
- Specialist support was available for those with immigration issues.
- The Government funding was £857k for a 12-month period. The funding

formula for future Government funding would be reviewed.

AGREED:

- That the Commission notes the update.

34. CRASBU UPDATE

The Director of Social Care and Early Help submitted an update on the work of the Crime and Anti-Social Behaviour Unit (CrASBU).

The Deputy City Mayor for Culture, Leisure, Sport and Regulatory Services introduced the item, noting that CrASBU continued to support victims and investigate complex and high-risk cases of anti-social behaviour (ASB).

The Service Manager for Community Safety and Protection presented the item, it was noted that:

- Low level ASB involving council tenancies was currently dealt with primarily by Housing Officers, however this responsibility would soon be passing to Community Safety with an additional 4 Officers.
- CrASBU were able to address ASB through a number of mechanisms including legal sanctions, with evictions as a last resort.
- The work of CrASBU increased during the Covid-19 period due to an increase in reporting.
- CrASBU referred cases to the Changing Futures Programme where the criteria was met.
- In 2022 the average cases per month CrASBU dealt with was 159, with a large influx of cases being referred from Housing Officers over the last few weeks.
- The Community Trigger allowed victims and communities to demand reviews of cases when they were not satisfied.
- CrASBU used a peer review process to help solve complex cases.

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

- CrASBU were aware of ASB issues on the streets coming off of Narborough Road, the work to resolve the situation was being driven by the Police.
- Issues with problem landlords could be tackled with selective licensing.
- The previous intervention to deal with ASB on West Street was successful and considered a good model going forward.
- Joint action groups on ASB were now entirely closed, with the role of open joint action groups being passed to Ward Community Meetings. The possibility of an open joint action group was being considered in the wake of the unrest in East Leicester.
- Issues with people on the homeless pathway causing disruption were known. A report into tenancy sustainment for those on the homeless

pathway had been commissioned.

- With ASB soon coming entirely under Community Safety, there would be able to be more joint-working to address issues earlier.
- There was a presentation regarding the Changing Futures Programme which would be sent to all Members. Online sessions about Changing Futures were also available for Members.

Members expressed the view that the Council's approach to ASB should be stricter, and that the examples of positive interventions to resolve severe ASB issues on West Street and London Road should be followed.

AGREED:

1. That the Commission requests that Members receive a copy of the report on tenancy sustainment for those on the homeless pathway.
2. That the Commission requests that all Members be sent the presentation on the Changing Future Programme.
3. That the Commission requests that Members' comments be taken into account by Officers.

35. LITTER AND FLY TIPPING STRATEGY REPORT

The Director of Neighbourhood and Environmental Services submitted a presentation on the Neighbourhood Services Litter and Fly Tipping Strategy for Leicester.

The Deputy City Mayor for Environment and Transportation introduced the item, noting that the Litter and Fly Tipping service was data led, and that Member engagement was important to locate issues.

The Head of Standards and Development presented the item, it was noted that:

- The framework to litter and fly tipping was to prepare, protect, prevent, and pursue. This was the framework for the ongoing action plan.
- The Council's waste and recycling contract with Biffa would end in 2028.
- 140 Street Cleansing Officer provided weekly maintenance of streets.
- The allocation of resources was determined by a data and intelligence led approach.
- The team ran campaigns to promote tidiness in the city.
- Targeted interventions included area based activities and action days.
- Fly tips in 2021/22 had fallen to pre-Covid levels.

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

- Mapping of areas was in-line with DEFRA categorisations. A map of frequency of cleaning for each street for each ward would soon be available.
- The frequency of cleaning for each street was determined by footfall. This also determined where litter bins were placed, but bins could be put

in places with lower footfall if there were issues.

- The cleaning of side streets was often determined by timing factors.
- There was now only 1 footway sweeper, which attended each ward on a rota basis. Tending to focus on the main gateways into the city.

Members noted concerns with the focus of cleaning efforts being on main roads, leaving side streets dirtier.

AGREED:

- That the Commission requests that Members' comments be taken into account by Officers.

36. KNIFE CRIME AND SERIOUS VIOLENCE STRATEGY WORK

The Director of Social Care and Early Help submitted a presentation on the ongoing Knife Crime Strategy for Leicester.

The Deputy City Mayor for Culture, Leisure, Sport and Regulatory Services introduced the item, noting the importance of partnership between the Council and external organisations on tackling knife crime.

The Community Safety (Knife Crime) Co-ordinator presented the item, it was noted that:

- The strategy was a pledge in the City Mayor's manifesto.
- The strategy was developed in consultation with the community.
- The strategy developed several recommendations on areas such as education and employment.
- Education initiatives from the strategy included a school and mentoring programme run by LCFC, and a project aimed at supporting those at risk of exclusion from schools.
- An initiative to support communities was opening up more school spaces for community use.
- A community parent forum had been developed.
- The Leicester Employment Hub was working with communities to support people getting employed.
- Statistics showed that knife crime involving under 25s had declined over the last 2 years.
- An operational group involving various Council departments had been developed to drive the work of the strategy.

In response to Members' questions it was noted that:

- The funding for the strategy would come from the internal budgets of all departments involved. There were also budgets from organisations such as the Safer Leicester Partnership and Violence Reduction Network which were drawn upon.

- The system was starting to join-up more cohesively with stakeholders, with the next aim being joint-up with communities as well.
- The Serious Violence Group was where all partners fed into the knife crime issue.
- The Prevention team received referrals from Police for vulnerable people.
- Street-based youth work team went out and engaged with young people not using Council services.
- The Council was happy to support community groups looking to engage on knife crime with help finding funding.
- University research into this area would be based on research funding.

Members praised the work of Officers in this area. Members also expressed concerns about the levels of funding from the Government to address these issues and wanted more longer-term funding. Concerns were expressed over the lack of early intervention now in place and emphasised the need for prevention to be the priority.

AGREED:

- That the Commission requests that Members' comments be taken into account by Officers.

37. WORK PROGRAMME

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

38. ANY OTHER URGENT BUSINESS

The Chair requested a verbal update on the Council's position regarding recent unrest in the east of Leicester.

The Director of Social Care and Early Help noted that as part of the major incident process, the Police were chairing regular meetings with a range of partners and Government representatives. The Council was running a recovery group to monitor concerns about tensions re-emerging and evaluate what happened. Sub-groups were targeted towards different age groups and communities. Terms of reference were being written for a review into the incident.

Members noted that they had reported concerns about rising tension in their areas in late August and that work to address the situation did not begin until the situation flared up into a major incident. Members expressed their shock and sadness at how events had unfolded and impacted communities.

The meeting closed at 8.48pm.

Oversight of Textile Manufacturing and Dye Works in Leicester

Noise & Pollution Team

Annette Bryan and Robin Marston, Pollution Team Managers

Dave Howard, Head of Regulatory Services

Who are the Noise & Pollution Team

- We investigate and regulate various forms of pollution
- We ensure that contaminated land is identified, investigated and remedied.
- We issue permits to approved polluting activities and also maintain the public register of these permits.
- We regulate Smoke control areas. Leicester is a single smoke control area its an offence to emit smoke within the city from a chimney, furnace or fixed boiler.
- We investigate complaints of nuisance which can be from commercial/industrial sites or residential property
- We also investigate complaints relating to light nuisance.
- We act as consultees to our Licensing Team on licenced establishments and events
- We act as consultees to our Planning Team to help minimise any potential detrimental impacts of new development

Team

- The team consists of 2 Team Managers (job share), 8 Officers and 2 Night Noise Support Officers (1 FTE)
- The team respond to complaints during office hours and operate a monitoring service to investigate.
- The monitoring service runs Monday to Friday during office hours and Wednesday to Saturday nights until 02.00 hours.

Textile Houses & Dye works

- The city has historically had a strong association with the production of textiles, clothing and shoes.
- Various dyeworks process and prepare textiles for the manufacture of clothing.
- There are 5 dye works currently in the city (2 are Environment Agency regulated). This number has fallen from 20 over recent years
- The process involves dyeing the cloth and then heat treating the coloured cloth (This is known as Stentering). Stentering ensures that the dye is 'fixed'.
- The process utilises solvents in the cleaning process and the process heat releases these solvents.
- The solvents have a low odour threshold and can give rise to complaints.
- 11. • Factories are frequently longstanding and close to residential areas



Regulation

Depending on the size and scale of the activity these sites are either Local Authority or Environment Agency Regulated

Local Authority (LA) Regulated

- **Statutory Nuisance under the Environmental Protection Act 1990**
- Any complaints would be for the Local Authority to investigate
- statutory nuisance powers to investigate frequency and impact of odour on adjacent residential and/or business
- ↗• Powers to serve an abatement notice
- Work with businesses to improve abatement technology and process controls

Environment Agency (EA) Regulated

- **Pollution Prevention & Control Act 1999**
- Where the treatment capacity is greater than 10 tonnes per day the site requires an EA permit to operate.
- Environment Agency inspected
- Complaints investigated by the Environment Agency
- Local authority role to liaise with Environment Agency regarding any concerns

Odour Management

Permitted Sites - Environment Agency (EA) Regulated:

- Permitted Textile and Fabric finishing sites must operate to Sector Guidance Note 6/08(11) - Statutory guidance for textile and fabric finishing and coating
- Emission limits for permitted sites are a set within the issued permit
- Operators must satisfy the EA that any emissions from the process are below the prescribed limits
- New EU standards for the Textile sector are planned and the sector guidance due for review by DEFRA

Permitted Sites and Local Authority Regulated sites:

- Good operating practice - the application of pre treatments such as scouring (to remove grease, chemicals and dirt) to the raw textile can reduce the impact from stentering.
- Suitable and sufficient stack heights ensure effective dispersal of odours (some weather conditions can reduce the effectiveness of any stack)
- Pollution Abatement technology is used in conjunction with stack height and good operating practice to minimise any odour impact
- Operators must look to implement Best Available Technology (BAT)

Case Study – Saffron Shades

- The premises was formerly Eurodyers Ltd and Regulated by the EA
- As Eurodyers Ltd the site was prosecuted by the EA for operating without a Permit.
- The site was taken on by Saffron Shades Ltd and has since operated under the 10 tonne threshold and does not require a permit.
- Several complaints were made to the Pollution team who investigated using Statutory Nuisance powers under the Environmental Protection Act 1990
- Following the witnessing of an odour nuisance in June 2022, a site visit was made to the premises.
- Advice on how to reduce odour issues provided - ensuring process emissions were passed through odour abatement kit (electrostatic precipitators) and then up through the stack to ensure better dispersal. Advice also provided on reducing fugitive emissions (those emissions not released through the stack).
- Saffron Shades have since continued to work to improve environmental standards at the factory.
- Complaints have since reduced and no further nuisances have been witnessed.
- Compliance revisit planned for late November

Case Study – Colours Dyeworks

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- This premises has been a dyeworks for a long time and has been the source of odour and noise complaints.
- The company falls under the remit of the Environment Agency. Under the Pollution Prevention and Control Act 1999 it has an A1 permit to operate. This permit contains a number of conditions that the operators must comply with, and these include noise, odour, water, and energy efficiency.
- Stack emissions were monitored in 2006. The results showed that the impact from the stenter stack was ‘insignificant’ and no Environmental Quality Standard (EQS), Environmental Assessment Levels (EAL) or Statutory Emission Limit Values (ELV) were breached.
- The noise and Pollution Team have received sporadic complaints regarding odour from the site. The Team have passed complaints to and liaised with the Environment Agency regarding concerns that odour is causing a nuisance to neighbours.
- In September 2021 there was an increase in complaints to the team regarding odour. This prompted a further investigation with the EA. In May 2022 a joint site visit was carried out. Operating conditions at the site were good and the EA were satisfied with operating practices.
- As part of the permit and companies odour management controls any complaints should go to the EA. Complaints are logged and investigated. Residents have been advised to contact the EA.
- Colours are in the process of updating their pollution abatement technology. The system is an KMA electrostatic precipitator which will have a combined built in recycling element for heat recovery, which allows the excess heat generated during the stentering process to be used to preheat the dyeing machines and also to preheat the stenters.

- The new abatement kit is onsite.
- Installation is planned for completion by the end of January. The intention is that the system will be operational in early February 2023.



- The new abatement technology is recognised in the industry as BAT, therefore legally the company will be doing all they can to meet emission standards.
- Once the installation is complete emission monitoring will take place to demonstrate compliance. The new textile industry guidance standards (expected sometime in 2023) will require the Environment Agency to review the permit for Colours. Colours will need to undertake some extractive monitoring as part of their permit application.
- A sister company in the City, Jersey Dyers, has recently installed the same abatement technology with very good results. Officers from the Pollution Team have inspected and noted considerable improvements in odour control. The company has also seen huge energy savings.
- The textile industry is considered low risk in terms of emissions. For this reason it is thought that the new textile industry guidance requirements are likely to be similar to the required levels in the previous 2003 sector guidance note. There is likely to be a requirement for annual stack monitoring.
- Given our knowledge of this process, the site inspections and the installation of the KMA abatement kit, it is anticipated that levels of pollutants will be well within required standards.
- It is possible that emissions monitoring could report as 'below detection limits' as the equipment has limits to which it can accurately test. This is not reporting a zero emission, but that the emission is below the limit of detection.

Textiles - Leicester Labour Market Partnership Review and Community Renewal Fund project

- Leicester has the second largest concentration of textile firms in the country, and the largest for garment manufacture, employing over a fifth of the UK workforce. The sector is worth over £500m to the local economy and is a priority sector for our economy.
- The Leicester Labour Market Partnership was launched in September 2019 to bring together key partners to look at ways to proactively address concerns of non-compliance in Leicester's garment sector. The latest review of this work has just been published.
- This aligns with Operation Tacit – an enforcement partnership addressing labour abuse and modern slavery – GLAA, HSE, National Crime Agency, Leicestershire Police
- Leicester City Council has taken a leading role helping to align the work of a range of organisations engaged in supporting local businesses, community organisations and textiles workers
- Leicester City Council has worked with DMU and Fashion Enter to deliver the Leicester Textiles Renewal project (with one off funding from the Community Renewal Fund) - delivering skills and business innovation support for a cohort of 20 manufacturers
- This has included compliance reviews to support participating manufacturers. Although businesses were generally compliant across all areas, environmental management was highlighted as a potential area of focus for any future support.
- There is an opportunity here to link the knowledge and skills in the Pollution Team with the work of the Economic Regeneration Team

Next Steps

- 1) We will continue to work closely with EA to monitor any risk.
- 2) We will monitor the installation of the new abatement kit at Colours
- 3) We will provide regular oversight reports to Neighbourhood scrutiny on the work of the Noise & Pollution Team

Closing Comments

- Textile processors and Dye houses do still give rise to some complaints, however the situation in recent years has improved as abatement technology has improved.
- The odour associated with this type of activity is detectable at very low thresholds. This means that some odour may be noticeable, even with the best available technology in situ.
- Operators must still ensure good working practices.
- For EA Permitted sites residents should complain direct to the EA.
- The textile industry is very important to the Leicester economy. Work to support and grow will need to be managed alongside environmental regulation and responsibility. The pollution Team will work with the Economic Regeneration Team in this regard

Cleansing Services Parks & Open Spaces

Scrutiny 15th November
2022



Leicester
City Council

Purpose

- To provide members with 12 month statistical data and core service delivery operations across the city.
- To provide details of innovative service changes.

Introduction

This presentation gives an overview of Cleansing Services operations throughout Leicester.

1. Scope of service (4 – 5)
2. Statutory requirements / performance (6 – 10)
3. Service delivery (11 – 23)
4. Innovation (24)
5. Budget Pressures (25)

Scope of Cleansing Services

- Maintaining DEFRA statutory requirements for Litter, detritus, graffiti, fly posting standards.
- Abandoned vehicles service
- Removal of fly tipping
- 24 • Public toilets maintenance
- Needle Collection
- Out of hours cover (RTC's, Spillages, Needle collection etc)
- Gum and stain removal

Cleansing Services Team

- 146 Employees
- 6 Managers
- 5 Admin
- 135 Front line operatives

Core Operational Schedules

- ❖ City Centre - 05.15am – 21.00pm Monday - Sunday
- ❖ Districts – 07.00 – 15.00pm Monday – Friday
- ❖ Gateways & Shopping precincts Saturday & Sunday

DEFRA Statutory Requirements

Under section 89 (7) of the Environmental Protection Act 1990 Authorities has a statutory duty:

To ensure that their land (or land for which they are responsible) is, so far as is practicable, kept clear of litter and refuse.

Standards are measured using DEFRA code of practice NI195 national standards:



²
A Grade - Satisfactory



B Grade - Satisfactory

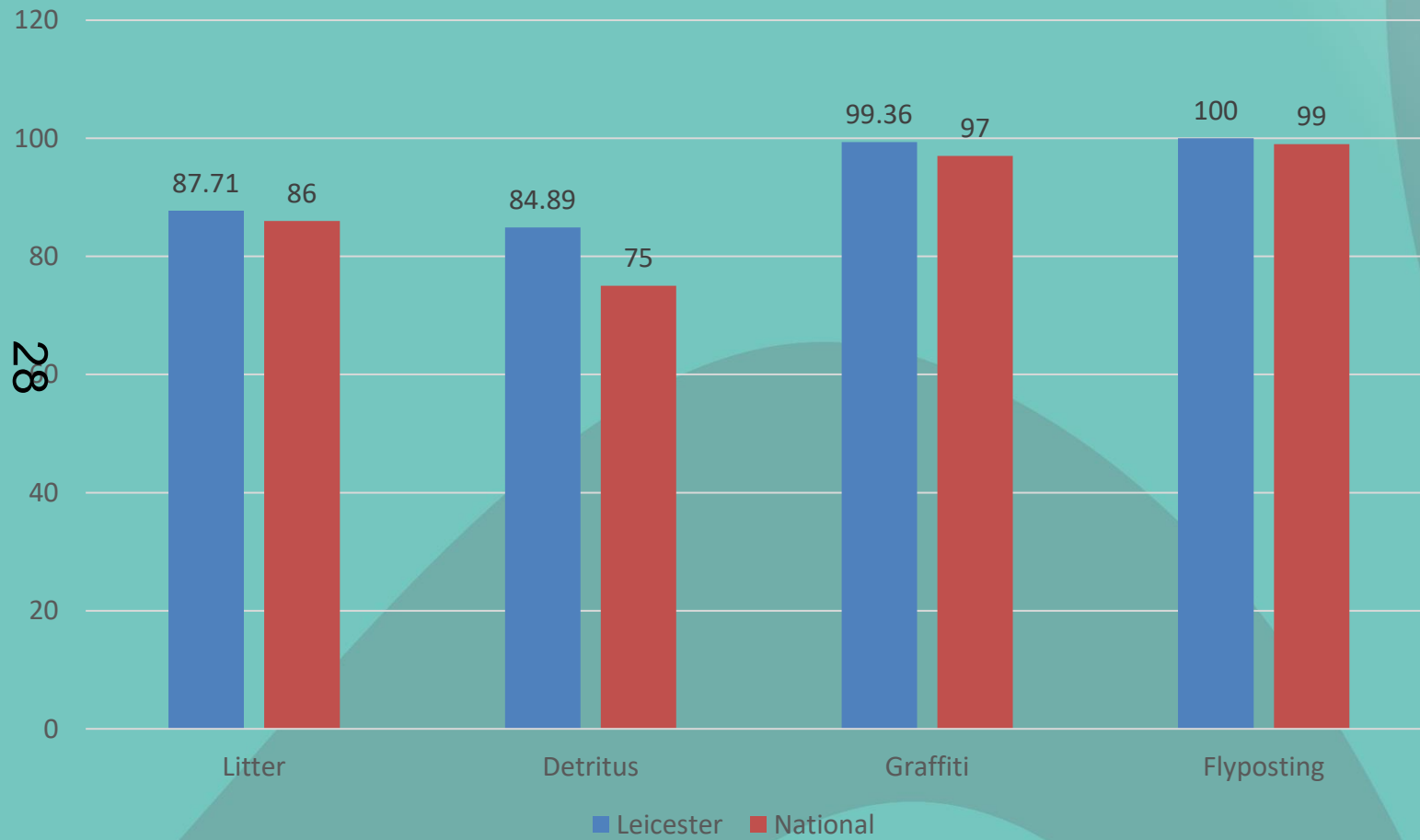


C Grade – Unsatisfactory



D Grade – Unsatisfactory

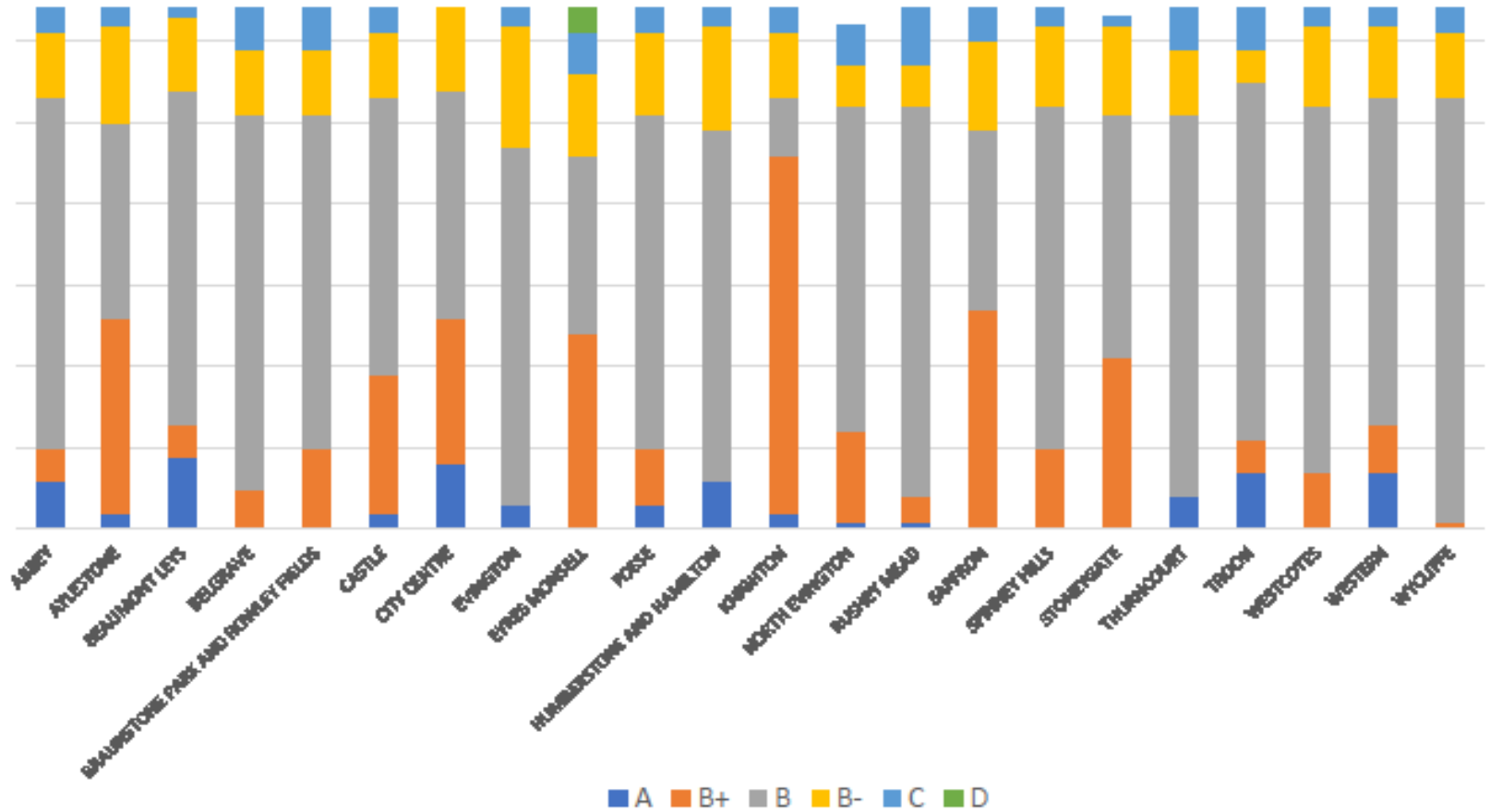
2021 – 22 Citywide Performance



NI 195 Results 21 / 22	Litter	National	Detritus	National	Graffiti	National	Flyposting	National
Abbey	89.06	86%	79.69	75%	98.43%	97%	100%	99%
Aylestone	87.50	86%	82.81	75%	97.65%	97%	100%	99%
Beaumont Leys	91.40	86%	86.72	75%	100%	97%	100%	99%
Belgrave	85.94	86%	78.90	75%	100%	97%	100%	99%
Braunstone & Rowley Fields	85.94	86%	88.28	75%	98.43%	97%	100%	99%
Castle	89.06	86%	82.03	75%	100%	97%	100%	99%
City Centre	92.18	86%	93.75	75%	97.65%	97%	100%	99%
Evington	85.16	86%	83.59	75%	100%	97%	100%	99%
Eyres Monsell	79.69	86%	82.81	75%	98.44%	97%	100%	99%
Fosse	87.50	86%	87.50	75%	100%	97%	100%	99%
Hammerstone & Hamilton	86.72	86%	85.94	75%	100%	97%	100%	99%
Knighton	89.06	86%	82.03	75%	98.44%	97%	100%	99%
North Evington	88.28	86%	87.5	75%	97.65%	97%	100%	99%
Rushey Mead	85.15	86%	75.00	75%	100%	97%	100%	99%
Saffron	85.15	86%	80.47	75%	99.22%	97%	100%	99%
Spinney Hills	89.06	86%	86.72	75%	100%	97%	100%	99%
Stoneygate	89.84	86%	85.94	75%	100%	97%	100%	99%
Thurncourt	85.93	86%	86.72	75%	100%	97%	100%	99%
Troon	89.06	86%	82.81	75%	100%	97%	100%	99%
Westcotes	89.06	86%	87.50	75%	100%	97%	100%	99%
Western	89.84	86%	91.41	75%	100%	97%	100%	99%
Wycliffe	89.06	86%	92.19	75%	100%	97%	100%	99%
City Wide average	87.71	86%	84.89	75%	99.36	97%	100%	99%

Litter Grades Quarters1-4 2021/22

30



Manual Sweeping Operations

Manual Cleaning Teams
3000+ streets cleaned
weekly

3 District 12 Teams - 58
Staff

City Centre 12 Staff & 6
Retail Market





Street Washing Service
City Centre 05.15 – 21.00
District 06.00 – 14.00

Weekly Schedules

33

- Market Street (Daily)
- Horsefair Street
- TownHall Square including Every Street
- Granby Street
- Belvoir Street
- Rutland Street (Granby Street – Charles Street)
- Halford Street (Granby Street – Charles Street)
- Gallowtree Gate
- High Street
- Clock Tower
- Eastgates
- Jubilee Square
- Hotel Street
- Market Place
- Cheapside
- Cank Street
- Charles Street (in front of City Hall)
- Churchgate (on completion of regeneration work)
- Belgrave Gate (on completion of regeneration work)

Monthly Schedules

- Applegate
- Rutland Street (Charles Street – Humberstone Gate)
- Halford Street (Charles Street – Orton Square)
- Orton Square (Curve area)
- Loseby Lane
- Carts Lane
- Silver Street
- Guldhall lane
- Cathedral Gardens
- Peacock Lane
- Charles Street (Halford Street – Haymarket bus station)
- Humberstone Gate East
- King Street
- London Road (Front of train station)
- Gravel Street

34

Mechanical cleaning operations

Footway sweeper

- 06.00 – 14.00 - District
- 05.15 – 20.30 – City Centre

Removing detritus from footways including cycle lanes.



Mechanical brush

- 06.00 – 14.00 – Districts

Removing detritus from kerb lines city wide



City Centre Gum Buster

Working in partnership with BID Leicester, Gum removal is in operation within the City Centre, average 500 gum stains removed daily.

Recent success in receiving £20,000 KBT grant to extend the city centre team for 6 months from 1 to 2 FTE and implementing behavioural change.

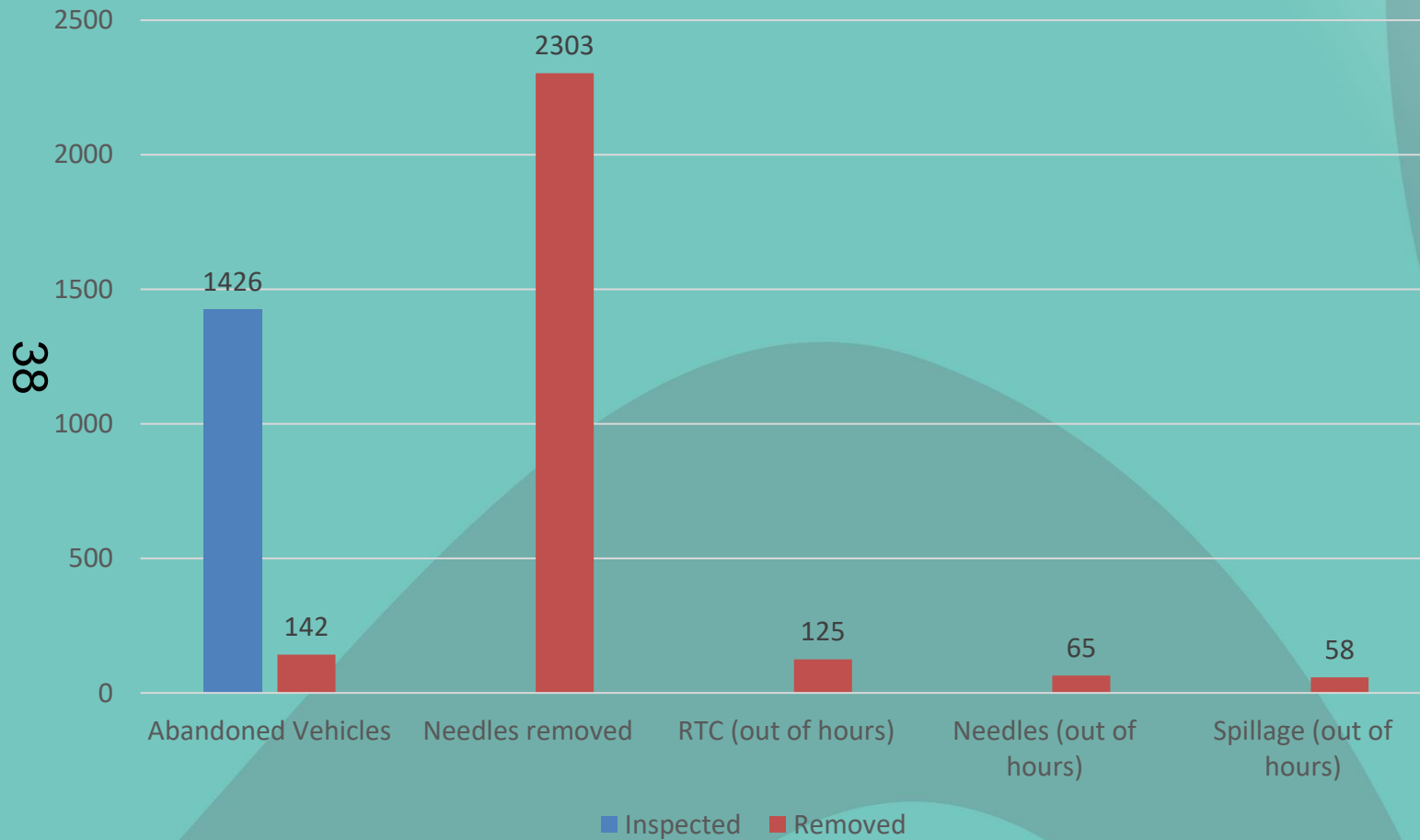




Litterbins and Maintenance

- 1752 Multi purpose litter & dog waste bins
- 343 within the City / Outer Centre
- Litterbins are installed, repaired and maintained by Cleansing Services.
- Litter bins are emptied during street cleansing frequency.

2021 Incidents



2021 - £138K toilet refurbishment program Capital Bid

39



Refurbishment Welford Road, Humberstone Park, Western Park, Knighton Lane East, East Park Road, Abbey Park, Knighton Park.



In 2020 introduction of self-contained graffiti removal vehicles.
2021 - 6457 tags from 1528 locations removed

Graffiti Photo's Before and After Removal

41



Graffiti Photo's Before and After Removal



Repainting of cable boxes



Graffiti removal from unusual places

River Soar



Marsdon Lane/Great Central Way



Spinney Hill Park on Pavilion Roof



Town Hall Square Fountain



Key Aims

- Increase recycling city wide.
- Explore low emissions / electric vehicles.
- Digital transformation for all front line service teams.
- Maintain reduction in glyphosate usage.
- Leicester to be recognised as a pesticide free city.





Any Questions

Noise and Pollution Team

Overview and Performance Dashboard

Dave Howard, Head of Regulatory Services
Annette Bryan & Robin Marston, NPC Team Managers

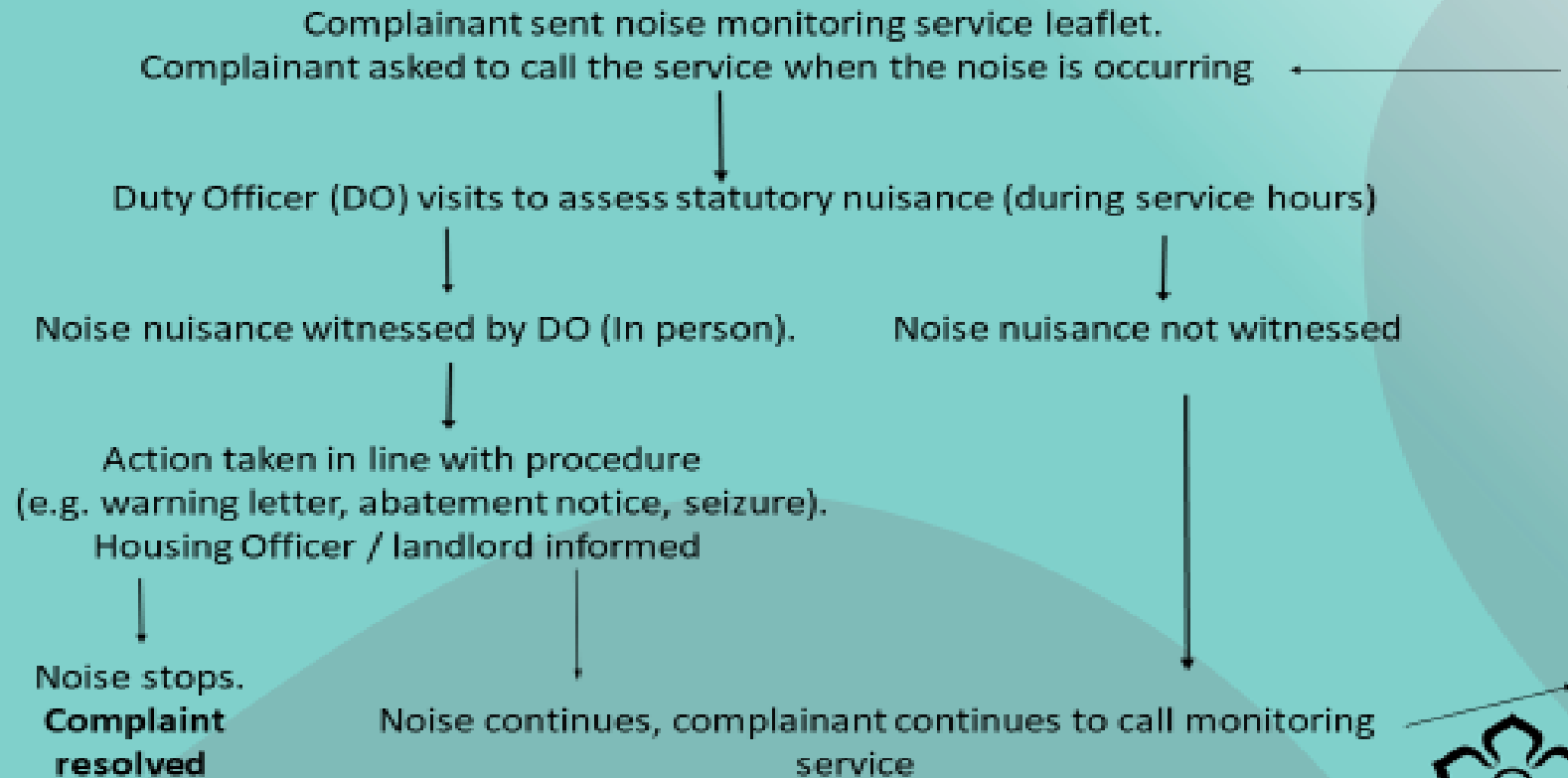
Service Overview

- The Noise and Pollution Control (NPC) Team investigate complaints of statutory nuisance.
- Statutory nuisance can be caused by noise, odour, smoke, dust arising from one property that materially interferes with the enjoyment of another.
- This can be from residential or commercial premises
- The team respond to complaints during office hours and operate a monitoring service to investigate.
- The monitoring service runs Monday to Friday during office hours and Wednesday to Saturday nights until 02.00 hours.
- Other work areas for the team include licensing and planning consultations, inspections of permitted processes and contaminated land.
- 2 Team Managers job share, 8 FTE PCO/EHOs, 2 Night Noise Support Officers (1 FTE)

Investigation of nuisance complaints

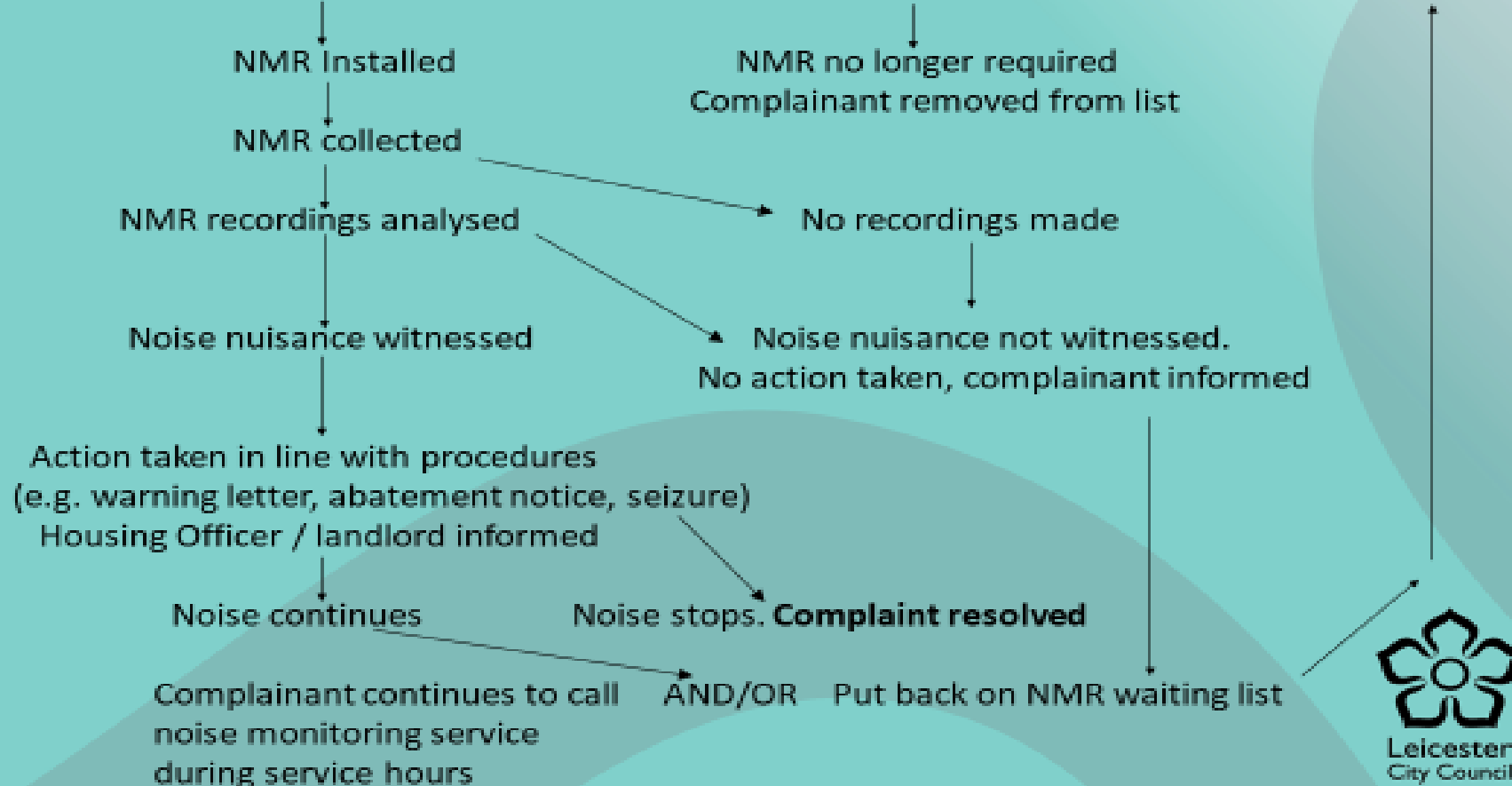
- Residents can make a complaint online at <https://my.leicester.gov.uk/>
- An Officer will contact a customer to discuss their concerns and the nature of the problem they are experiencing.
- Where the service can help customers will be advised of the monitoring service and/or where appropriate the noise monitoring devices
- Nuisance is assessed from the complainant's property – an officer can judge the impact
- During service hours, officers will visit a complainant's home
- For noise that occurs outside service hours or for noise of short duration we will ask for a diary to be kept
- Noise monitoring recorders (NMRs) can be installed but can have limitations
- NMRs – complainant to provide statement
- The best evidence is if an officer witnesses noise/pollution **in person**, during monitoring service hours.
- 90% nuisances witnessed by officers **in person**
- The team have **6 NMRs**

Noise Witnessed in Person



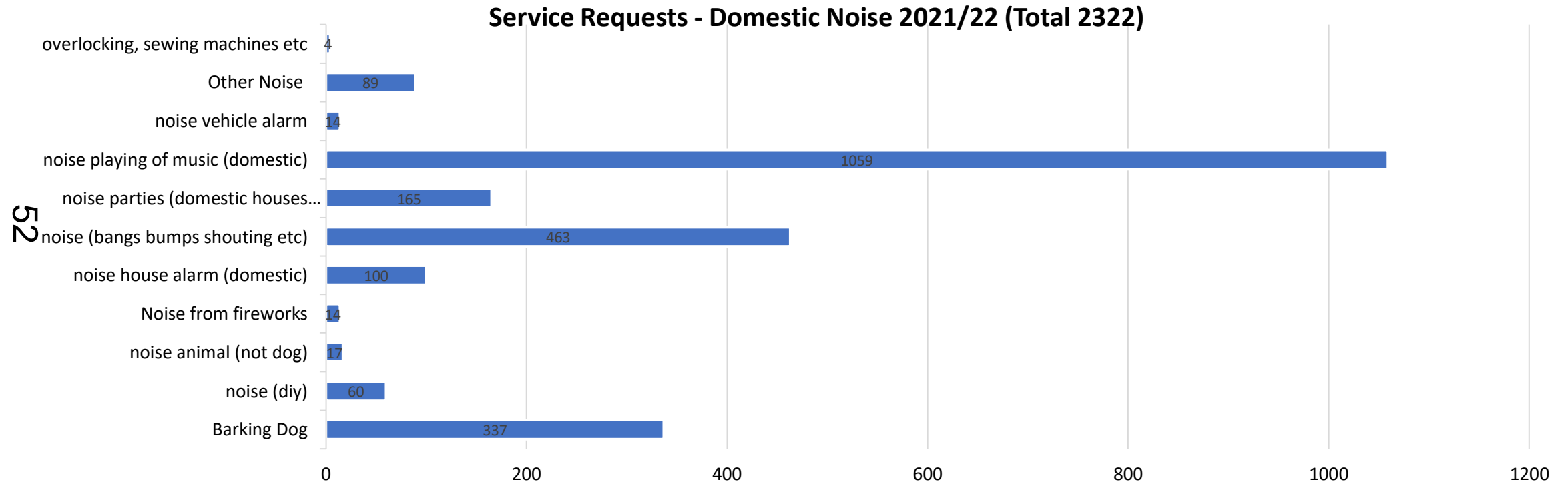
Noise outside monitoring service hours and/or of short duration

Complainant informed they are at the top the Noise Monitoring Recorder (NMR) Waiting List



Noise Service Requests Received

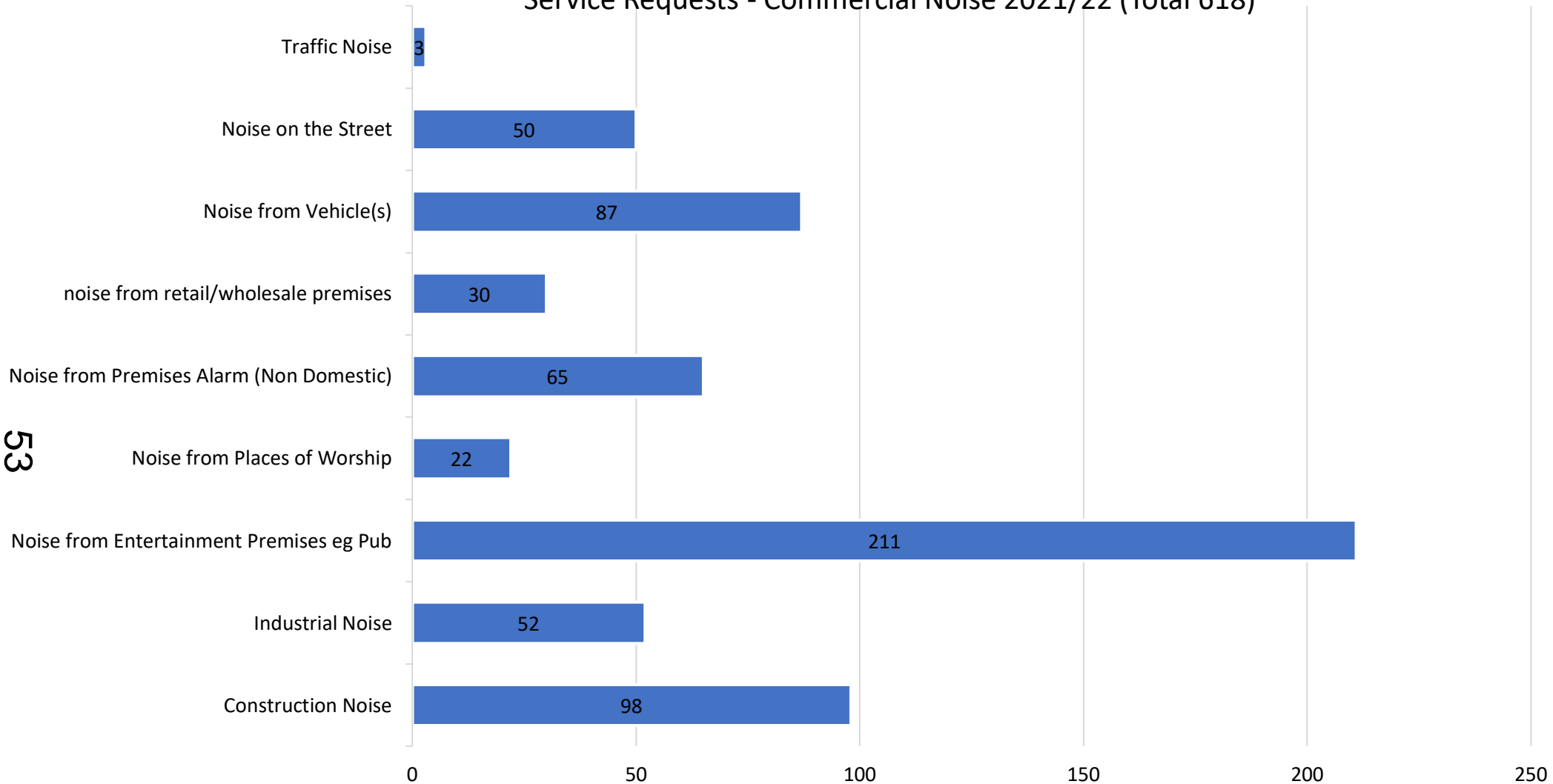
Number of initial domestic noise complaints received	Number of initial dog barking complaints received	Number of initial commercial noise complaints received	Total initial noise complaints received
1985	337	618	2940



- Most domestic complaints are received regarding noise from the playing of amplified music closely followed by intermittent noise (from bangs bumps voices) and then barking dogs
- To prove that a noise is a statutory nuisance the team must show that the noise is causing a detrimental impact.

Service Requests - Commercial Noise 2021/22 (Total 618)

53

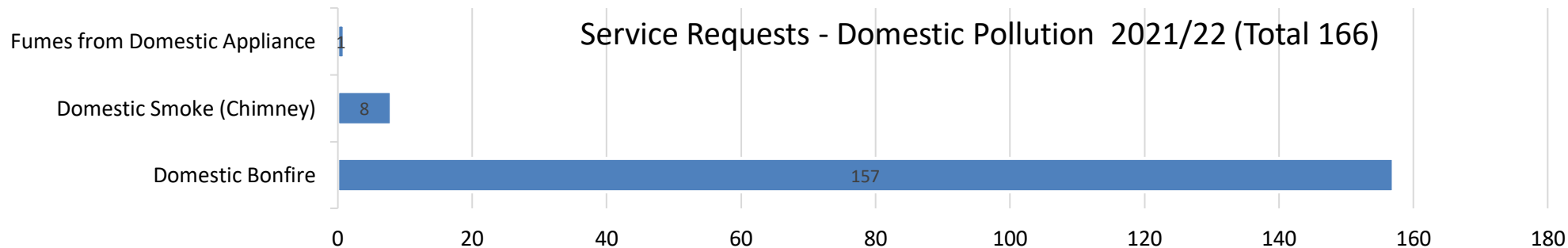


- Commercial noise is noise from a commercial activity affecting residential or other businesses
- Noise from entertainment premises is the predominant type of complaint and the Noise team work closely with LCC and Police Licensing Teams to control and enforce

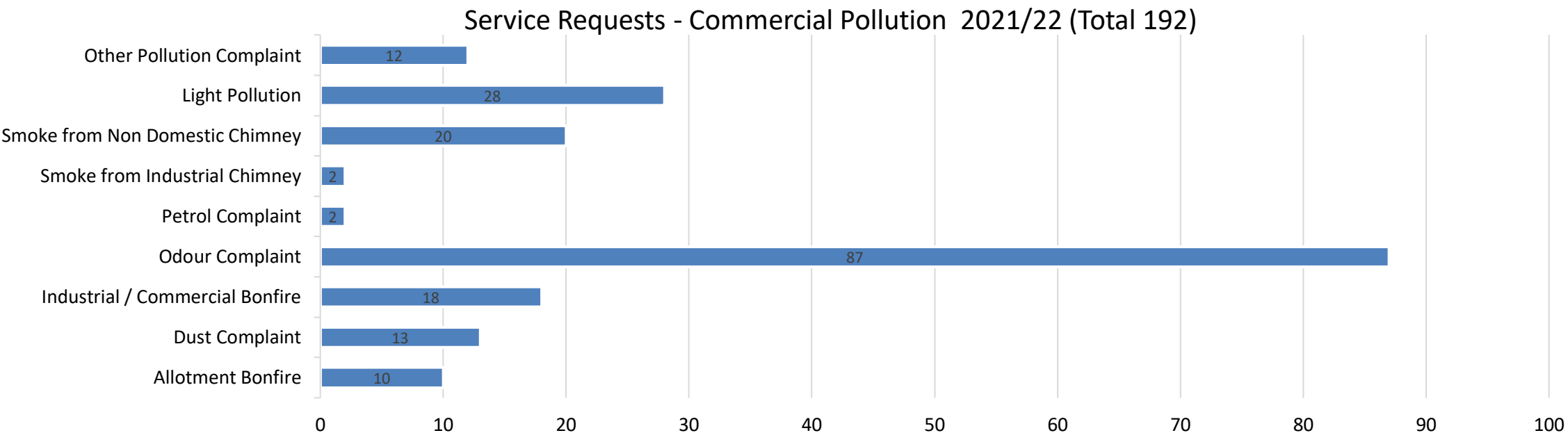
Pollution Complaints received 2021/22

- The team also respond to nuisance pollution complaints such as dust, smoke and odour.
- The out of hours monitoring service is also use to respond to pollution complaints
- Domestic bonfires are the most significant complaint and then odour from commercial activities

Number of Initial Pollution Complaints received
358



54



Calls to Noise and Pollution Monitoring Service

- Complainants can call the duty officer during officer hours or utilise the out of hours service when a nuisance is ongoing.
- An officer has a target response time of 1 hour to respond and assess the noise, odour, dust etc
- In some instances the nuisance may have stopped prior to the officer arriving on site.
- Complaints can call multiple times when the problem is ongoing to give officers the best chance to witness it.
- Complainants can call outside duty officer service hours and record that the problem is ongoing. This information is used to review cases and service needs
- A high proportion of calls to the service are cancelled or the alleged nuisance has stopped prior to an officer arriving on site (77%)
- Of the 826 visits made when the alleged noise/odour nuisance was occurring a statutory nuisance was witnessed in 240 instances
- In 215 Cases the noise/odour was assessed by the officer as not constituting a statutory nuisance.
- Only 10% of nuisances were witnessed via NMRs

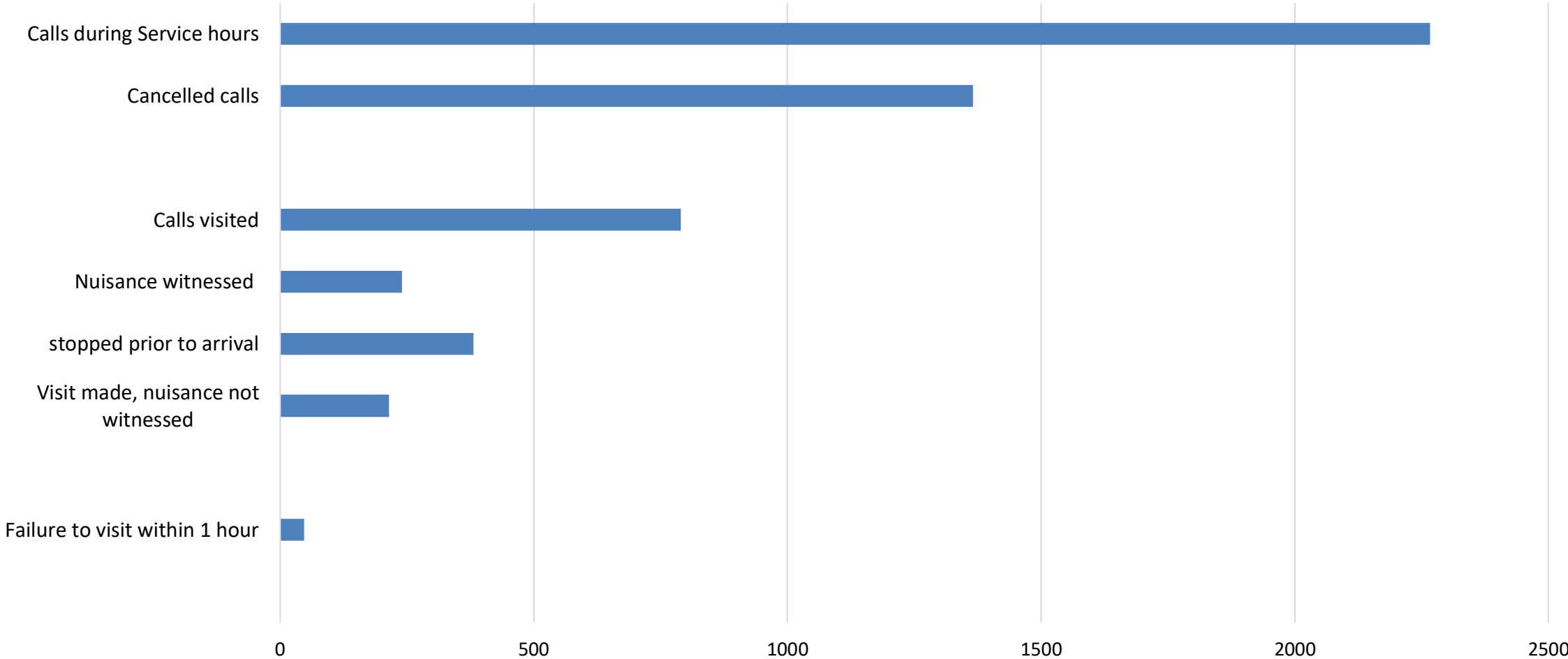
Response Time

The NPC Team have a performance target to respond to 90% of calls to the monitoring service by existing users within 1 hour –

In 2021/22 the team achieved 94%

Calls to Noise and Pollution Monitoring Service 2021/22

56



Case Study – Abu Daniel

- Residents living nearby had complained about unacceptable noise from amplified music and loud bass, which was making it difficult for them to sleep at night, and also made it difficult to use their property during the day.
- Within a two-month period, the council's noise and pollution control team witnessed four noise nuisances from the premises.
- The premises licence holder received three warnings about the noise. The warnings were not heeded and a further noise nuisance was witnessed on Sunday 17 September 2022
- As a result, Leicester Magistrates Court granted the noise and pollution control team a warrant to enter the premises and remove noise-making equipment.
- In total, more than 12 items of sound equipment have been seized, including mixing desks, amps and speakers.
- Abu Daniel can claim the sound equipment back a month after the seizure but will have to pay the costs incurred, which will be in the region of £800.
- Following the seizure, the noise and pollution control team are requesting a review of the premises licence for Abu Daniel to remove amplified music and voice from the licence.



Actions

- A graduated approach to enforcement is followed from advice through warnings and where necessary legal action.
- The vast majority of cases are resolved informally following advice or warnings

Nuisances witnessed	Informal warning letters	Statutory notices and notice reminder letters	3 rd Nuisance letters	Seizure	Prosecution Letter	Prosecution / Formal Caution
267	162	62	12	6	0	0

Other Duties

- The team are also responsible for routine consultation and inspection activity.
- They work with planning and licensing on ensuring any potential impact from new applications is minimised
- Inspection work of regulated permitted industrial processes and Petroleum licences forms part of the team planned work

New planning applications – consultations for noise and odour issues	New licensing applications (including TENS) – consultations for noise issues	New planning applications – consultations for contaminated land	EPR and Petroleum inspections undertaken
353	116	162	38

Service Development

Customer Journey - Review of website and public information with regard to the nuisance investigation service. To ensure Leicester residents and businesses are aware of what constitutes a nuisance, self help and advice, how to complain to us and service expectations.

59

Partner agencies - Continue to work closely with and strengthen liaison with CRASBU and the Police. To share information and intelligence. Supporting CRASBU Team with their and joint investigations.

Permitted Processes - Continue to develop close joint working with the Environment Agency to provide a strategic link and confidence that Leicester sites are operating to required standards

Performance Reporting – Provide regular team performance updates to LMB, CM and Exec to provide confidence in service provision and brief on service performance and trends

Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

Meeting date	Meeting items	Information
28 June 2022	<ol style="list-style-type: none"> 1. Ward Meetings and Ward Funding reports 2. Stocking Farm Regeneration 3. Tree strategy – annual review 	<ol style="list-style-type: none"> 1. Ongoing topic – suggested as an annual scrutiny item for ward meetings and ward funding (<u>Lead</u>: Lee Warner) 2. This was mentioned in the local media this month regarding the consultation on regenerating this area.
16 August 2022	<ol style="list-style-type: none"> 1. Libraries and community performance 2. City Wardens performance 3. Pest and dogs service overview 4. Waste contract / service performance. 	<ol style="list-style-type: none"> 1. An insight into the performance of the service area following COVID19. 2. Reflection of the past 12 months, with information on service access 3. Service overview and performance; how to access the service 4. A reflection of the last of the previous 12 months and key issues following COVID19.
4 October 2022	<ol style="list-style-type: none"> 1. Domestic Abuse – Safe Accommodation Strategy 2. CRASBU report 3. Litter and Fly Tipping Strategy 4. Knife Crime and Serious Violence Strategy work. 	<ol style="list-style-type: none"> 1. This has been deferred to the August meeting. (Housing Scrutiny comm invited) 2. 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 (Housing members will be invited). 3. Following a previous update taken last year, Members expressed an interest in this item. 4. An update to return to the Commission, to monitor progress. 5. A verbal report on the situation in Leicester East was provided to members.
15 November 2022	<ol style="list-style-type: none"> 1. Leicester East situation – short verbal update on position 2. Noise and Pollution Services – Performance Dashboard reports 3. Textiles Factories - Pollution 4. Street Cleansing report 	

Updated November 2022

Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

12 January 2023	<p><i>Possible items tbc:</i></p> <ol style="list-style-type: none"> 1. Draft Revenue Budget and Capital Programme 2. Changing Futures Project 3. Selective Licensing Scheme (including Hackney Carriages Fees in relation to cost of living crisis) 4. Employment and Careers (in Libraries) update 5. City Centre Ball Courts 	
2 March 2023	<p><i>Possible items, tbc:</i></p> <ol style="list-style-type: none"> 1. Community Safety Partnership Update (with Hate Crime Policy update included) 2. CRASBU Update 3. Litter and Fly Tipping Strategy 4. Crowdfund Leicester projects 5. Voluntary Community Sector strategy and action plans 6. Street Lifestyle 	<ol style="list-style-type: none"> 1. 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 2. At the meeting on 4 October, an update report in approximately six months was requested 3. At the meeting on 4 October, an update report in approximately six months was requested

Neighbourhood Services Scrutiny Commission - Work Programme 2022 to 2023

POSSIBLE DRAFT ITEMS – FORWARD PLANNING	
Safer Leicester Partnership Plan 2021-2024	<i>Last presentation to scrutiny was early 2021</i>
Waste & Recycling services	<i>An annual report to scrutiny to report on progress / any issues / funding re: contracts. Completed as of August 2022.</i>
Cyber Fraud	<i>Enhancing support outside the city centre, to neighbourhoods (can potentially come under the Community Safety item)</i>
Domestic Abuse Strategy – wider context	<i>As suggested at the scrutiny meeting on 4 October.</i>
Community Gold project	<i>Feedback on the outcome of regular meetings with residents.</i>
Hate Crime Policy (or Community Safety Partnership work as an annual item)	<i>Likely to be brought to the commission meeting in March 2023.</i>
Homelessness & Rough Sleepers Strategy report	<i>Commission to receive updates when available.</i>
Public Safety Team Report	<i>Ongoing topic – can keep on work programme to receive update.</i>
Gambling Policy – 2022-25	<i>Ongoing – can keep on work programme for update on progress / any issues, if any.</i>
Knife Crime and Serious violence strategy update	<i>Next update in May / June 2023</i>
Employment and Careers presentation	<i>Ongoing - progress report to return</i>
Crowdfund Leicester	<i>Update report to come back in early 2023</i>
Voluntary Community Sector strategy and action plans	<i>Update on strategy work to come back in early 2023</i>
Use of Pocket Parks in the City	<i>Item requested by commission from June 2022 meeting</i>

