

Leicester
City Council

**MEETING OF THE NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION**

DATE: THURSDAY, 17 OCTOBER 2013
TIME: 5:30 pm
**PLACE: The Oak Room, Ground Floor, Town Hall, Town Hall
Square, Leicester. LE1 9BG**

Members of the Committee

Councillor Cutkelvin (Chair)
Councillor Gugnani (Vice Chair)

Councillors Bhatti, Cleaver, Corral, Desai, Grant and Naylor

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

Jason Tyler

For Monitoring Officer

Officer contacts:

Jason Tyler (Democratic Support Officer):

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There are certain occasions when the Council's meetings may need to discuss issues in private session. The reasons for dealing with matters in private session are set down in law.

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If there are any particular reports that you would like translating or providing on audio tape, the Democratic Services Officer can organise this for you (production times will depend upon equipment/facility availability).

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There are induction loop facilities in meeting rooms. Please speak to the Democratic Services Officer at the meeting if you wish to use this facility or contact them as detailed below.

General Enquiries - if you have any queries about any of the above or the business to be discussed, please contact Jason Tyler, Democratic Support on (0116) 229 8816 or email Jason.Tyler@leicester.gov.uk or call in at the Town Hall.

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PUBLIC SESSION

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETING [Appendix A](#)

The Minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Committee held on 3rd September are attached, and Members will be asked to confirm them as a correct record.

4. PETITIONS

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

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report the receipt of any Questions, Representations and Statements of Case submitted in accordance with Council procedures.

6. NOISE CONTROL SERVICE [Appendix B](#)

The Director of Environmental and Enforcement Services presents a report, requested by the Scrutiny Commission, on the Noise Control Service that details staffing levels over the last 5 years. Information is also provided in relation to the hours the noise monitoring service operates currently.

7. ANTI-SOCIAL BEHAVIOUR [Appendix C](#)

The Director of Environmental and Enforcement Services presents a report that outlines the current services available to victims of anti-social behaviour through Leicester City Council's Anti-Social Behaviour Team.

8. SPECIALIST DOMESTIC VIOLENCE SERVICES [Appendix D](#)

The Director of Environmental and Enforcement Services presents a report that provides an update on the current domestic violence services that have been commissioned in Leicester by Leicester City Council in September 2012. The

report also outlines the performance of these services and also highlights the intention to re-launch and celebrate the work carried out to date.

9. CENSUS DATA ANALYSIS

Appendix E

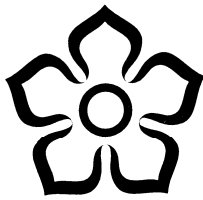
The Director of Delivery, Communications and Political Governance presents a report that sets out progress being made by the City Council on making use of Census 2011 data as part of its corporate programme of data collection and analysis.

10. DRAFT WORK PROGRAMME 2013/14

Appendix F

The Scrutiny Commission to receive the Draft Work Programme 2013/14 for consideration and comment.

11. ANY OTHER URGENT BUSINESS



Leicester
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Appendix A

Minutes of the Meeting of the
NEIGHBOURHOOD SERVICES AND COMMUNITY INVOLVEMENT SCRUTINY
COMMISSION

Held: TUESDAY, 3 SEPTEMBER 2013 at 5.30pm

P R E S E N T :

Councillor Cutkelvin (Chair)
Councillor Gugnani (Vice-Chair)

Councillor Bhatti
Councillor Cleaver
Councillor Corral

Councillor Desai
Councillor Naylor

Also present:

Councillor Russell – Assistant City Mayor (Neighbourhood Services)

* * * * *

39. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Bhatti.

40. DECLARATIONS OF INTEREST

Councillor Corral disclosed an Other Disclosable Interest in Minute 45 (Leicestershire Citizens Advice Bureau) as he was a friend of a person that worked for the Leicestershire Citizens Advice Bureau.

41. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

that the minutes of the ordinary meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 4th July 2013, together with the minutes of the extraordinary meeting held on 20th August 2013, as previously circulated, be

agreed as a correct record.

42. MATTERS ARISING FROM THE MINUTES

i) 4th July

Minute 20 – Matters Arising from the Minutes

- City Mayor's Delivery Plan – Report to be referred to Overview Select Committee in October 2013 and an update on targets related to this Commission has been added to the Work Programme for the December meeting.

Minute 23 – New Household Waste Recycling Centre

- An update report to come back to this Scrutiny Commission in January 2014 on the re-use Pilot Scheme (Pass it on Scheme)

Minutes 27 – Work Programme

- A Site Visit for Members to visit the new Customer Service Centre in Granby Street to be arranged as soon as possible after the facility opens.

ii) 20th August

Minute 34 – Community Services Charging Scheme - Responses from Officers to the recommendations

Responses from the officers were tabled at the meeting, as set out below: -

“Recommendations:

- 1) *Officers consider a re-classification of those groups that currently use community facilities and have expressed concerns at the level of charges they are expected to pay.*

Response: Officers are working case by case on each group to verify that the community group is being correctly assigned to the charge scale of the new scheme. Each group that has requested this will be informed of the outcome of the verification process.

- 2) *Officers consider that where a Community Centre has a 'lounge type' or communal area, consideration be given for the group to use the space for free or at a discounted rate to reflect the non-exclusive nature of these areas/ rooms.*

Response: Officer have identified the specific areas in the centres that would be designated as “lounge” or drop in areas (areas outlined below for information) together with a criteria for use on a consistent basis.

1. African Caribbean Centre	Café
2. Brite	Library and Reception Area
3. Eyres Monsell	Lounge
4. Fosse	Library
5. Linwood Centre	Hall
6. Manor House	old lounge
7. St Matthews	Library
8. Stocking Farm	Healthy Living Centre Reception
9. Thurnby Lodge	Community Library
10. Tudor	Area behind reception and adjacent rooms

- 3) *Officers look to extend the same the transitional arrangements that have been offered to groups at the Rushey Mead Recreation Centre to similar groups across the City, where if the group have historically not been charged for the use of a room, transitional support is extended from 7 months to 2 years.*

Response: Officers have applied the 2 year transition payment scheme to those groups who are currently not paying for the room which do not qualify for "lounge" or drop in status. Each group will be informed of the outcome of the change.

- 4) *Officers look to find ways of reflecting within the fees and charging scheme the voluntary nature of work undertaken by certain groups who do not currently benefit from the discount or payback scheme offered to groups within a partnership agreement.*

Response: The new Fees and Charges provides a 65% discount on the standard rate to recognise community group activities are operated on a voluntary basis and their contribution to encourage community involvement.

- 5) *Officers to formalise ways of signposting community groups to appropriate sources of funding.*

Response: An information leaflet has been developed and a poster campaign will be launched by the end of September. Following the Community Services Organisational Review the new role of Community Engagement Officer will provide specific support to groups to make funding applications.

- 6) *Community groups who have taken the time to write a written response to the consultation on the proposed Charging Scheme need to be given a formal response to their feedback, and that they are kept informed of the implementation and operation of the new Scheme.*

Response: A letter has been devised and will be sent to all groups that have made a submission regarding their fees and charges by 6th September 2013.

- 7) *Following the recent problems experienced with the Charging Scheme*

consultation exercise, databases containing details of community groups using the centres be updated more regularly, and more consideration is given to the way we engage with these groups effectively.

Response: Officers are currently developing a database which will capture the accurate information to assist in the use and development of centre programmes; income collection; and knowledge and contact with community groups. This will also provide a monthly report to the Assistant Mayor and Service Director, Culture and Neighbourhoods.

8) *An impact assessment is completed covering the usage of community facilities and also the financial implications for the period immediately following the implementation of the new Charging Scheme. A report back to this Scrutiny Commission to be made in 6 months.*

Response: Officers are currently working on this to provide robust information for the Scrutiny Report to be presented in six month time.”

RESOLVED:

- i) that the commission would like a more detailed response to recommendation 2, as set out above, at a future meeting as it was noted that this is a key recommendation and the response is not fully developed yet.
- ii) that the information reported be noted and that an update and an impact assessment to come to the commission in 6 months time.

43. PETITIONS

The Monitoring Officer reported that no petitions had been received.

44. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

45. LEICESTERSHIRE CITIZENS ADVICE BUREAU

Nicola Hobbs, Head of Contracts and Assurance Planning and Commissioning, (Care Services and Commissioning) and Helen Child, Operations Manager, Leicestershire Citizens Advice Bureau attended the meeting to update the Scrutiny Commission on the current provision of community legal advice across the City. The service commenced on 1st April 2013 for an initial period of three years to 31st March 2016, with the provision to extend for a further two years.

A brief presentation was given at the meeting that covered the following areas:

-

- Service Overview
- Citizens Advice – Structure
- Citizens Advice – aims and principles
- About LeicesterShire CAB
- CAB in Leicester
- Who is using the service
- What do they need
- Volunteers
- A word from our volunteers
- Overview of our service delivery
- Tier 1 – Gateway Assessment
- Tier 2 – Generalist Advice
- Tier 3 – Specialist Advice
- Outreach/Outreach Timetable
- How to refer
- Quality
- Future development
- Accessing our service
- www.adviceguide.org.uk – 24hours a day online advice
- twitter.com/CitizensAdvice@LeicsShireCAB (Twitter Site)
- www.facebook.com/CitizensAdvice Leicestershire CAB (Facebook Site)
- youtube.com/CitizensAdvice – CAB films
- www.leicscab.org.uk (Local Site)

The Scrutiny Commission welcomed the presentation and took the opportunity to clarify several points.

Members questioned the provision of outreach sessions and it was stated that the outreach sessions reported had now started and that there were just two more that were due to be in place the following week. Regarding the provision of advice to Somali population, particularly in the Stoneygate area, it was agreed that Councillor Desai would meet with officers and Councillor Russell after the meeting.

Members questioned whether out of hours provision was being considered outside of the regular Monday-Friday provision, particularly as there were sometimes issues raised at Member surgeries held at weekends. Officers reported that in Year 2 of the current contract there was a requirement for out of hours service and this would be agreed with the provider in response to demand, and Councillor Russell suggested that in the interim she would inform Members that they could 'e' mail any issues to the CAB over the weekends, to be picked up on Mondays, this would help to assess the demand for an out of hours provision.

Officers reported that following an assessment and the inclusion of the

Immigration Advice Service it was realised that the existing CAB premises would not be sufficient for the new contract, following the inclusion of Immigration Advice service.

RESOLVED:

- i) that officers make available additional information to the Scrutiny Commission members on how the Council Wards were selected as being eligible for outreach sessions
- ii) that officers report back to the Scrutiny Commission in 6 months on progress with the provision of advice in Year 1 of the contract and to outline the Year 2 proposals.
- iii) that officers complete a needs analysis on who was accessing the service.

46. POLICE AND CRIME PLAN

The Strategic Director (City Development & Neighbourhoods) presented a report that updated members on the Police and Crime Plan 2013-2017 and that, following initial consultation with partners, the Plan was further reviewed and was due to be re-issued in September 2013. The re-issued Plan was currently out for consultation and copies were made available for Members at the meeting. Members were informed that once the Plan had been agreed it would then cover the direction for crime and policing for the period 2013-2017.

Peter Lewis and Suzanne Hoolihan, representing the Office of the Police and Crime Commissioner, attended the meeting and informed the Scrutiny Commission that the final report would be referred back to the Police and Crime Panel in October. Comments had been received so far on issues around safeguarding and Victims of Crimes and these would be addressed in the final version. Comments received from Leicester City Council were currently being looked at and some work was being done on the issues raised.

Peter stated that various measures were currently being looked at to try and address the required funding cuts imposed by Government, whilst maintaining policing levels.

Councillor Naylor made reference to Joint Action Group (JAG) Partnerships in place across the City and of the need to ensure consistency across all JAGs. In response Suzanne stated that feedback had been received around standardising JAGs, it was apparent that their role was important and there was a case to strengthen them and ensure that they were better used.

The Chair reminded Commission members to feedback through the Council's representatives on the Police and Crime Panel; Councillors Sarah Russell, Manjula Sood, Lynn Senior and Paul Westley. The Chair would also feedback through the Overview and Select Committee when they consider this item.

RESOLVED:

that the progress with the final version of the Local Police and Crime Plan 2013-17, as reported, be noted.

47. NEIGHBOURHOOD POLICING

Inspector Knopp, representing Leicestershire Police attended the meeting and spoke to the report that had been circulated regarding: -

- Opening hours of Local Policing Units (LPUs)
- Shift Patterns of Neighbourhood Officers
- Plans for closure of LPUs, their impact and other changes

Insp. Knopp stated that opening times of LPUs were available on the Leicestershire police website. Currently a review was underway on the provision of local facilities and how they were currently used.

Shift patterns in place were skewing the number of officers to meet peak demand during evenings/weekends, although a review was currently underway to assess whether the current balance was right.

Leicestershire Police were required to find £20m of savings and were looking at ways of implementing more cost effective measures to help meet the targets set. Draft proposals on how Leicestershire Police feel that they can better deliver services will be released for consultation in October 2013.

Councillor Russell stated that, the Transforming Neighbourhoods Programme was, looking at how City Council facilities could potentially house a Police presence to help the police achieve savings.

Members questioned how many local stations were to close and Insp. Knopp stated that 6 LPUs across the City would remain, although 2 offices were to be closed a local police presence would be retained. Regarding police presence at Community Meetings it was stated that Leicestershire Police were looking at how to maximise the use of officers and look to use PCSOs where Police officer presence was not required. Ward Councillors were asked to send their feedback to Insp. Knopp.

RESOLVED:

that the information be noted and that an update be brought back to the Scrutiny Commission in 6 months.

48. COMMUNITY SERVICES ORGANISATIONAL REVIEW

The Head of Community Services presented a report that set out the business case for change within the Community Services Section to reflect the changing requirements of the service in line with budget pressures and other

developments.

Members were informed that much of the process outlined had been led by residents as it had been realised that 'one size did not fit all'. Members attention was drawn to the staffing proposals that included the appointment of 11 Community Engagement Officers whose role would be to work across the City with community groups and establish activities. Crucial to the exercise was to achieve a budget reduction, whilst keeping facilities open and fully utilised. Different ways of working had been looked at and these were reported.

Members were generally supportive of the proposals outlined and looked forward to their implementation.

Councillor Russell made reference to a meeting that had recently been held with Ward Councillors representing Castle Ward, an area of the City with no City Council operated facilities within it. Following discussions it had been agreed that Community Engagement Officers would operate as a flexible resource and work with groups in City Council Wards, including Castle Ward, that lacked City Council operated facilities, to identify need and signpost groups to funding streams. Officers would be engaging with Ward Councillors from other City Council Wards in a similar position.

RESOLVED:

- i) that the information be noted and that the discussions to be held with Ward Councillors from City Council Wards lacking City Council operated facilities, as outlined, be welcomed.
- ii) that more information on the volunteering scheme and 'Getting involved' initiative comes to a future meeting of the commission.

49. TRANSFORMING NEIGHBOURHOOD SERVICES PROGRAMME

The Head of Libraries and Information Services and the Project Manager for Transforming Neighbourhood Services presented a report that outlined the lessons learned on the approach to successful community engagement from recent service change projects in the City, in particular the move of Aylestone Library into Aylestone Leisure Centre. The report also set out the progress with these projects. Members questioned what percentage of the previous users of Aylestone Library had continued to use the new facility and what proportion of the users were new users. Officers stated that although the Aylestone Library membership had multiplied since the move the precise demographics of the customer base had yet to be analysed but this would be undertaken and reported back.

Members were informed that the second aim would be to outline how these lessons learned would be used in the next stage of engagement required for the Transforming Neighbourhood Services (TNS) Programme that incorporates

Libraries, Community Services, Adult Skills & Learning, and Neighbourhood based customer services.

Appended to the report were details of the first cross city consultation on the programme, a communications plan for engagement in area South and a facility map of the South area.

Members were informed that the approach outlined had been introduced following examples set by several other Local Authorities across the country and also by learning lessons from other projects. Attention was drawn to Para. 3.3 of the report that set out proposals for the approach to be taken to Ward member and community engagement in each area of the Transforming Neighbourhood Services Programme, members expressed the view that this was helpful.

Members enquired what action would be taken to transform those areas of the City that currently had no facilities. Officers responded by stating that the first step was the implementation of the Community Services review, discussed earlier in the meeting. The second stage would be to encourage people to use Council facilities and also assess where people access facilities at present and how they used them, and gain an understanding of what they actually want in future and where, in effect responding to local need. For those areas currently lacking facilities there might be an identified need to negotiate use of non-Council facilities for specified times.

Members generally welcomed the report and the proposals outlined but expressed the view that consultation with a wide range of groups was crucial and assurances were sought that the timescales referred to would also be met.

Councillor Russell stated the consultation process was about learning lessons from each stage and looking to adhere to the specified timescales whilst streamlining the consultation process as well.

RESOLVED:

- i) that the information reported be noted
- ii) that the Scrutiny Commission be kept involved with progress with the Programme, possibly by way of a Task Group
- iii) that an Impact Assessment be reported back around usage of Aylestone Library.

50. WARD COMMUNITY MEETINGS IMPROVEMENT PROJECT

Following discussion at the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission a request was made to receive

evaluation feedback from all Ward Councillors involved with the first phase of the project and to be provided with regular progress updates on the implementation arrangements for Phase 2. Feedback received was highlighted within the report.

Officers reported that Phase 1 of the project had generally gone well and progress was continuing to be monitored.

Members were informed of the proposals for Phase 2 of the project that would include changes to the application and evaluation process for Community Meeting funding in respect of pilot wards. It was planned to engage young people in the Community Meeting process and this was ongoing. Councillor Naylor expressed a wish to be involved in this process. New publicity was being trialled and various options were tabled. A comprehensive Councillor Guide was also being worked on.

Several suggestions were put forward from members and included: -

- Look to including input via Social Networks (although need to be cautious)
- Time Slot within meetings for submissions received
- Rolling pre-planned themes helpful
- Invite Youth Council members as appropriate
- Provision of more formal feedback at meetings
- More detailed information on attendance at meetings
- Report back on funding proposals, including feedback and advice given

In concluding officers thanked members for their comments and stated that their feedback on what works well around community meetings would be welcomed.

RESOLVED:

- i) the Commission to consider a way forward with officers around the involvement of young people in ward meetings and invite members of the Youth Council to a future Neighbourhood Services and Community Involvement Scrutiny meeting.
- ii) that the communications matrix be considered at the next meeting
- iii) That the report be noted and that regular feedback on Phase 2 of the Ward Community Meetings Improvement Project would be welcomed.

51. WORK PROGRAMME

The Scrutiny Commission received the Draft Work Programme for 2013/14 for consideration and comment.

It was noted that suggestions made previously had been incorporated into the current Work Programme. It was further noted that a Site Visit for members would be scheduled in during 2014 to visit the newly re-located Customer Service Centre.

RESOLVED:

that the Draft Work Programme 2013/14, as circulated be noted.

52. ANY OTHER URGENT BUSINESS

i) Chairing of Future Meetings

The Chair reported that, due to the forthcoming birth of her new child in October it was not likely that she would be chairing the October or the December meetings of the Neighbourhood Services and Community Involvement Scrutiny Commission, although she would still be in receipt of Committee papers during this period. In the interim Councillor Gugnani (Vice-Chair) would act as Chair and, following a discussion Councillor Corrall had agreed to act as temporary Vice-Chair.

ii) Retirement – Mike Keen

The Chair announced that Mike, Democratic Services Officer, was to retire during October and that this would be the last meeting of Neighbourhood Services and Community Involvement Scrutiny Commission that he would be servicing.

Members wished Mike a happy retirement and thanked him for the support he had given.

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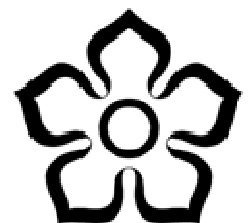
Report to Scrutiny Commission

Neighbourhood Services and Community Involvement Scrutiny Commission

Date of Commission meeting: 17th October 2013

NOISE CONTROL SERVICE

Report of Director of Environmental & Enforcement Services



Leicester
City Council

Useful information

- Ward(s) affected: All
- Report author: Robin Marston: (29) 6436 & Adrian Russell (29) 7295
- Date of Exec meeting: N/A

1. Summary

This report provides information on the Noise Control Service, and details staffing levels over the last five years. Information is also provided in relation to the hours the noise monitoring service operates currently.

2. Recommendation(s) to scrutiny

This report has been prepared at the request of the Scrutiny Commission.

3. Supporting Information

3.1 Introduction

The Noise Team was created in December 2006, from the amalgamation of the domestic noise team and some staff from the Pollution Team that dealt with industrial, commercial, entertainment noise complaints. The aim of the service was to provide a comprehensive noise monitoring service across the City.

The Noise Team is also responsible for commenting on planning applications where there are noise issues, Licensing applications under the Licensing Act 2003, and applications for Temporary Event Notices. The Noise Team is also involved in advising and monitoring noise from festivals and events in the City, e.g. Caribbean Carnival and Abbey Park bonfire display.

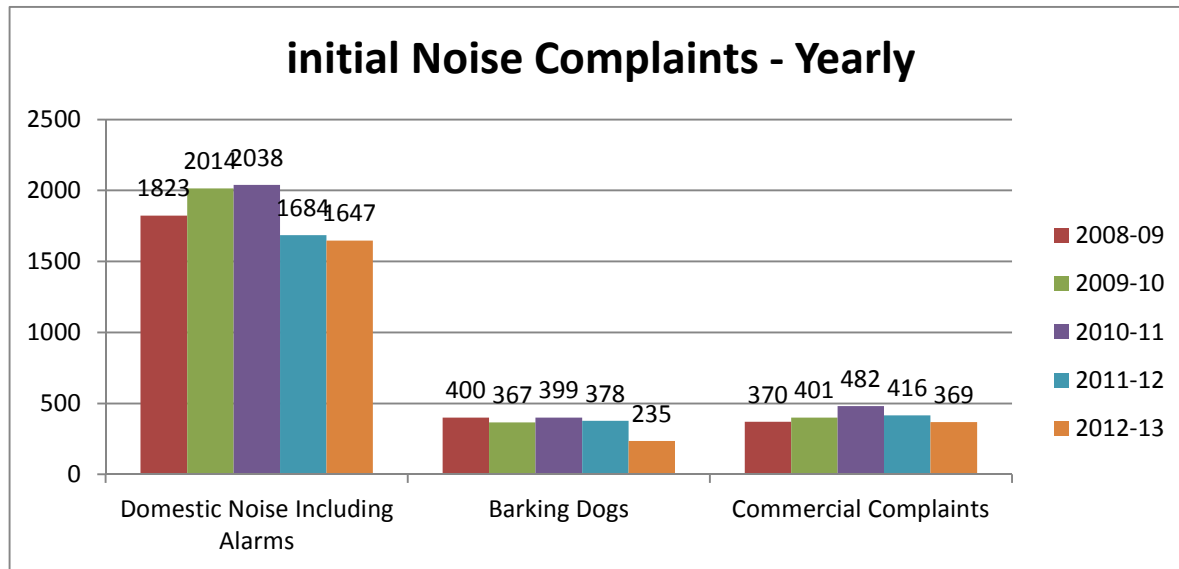
3.2 How the noise team operates

The Noise Team investigates most complaints of noise affecting local residents in Leicester. These complaints can be from loud music, people shouting and screaming in their property, noisy pubs and clubs, industrial sources, intruder alarms, barking dogs and even noise from cockerels crowing.

A resident can register their complaint by contacting customer services at the City Council or the noise team direct. These complaints or service requests are all logged onto our database, and customers contacted by an Officer from the noise team. In most cases the customers will be given a number to call when the noise is occurring and a reference number to quote when calling.

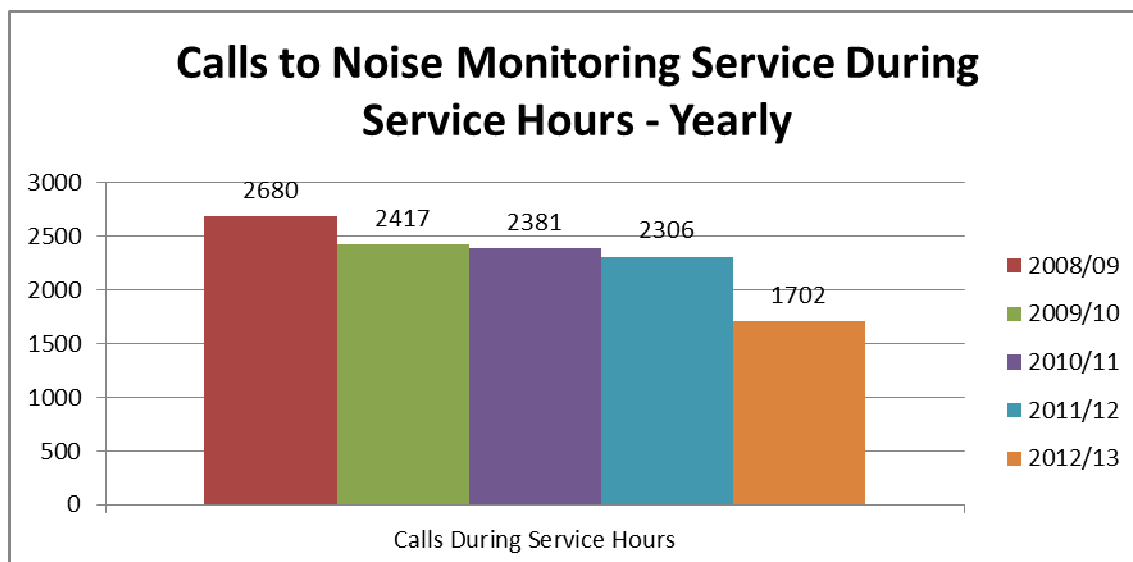
Weather conditions do have a major impact on the number of complaints received by the service and also the number of calls to the noise monitoring service. 2012/13 had exceptionally bad weather, with heavy rain during most of the summer, traditionally the busiest time of year for noise complaints, as the public are more likely to sleep with their windows open and more people will be using their own outdoor space for parties and barbecues.

Table 1: Initial service requests for the noise team (i.e. cases)



When the customer next has a noise problem, they can then call the noise team to come and witness the noise from the property. Some customers never call the noise team again, and other may call the noise team many times.

Table 2: Calls to the noise monitoring service during service hours

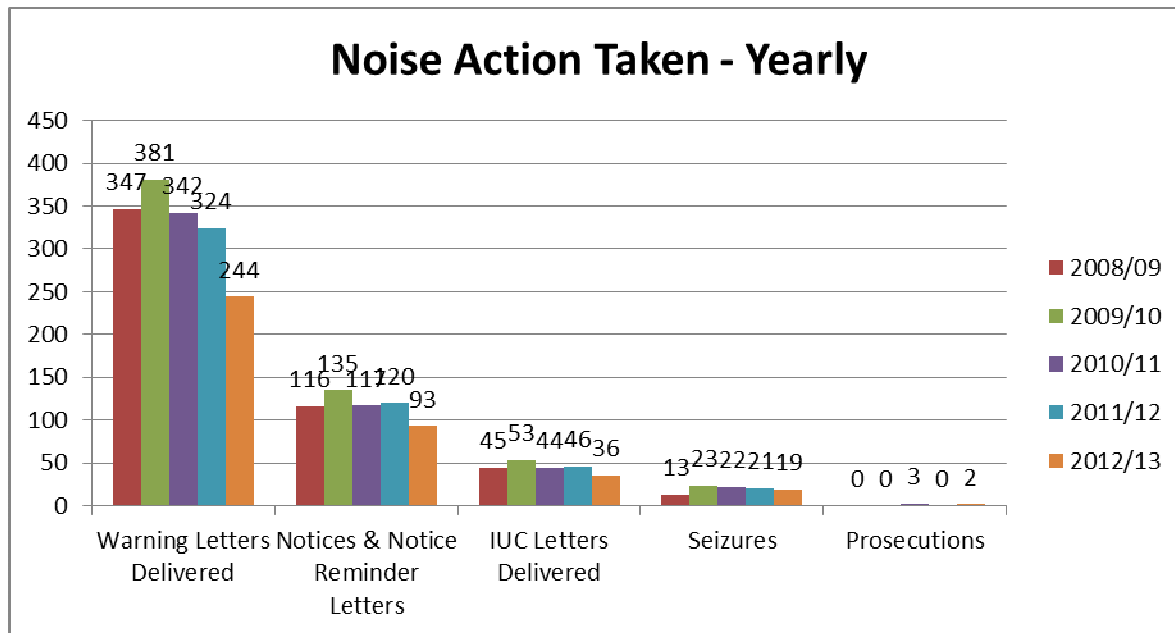


Once a statutory noise nuisance is witnessed the perpetrator of the noise will be contacted, and if the noise persists the noise team can take formal action against the perpetrator. This action can

include seizing noise making equipment and/or prosecution (See Table 3). Information relating to planning and licensing breaches are also referred to these teams for further action. Faulty intruder alarms can also be dealt with by the noise team, with the alarm disabled on the night.

The use of seizures to prevent a recurring nuisance is a cost effective way of dealing with noise nuisance. Prosecutions can be expensive, time consuming (often taking a long time to come to Court) and the levels of fines can be low, with complainants having to put up with the noise nuisance until the hearing.

Table 3: Action taken once a noise nuisance is witnessed



3.3 Obtaining evidence of noise nuisance

Witnessing noise nuisance first hand, with an Officer visiting the complainant, assessing the noise nuisance from their property, is by far the best evidence in court. In the course of such a visit, details including the location of the source of the noise, how that noise materially affects the complainant, and how many other people may be affected by the noise can be assessed. Using Digital Audio Tape recorders (DATs) gives provide information about noise volume and the time and date of when the noise is occurring, which can be used when taking action against perpetrators of the noise. This evidence is not the best evidence as DATs cannot identify where the noise is coming from and the complainant has to provide this information and also how it is affecting them.

The number of DAT recorders within the team increased to 10 in 2012/13, which now equates to 2 per officer (EHO and PCO). An increase in the number of DAT recorders would not help in dealing with the numbers of complainants on the waiting list, as qualified officers still have to listen to the recordings made on the DATs. This can involve a number of hours of recordings, and installing and collecting the DATs is also a time consuming activity.

3.4 Level of resourcing

Table 4 shows recent changes in staffing and service levels within the team:

Year	Staff	FTE	Daytime	Nights	Net budget
2008/09	1 TM, 6 EHO, 3 PCO, 3 NTNA	12	7 days a week (Mon to Sun)	7 nights a week (Mon to Sun)	£485,000
2009/10	1 TM, 6 EHO, 3 PCO, 3 NTNA	12	7 days a week (Mon to Sun)	7 nights a week (Mon to Sun)	£522,800
2010/11	1 TM, 6 EHO, 2 PCO, 2 NTNA	10.6	5 days a week (Mon to Fri)	6 nights a week (Mon to Sat)	£476,900
2011/12	1 TM, 6 EHO, 2 PCO, 2 NTNA	10.6	5 days a week (Mon to Fri)	6 nights a week (Mon to Sat)	£455,900
2012/13	1 TM, 4 EHO, 2 PCO, 1 NTNA	8	5 days a week (Mon to Fri)	5 nights a week (Tues to Sat)	£425,500
2013/14	1 TM, 2 EHO, 3 PCO, 1 NTNA	7	5 days a week (Mon to Fri)	4 nights a week (Weds to Sat)	£366,800

Key: TM=Team Manager
 EHO=Environmental Health Officer
 PCO=Pollution Control Officer
 NTNA=Night time noise assistant

Table 5. Compares service requests with staffing levels

Year	Service requests	FTE's	Service request per FTE
2008/09	2593	12	216
2009/10	2769	12	231
2010/11	2919	10.6	275
2011/12	2478	10.6	234
2012/13	2251	8	281

This shows that although there has been a slight reduction in service requests received by the noise team, individual workloads have increased.

3.4 Planning and Licensing Consultations

The number of planning and licensing consultations dealt with per officer has increased from 43 in 2008/09 to 57 in 2012/13. In general total numbers of planning consultations have decreased over the 5 years, with the economic downturn. However the number of Licensing consultations has increased. This increase has mainly been to a change in legislation which now enables the noise team to comment on Temporary Event Notices (TEN's) as a statutory consultee.

Table 4: Planning and Licensing consultations per FTE

Year	Consultations	FTE's	Consultations per FTE
2008/09	514	12	43
2009/10	509	12	42
2010/11	469	10.6	44
2011/12	389	10.6	37
2012/13	455	8	57

A crucial element of undertaking planning and licensing consultations is the need to monitor noise at night. In particular the need to monitor quiet background noise levels before a building is built or before a premises operates later at night. The Noise Team uses the quieter nights of the week (historically Sunday to Wednesday) in order to undertake this monitoring. This is particularly important for TEN applications, as the Noise Team only have 3 working days in which to make an objection.

3.5. Benchmarking data from other Local Authorities

The noise monitoring service provision in Leicester, even with recent reductions in the service, sits comfortably within services offered by other large cities in the region. Most persistent complaints occur on more than one night of the week, and most calls to the service have always occurred at weekends (See Appendix A). Non domestic noise complaints, in particular those relating to industrial noise, will generally occur when the process is operating, so can be witnessed any night of the week.

The other big cities in the region, Coventry, Derby and Nottingham, have differing levels of service provision (See Appendix B). Coventry has a dedicated night noise monitoring service operating 7 nights a week. Derby also has a dedicated night noise monitoring service operating Thursday to Sundays, also covering weekend daytimes. Nottingham have no night time noise monitoring service at all, with all initial complaints about domestic noise taken by the 101 service and passed to the Police.

Within Leicestershire, Leicester City Council is the only council to operate a night time noise monitoring service. The local district authorities will undertake ad-hoc noise monitoring if required, or use recording devices to investigate noise. The numbers of complaints received by these authorities is substantially lower than within the City.

3.5 Customer satisfaction levels

The customer satisfaction questionnaire undertaken monthly by the NTNA, shows high levels of satisfaction with the team and Officers, but frustration in how long complaints can take to be dealt with, and increasing numbers of complainants requesting that the Noise Team extend service hours and work 7 nights a week. Appendix C shows the number of calls made during the noise monitoring service hours, and per FTE, with calls made outside the operating times also given.

Derby City residents would experience similar problems, although like Leicester City, their service is more focused towards the weekend when more complaints are received. Residents of Nottingham City would experience a much longer wait for action to be taken, with DAT recorders providing most of the evidence. Nottingham City no longer undertake a comprehensive customer questionnaire in respect of noise nuisance.

3.6 Key issues

The noise team now operates a noise monitoring service 4 nights per week, and daytime Monday to Fridays. Although a reduction from the 7 day and night a week service offered in 2008, this level of service provision is still comparable with other major Cities in the region and far superior to that provided by other local authorities in the county. However, the team is now working at full capacity, with little scope for further reduction in resources without major changes in service delivery methods.

Other elements of the noise team's work include consultations on planning and licensing applications, and time pressures, particularly in the case of TEN's, are making these consultations more difficult to complete. The need for service availability during the quieter nights of the week (now Wednesday and Thursday) is also crucial in accomplishing these tasks.

The recent review and re-organisation of all enforcement resources within the Division provides an opportunity to review the level of resourcing between the various enforcement services. It also provides an opportunity to review the ways in which the various services operate to see if alternative approaches might improve overall effectiveness and customer satisfaction levels. Efforts will be made to learn from any alternative methods of service delivery provided by other local authorities and whether techniques such as the provision of self-help packs, greater prioritisation of complaints, utilising evidence from the Police and other agencies, etc. might be beneficial and/or cost-effective. The major financial challenges facing the city council in the future provide another impetus for this work, which will be undertaken over the coming six months.

4. Financial, legal and other implications

4.1 Financial implications

There are no financial implications arising from this report. Information about the net budget is given at Table 4.

Colin Sharpe, Head of Finance, ext. 37 4081

4.2 Legal implications

There are no legal implications arising from the contents of this report.

Shilpa Thakrar, Legal Services

4.3. Climate Change implications

There are no significant climate change implications associated with this report.

Mark Jeffcote, Environment Team (x372251)

4.4 Equality Impact Assessment

Noise problems can affect households across all protected characteristics. A noise problem can have a negative impact on a household's right to family life (one of the Human Rights articles) if the noise is so disruptive that it prevents family activities from taking place. If the perpetrator and victim have different protected characteristics, a noise problem could have the effect of fostering poor relations between those with different protected characteristics. The actions taken by the Noise Control Service provide mitigating actions to reduce and remove negative impacts upon households experiencing noise problems.

Irene Kszyk, Corporate Equalities Lead

4.5 Other Implications

None.

5. Background information and other papers:

None.

6. Summary of appendices: Additional data

7. Is this a private report ? No

APPENDIX A

Calls to Service day and night 2008/09 to 2012/13															
Day	2008/09 (FTE=12)			2009/10 (FTE=12)			2010/11 (FTE=10.6)			2011/12 (FTE=10.6)			2012/13 (FTE=8)		
	Daytime	Nighttime	OOH	Daytime	Nighttime	OOH	Daytime	Nighttime	OOH	Daytime	Nighttime	OOH	Daytime	Nighttime	OOH
Monday	121	210	28	120	191	51	144	204	54	116	205	56	81	0	190
Tuesday	140	198	22	128	198	30	153	231	34	119	238	26	133	143	40
Wednesday	115	209	29	122	198	33	150	186	31	135	224	30	122	163	39
Thursday	109	235	17	102	223	25	137	220	33	153	206	38	139	196	35
Friday	157	423	19	127	365	22	148	436	47	164	392	59	126	342	44
Saturday	118	395	242	88	325	129	0	372	287	0	354	295	0	277	263
Sunday	91	159	170	69	161	164	0	0	316	0	0	330	0	0	348
Total	851	1829	527	756	1661	454	732	1649	802	687	1619	834	601	1121	959

Hours of service
 2008/09 and 2009/10 Monday to Friday 09.00-02.00, Sat-Sun 14.00-02.00 hours
 2010/11 and 2011/12 Monday to Friday 09.00-02.00, Sat 20.00-02.00 hours, No service Sunday
 2012/13 Monday 09.00-16.30, Tuesday to Friday 09.00-02.00, Saturday 20.00-02.00 hours, No service Sunday
 For 2013/14 Monday-Tuesday 09.00-16.30, Wednesday-Friday 09.00-02.00, Saturday 20.00-02.00 hours, No service Sunday
 NB. OOH=out of service hours

APPENDIX B

City	Leicester	Derby	Coventry	Nottingham
Population (2011 Census)	329,839	248,752	316,960	305,680
Staffing levels for the noise control service	8 FTE - 1 Team Manager, 2 EHO, 4 PCO, 1 NTNA	Do not have officers dealing with noise specifically in daytime. Have equated 3 FTE for daytime. This excludes night time noise monitoring service.	Investigations and Operations team includes domestic FTE = 8 Environmental Protection Team FTE = 8 (no information given on how many deal with noise)	Community protection team. Deal with daytime commercial noise and DAT's only FTE = 5
Noise Monitoring service	Mon, Tues 09.00-16.30 Weds-Fri 09.00-02.00 Saturday 20.00-02.00	Have 8 Response Officers Thurs-Sat 16.00-02.00 Sunday 14.00-02.00	6 Officers and driver from operations team Mon-Sun 09.00-03.00	No longer provide a service
Total officers employed in noise control	8 FTE	11 FTE	8 + 3 =11 FTE	5 FTE

APPENDIX C

Calls to service per FTE and OOH's calls 2008/09 to 2012/13

Year	Calls in service hours	FTE's	Calls to service per FTE	Out of hours calls	% Out of hours calls
2008/09	2680	12	223	527	16
2009/10	2417	12	201	454	16
2010/11	2381	10.6	225	802	25
2011/12	2306	10.6	218	834	27
2012/13	1722	8	215	959	36

Executive Report to Scrutiny

Scrutiny Commission

Neighbourhood Services and Community Involvement

Date of scrutiny meeting: 17th October 2013

Anti-Social Behaviour Services

Lead director: Director of Environmental & Enforcement Services
(Adrian Russell)

Useful information

■ Ward(s) affected: All

■ Report author: Daxa Pancholi: (29) 8634/ (29) 8564

1. Summary:

- 1.1 This report outlines the current services available to victims of anti-social behaviour (ASB) through Leicester City Council's Anti-Social Behaviour Team (also referred to as the Leicester ASB Unit – LASBU), which is made up of one Team Leader and six Anti-Social Behaviour (ASB) Investigators.
- 1.2 The team has undergone a degree of change over the last two years; an organisational review was undertaken in November 2011 to create a more streamlined, front-facing service which would meet public, partner and Member expectation in terms of dealing with ASB encountered by Leicester city residents. Within the scope of the review was all staff that worked within the ASB Team (LASBU), i.e. LASBU Manager, Senior ASB Investigator and 5 ASB investigators.
- 1.3 At the conclusion of the review it was agreed that the LASBU Manager and Senior ASB Investigator posts would be deleted and replaced with one team leader (with the understanding that the strategic co-ordination of ASB function would be undertaken by the Head of Community Safety).
- 1.4 Furthermore, the number of ASB investigators employed was increased by one (to six); this allowed the team to allocated one ASB Investigator per local policing unit (LPU). It was felt that this approach would bring about an improved ASB investigative service, providing dedicated support and capacity on the ground; working with a wide range of local partners (such as police, youth offending service, housing) to resolve ASB and hate incidences.
- 1.5 At this point in time, discussions also took place between the Head of Community Safety and Head of Service in Housing with a view to ensuring that there were clearer roles and responsibilities in place between Housing officers and the ASB Team. That is, that all initial ASB complaints made by council tenants would first be investigated by Housing, and would be passed to LASBU at a point when legal intervention was necessary. LASBU on the other hand, would undertake to investigate all reported ASB made by privately rented or an owner occupier accommodation.

2. Main Report

- 2.1 The Leicester City Council's Anti-Social Behaviour Team investigate the most severe and persistent cases of Anti-Social Behaviour (ASB). Referrals/ reports are taken from any agency or individual.
- 2.2 Depending on the nature of the complaint the Team will;
 - Investigate the complaint by liaising with appropriate individuals and/ or agencies (See appendix A).
 - Take the matter to the next Joint Action Group (JAG) meeting to discuss how JAG members can contribute to the satisfactory resolution of the problem and/ or complaint.
 - Take a case conferencing approach, where agencies are invited to a special

meeting to discuss how they can contribute to the satisfactory resolution of the problem and/ or complaint.

- 2.3 The type of ASB reports that are investigated by LASBU include; reports made by any person or agency which involve for example; children and vulnerable persons at risk, hate incidents, incidents involving violence or threats of violence and serious acts of criminality, dependent on the circumstances. In these cases the identified victim/witnesses will be contacted verbally immediately where possible, but in any case within 24 hours of the referral being received.
- 2.4 Also LASBU investigate those reports made by any person or agency that involve for example; aggravated noise nuisance, verbal abuse or intimidating behaviour, which other routes have been unable to resolve. In these cases the identified victim/witness will be contacted verbally or in writing within 3 working days of the referral being received.
- 2.5 Those reports made to from any person or agency and include complaints of for example; hoax calls, rowdy behaviour, domestic noise nuisance, animal related problems, minor damage, dog fouling, abandoned vehicles, fly tipping and graffiti are normally signposted on to a more appropriate agency and a record kept of the information and information given to the person making the referral in terms of how their complaint is being dealt with.
- 2.6 Whilst the above encompasses the statutory service offered at LASBU, LASBU also undertake the following in order to provide a greater “offer”;
- Work with Victim Support’s local office in Leicester (Victim Support is a national charity giving free and confidential help to victims of crime and witnesses, with offices throughout England and Wales) to offer all victims of ASB an opportunity to access emotional and practical support.
 - Work with Restorative Justice Initiative (RJI), which is a voluntary group; in order to provide mediation facilities for entrenched ASB issues that require on-going support over a considerable period of time.
- 2.7 In August 2012, the Unit starting using a new case management system called Sentinel, this is a shared system used between the local authorities within Leicester, Leicestershire, Rutland and the police. This system was introduced in order to ensure that between the police and local authorities we were able to identify and manage those individuals who were at risk, particularly where the complainant was reporting to a number of agencies and the agencies were not aware of (or getting) the full picture.
- 2.8 The city council uses Sentinel at LASBU and the expectation is that through the current systems and protocols in place within the council we would put onto those cases that required joint problem solving; one-off cases such as graffiti, noise nuisance, single housing cases will not be put onto the system and would be dealt with as “business as usual”.
- 2.9 The total number of new cases that LASBU have worked on since 13th August 2012 is 1553;

The Local Policing Units (LPUs) arranged by the most number of cases first (for LASBU not the Police) are:

- Keyham – 381 cases
- Spinney – 333 cases
- Welford – 280 cases

- Hinckley Road – 268 cases
- Beaumont – 184 cases
- Mansfield House – 107 cases

Note: this is not a reflection on how busy an area is, that is, Beaumont's LPU numbers are low but it is without doubt the busiest area for legal sanctions and therefore considered to be a much busier area in reality.

2.10 This means that ASB Investigators are working on 26 new cases per month each (on top of those they will already be carrying that are not resolved within that 1 month). Whilst the investigators do not work to a target number of cases (as all cases vary in terms of input required), the ASB Investigators do work to an incremental approach, see appendix B, in order to ensure that either behaviours are changed (for perpetrators) or enforcement action is taken.

2.11 The number of cases that LASBU have worked on where Housing Tenants have been involved in some way is on average 39%, that is, this is the percentage of where of all LASBU cases have Leicester City Housing properties involved. But we must pay regard to the fact that there are cases where tenure is not known and therefore may be Housing or the information may not entered properly by other agencies

NOTE: This would likely be higher if inputting was more complete and this is something that is being worked on at the moment.

2.12 Over the last three years there has been considerable staff turnover within the Unit, and has just recently recruited the full quota of staff, that is 6 ASB Investigators and therefore it is difficult to ascertain whether the Unit has the appropriate level of staffing.

3. Tell us how this issue has been externally scrutinised as well as internally?

3. Regular reports and briefings are taken to the Assistant City Mayor responsible for Neighbourhoods.

4. Financial, legal and other implications

4.1 Financial implications

There are no financial implications arising directly from this briefing report. The annual budget of the ASB team is £299.8k.

Amin Girach, Accountant Internal: 29 6630

4.2 Legal implications

There are no legal implications for this report.

Caroline O'Hare (nee) Frith. Principal Legal Officer. 37 1449

4.3 Climate Change and Carbon Reduction implications

There are no climate change implications arising from this report.

4.4 Equality Impact Assessment

People from across all protected characteristics can potentially become victims of anti-social behaviour. The monitoring of all such incidents has become much more important as the cumulative impact of repeated incidents of acts of anti-social behaviour can lead to devastating negative consequences for individuals and their families, as illustrated by the Pilkington case where the mother of a disabled daughter killed both of them because of sustained anti-social behaviour arising from her daughter's disability. This has raised the profile of such repeated behaviour to be considered and treated as a serious hate crime. The monitoring of where such incidents can be attributed to be as a direct result of the victim's protected characteristic is in effect an on-going equality impact assessment of potential negative impacts on our local residents. The profile of perpetrators is also important in the development of effective targeted interventions to reduce such incidents.

Irene Kszyk, Corporate Equalities Lead

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

N/a

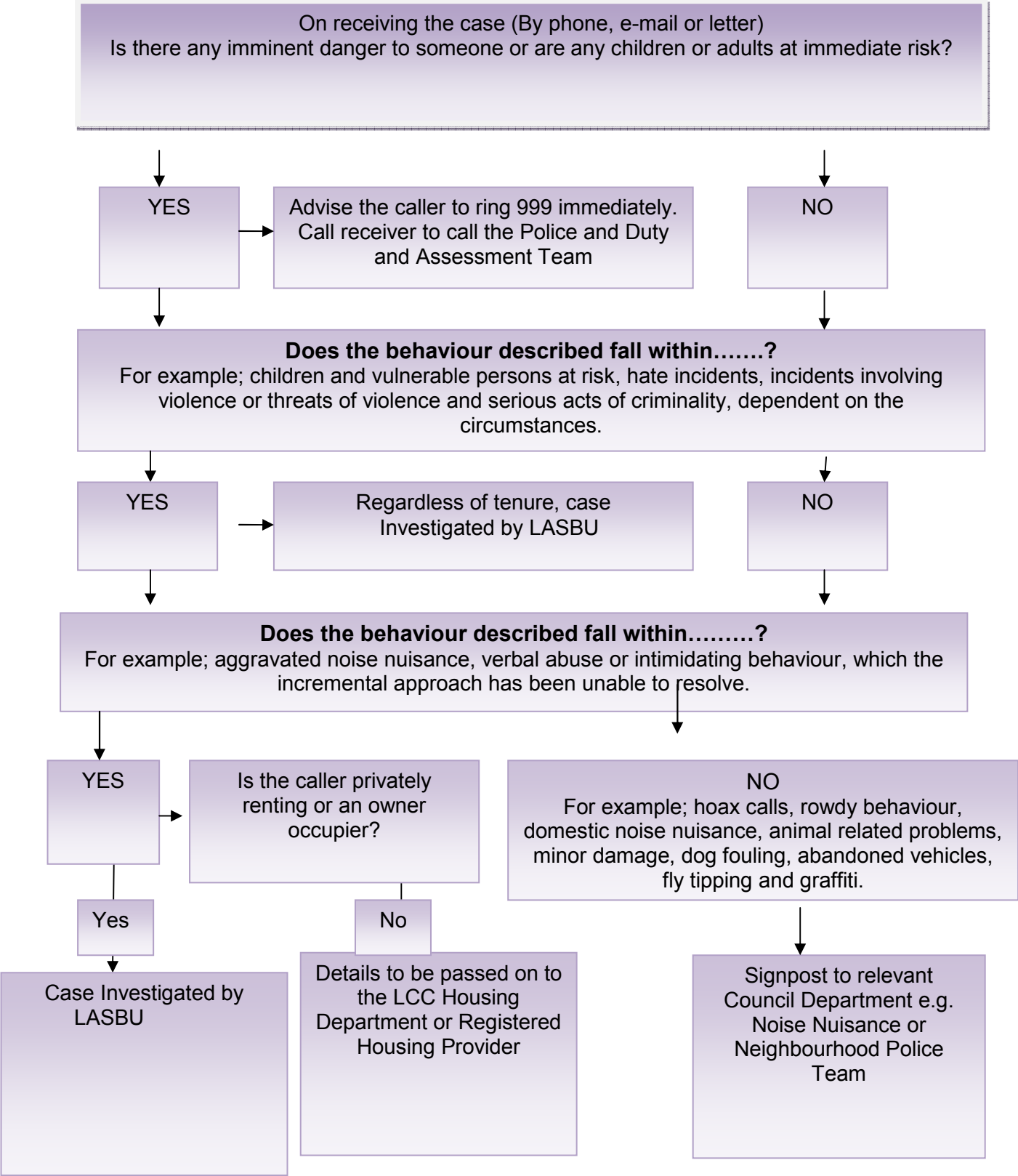
5. Background information and other papers:

N/A

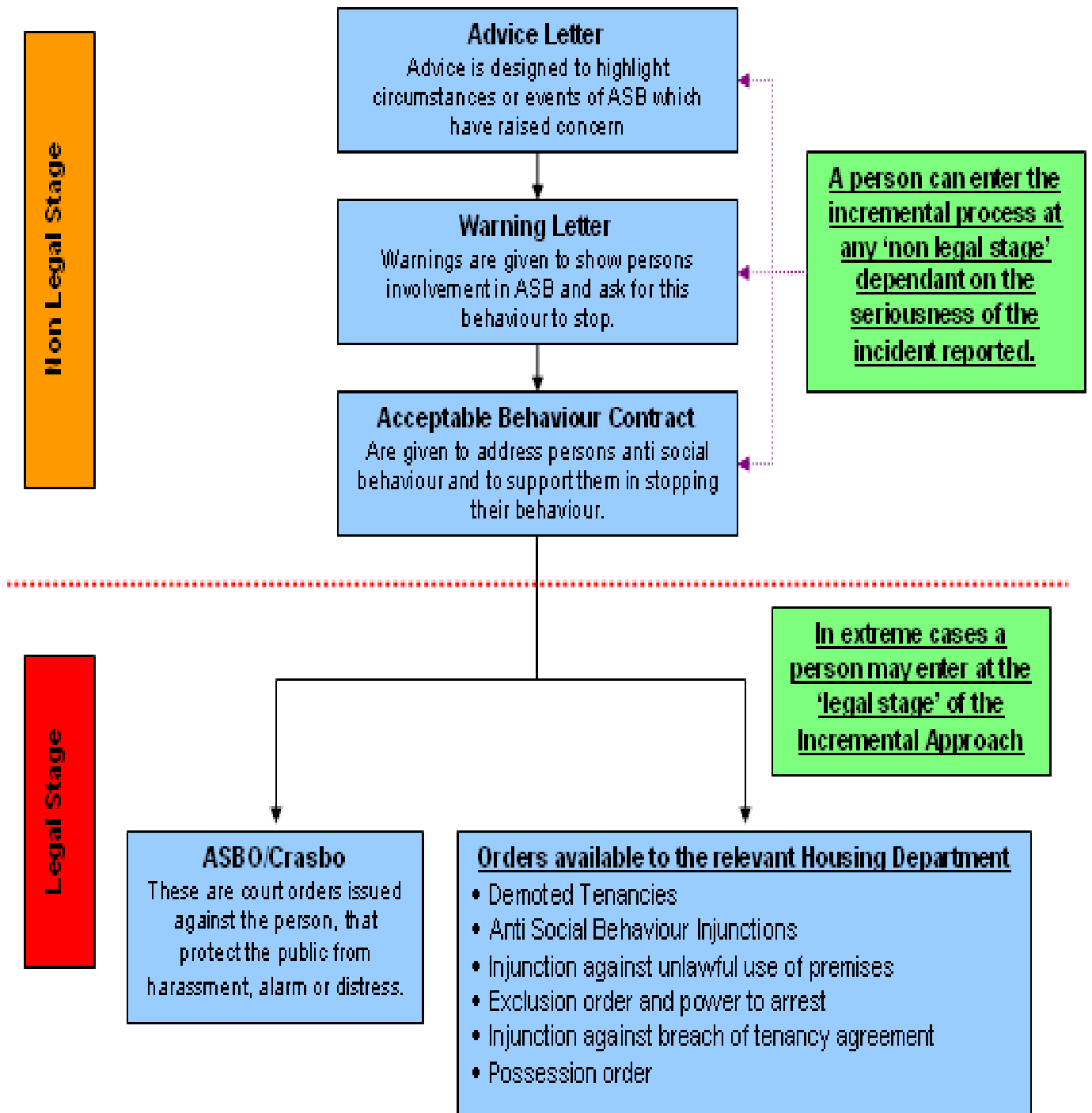
6. Summary of appendices:

- i. Appendix A – Case Criterion
- ii. Appendix B - ASB Incremental Approach

ASB Case Criterion



ASB Incremental Approach



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Executive Report to Scrutiny

Scrutiny Commission

Neighbourhood Services and Community Involvement

Date of scrutiny meeting: 17th October 2013

Specialist Domestic Violence Services

Lead director: Director of Environmental & Enforcement Services
(Adrian Russell)

Useful information

■ Ward(s) affected: All

■ Report author: Daxa Pancholi: (29) 8634/ (29) 8564

1. Summary:

- 1.1 This report provides an update on the current domestic violence services that have been commissioned in Leicester by Leicester City Council in September 2012, outlining the performance of these services; and highlight our intention to re-launch and celebrate the work carried out to date.
- 1.2 Domestic violence involves the misuse of power and is based on a range of control mechanisms. This can be by a partner, an ex-partner, a carer or one or more family members. Domestic violence can happen to anyone, regardless of their background.
- 1.3 In Leicester, partners are currently working to a citywide strategy for Domestic Violence which to run from 2009-2014. Domestic Violence impacts negatively on several city wide priorities and presents a particularly significant safeguarding issue for both adults and children.
- 1.4 The strategy includes prevention, support and protection. This encompasses universal services and those targeted at reducing the risk of homicide or other serious injury. Leicester suffers an average two homicides a year related to domestic violence. There are a growing number of reports to the police; in excess of 8000 a year, but many incidents are never reported.

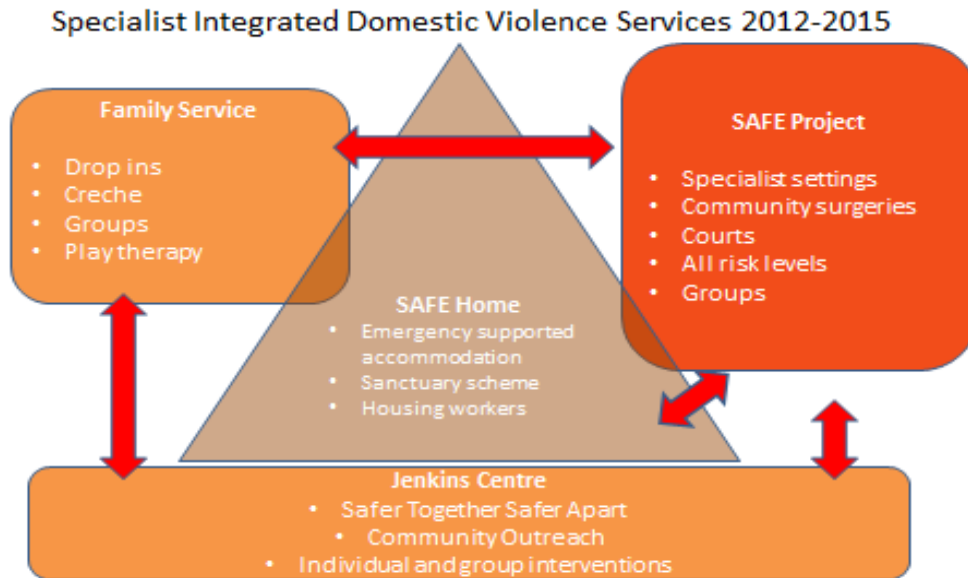
2. Main Report

- 2.1 Cabinet agreed the second Leicester Inter-Agency Domestic Violence Strategy in March 2010. When the strategy was agreed, it was on the basis that a single commissioning exercise would be carried out to pool the monies spent on domestic violence across the council and to review and re-commission in light of the strategic priorities, areas for improvement and gaps in provision.
- 2.2 Prior to this, there were ten contracts for domestic violence specialist provision sitting across three areas of the council, with six different voluntary sector providers. Some stakeholders and service users considered the provision to be confusing and referral routes unclear.
- 2.3 Furthermore the funding envelope was shrinking and evidence suggested that the demand for domestic violence services was increasing, so there was a clear need for on-going sustainable funding.
- 2.4 As a result of undertaking a commissioning exercise the following four services were put in place from September 2012 – March 2015 for victims, witnesses and perpetrators of domestic violence;
 - a. **The Family Service** which is able to offer support for children, young people and families affected by domestic violence past or present. They work with children and young people aged 0-19 and offer practical support such as crèche facilities, individual and group work. There are specific groups for those children and young people who

have experienced domestic violence and for those who are using violence. There is also specific parenting support work. This service is delivered by Living Without Abuse (LWA) which is a domestic abuse charity based in Loughborough, North Leicestershire, and was formerly known as Loughborough Women's Aid.

- b. **The Safe Home Service** which offers a holistic assessment of housing options for those affected by domestic violence, including making safety improvements to current addresses, accessing emergency temporary accommodation or negotiating a housing transfer. The main aim is the safety of those affected and finding sustainable long term safe accommodation as soon as possible. This can also mean moving the perpetrator rather than the victim of domestic violence, if they are committed to change and if this is the best way forward for the victim and children. The Safe Home service is being delivered by the Safe Project which is ran by EMH Homes, a regional organisation which primarily provide affordable homes.
- c. **The Safe Project** is the main help point for anyone affected by domestic violence in Leicester. Within the project there is a helpline service, telephone counselling, outreach support and independent domestic violence advisors (for those at the highest risk of homicide or serious injury). The project is staffed seven days a week. The safe project offers safety planning and risk assessment, working individually or in groups with those affected by domestic violence to establish immediate and long term improvements to safety and overall well-being. The Safe Project is delivered by EMH Homes which is a regional organisation.
- d. **The Jenkins Centre** which offers an option for those perpetrators who wish to change their own abusive behaviour. There is one to one and group work, together with partner support and work specifically on parenting. The Jenkins Centre is delivered by "Free from Violence and Abuse" FreeVA (formerly Domestic Violence Integrated Response Project (DVIRP)) with Respect. Whilst FreeVA are a local voluntary organisation with a background in working with victims of domestic violence; Respect is a national membership organisation which works with male and female perpetrators of domestic violence, young people who use violence and abuse at home and in relationships **and** men who are victims of domestic violence.

2.5



2.6 In order to ensure value of money and the delivery of positive outcomes and outputs, the projects are closely performance managed through a robust contract monitoring process.

2.7 Each provider is required to submit performance information with evidence at the end of each quarter; this information is assessed by the Contract Monitoring Officer. If it appears that the provider is experiencing difficulties in meeting the set targets, then the Contract Monitoring Officer will help and support the organisation in order to identify solutions.

2.8 At the outset, the Commissioning Team agreed that, built within the contractual agreement should be an element of payment by result. As a consequence of this decision, using a set criteria, projects received the last 20% of their funding on the following basis;

- ✓ Meeting performance requirement, resulted in a 20% final payment
- ✓ Partially meeting performance requirement resulted in a 10% final payment.
- ✓ Not meeting performance requirement resulted in no payment being made.

2.9 Detailed performance information is contained within the appendices (this information is shared with all partners and stakeholders), the services have only been in existence for 12 months and therefore there are no figures to compare one year to the next.

	No of people accessing victim service	No. of safety plans completed	“Out of hours” interventions	No. of referrals to family service	No. of housing referrals	No. of homes secured	No. of people referred to perpetrator programme
1/9/12 – 31/12/12 (4 months data)	2701	466	349	88	164	64	24
1/1/13 - 31/3/13	1558	658	162	18	166	66	27
1/4/13- 31/6/13	1838	810	195	27	185	46	36

2.10 In terms of those activities and performance indicators reported to the City Mayor these include;

- % of users of DV services who feel safer following intervention
- % of victims of domestic violence that engage in support
- No of victims of domestic violence that engage in support

	Q2 (Jul – Sep 2012)	Q3 (Oct –Dec 2012)	Q4 (Jan – Mar 13)	Target Year 1	Q1 (Apr – Jun 13)	Target
% of users of DV services who feel safer following intervention	54% (1 month of operating)	73% aggregate across services	79% aggregate across services	Aggregate 69% at year end (Target had not been set)	90% aggregate across services	80%
% of victims of DV that engage in support	77%	79%	93%	83% aggregate at year end 70% target	87%	70%*
Number of victims that engage in support	109	130	122	No target – report on actual numbers only	160	No target – report on actual numbers only

*Output and outcome targets for year 3, will be agreed based upon performance over the period September 2012 – March 2014 and will include an element of 'stretch' for providers.

2.11 This year will be the first year anniversary of establishing the Integrated Domestic Violence Services and therefore, an event has been planned to coincide with the National Domestic Violence week in November, in order to celebrate the successes of our approach in dealing with this difficult subject and to re-launch the services.

2.12 In terms of “stumbling blocks” and areas of activity which delayed the roll-out of the service included:

- i. Providers took some time to fully embed services and integrate with each other. This may have been due to the outcome of the tendering – some providers lost out on services they had been delivering which created a climate of competition. Furthermore, this was a comparatively new way of working and it was expected that providers would need time to recognise and process this.
- ii. There appeared to be a lack of clarity on monitoring requirements from outset of contracts and as a result there were on-going and protracted discussions around targets, definitions and understanding

2.13 In relation to successes:

- i. There has been an increase in uptake of services
- ii. Leicester City Council staff training programme is underway and fully subscribed

- iii. Male victims group established
- iv. Communications Campaign has been launched in order to bring about greater awareness of the services available to both victims and perpetrators.
- v. Performance monitoring has been standardised; this standardisation has provided partners with the ability to improve the targeting of provision

2.14 Furthermore, the council together with the police have instigated a media campaign to encourage greater reporting of domestic violence, in order to ensure that victims and perpetrators receive the support needed.

3. Tell us how this issue has been externally scrutinised as well as internally?

3.1 Formal reports are produced and presented to the Domestic Violence Delivery Group, which is made up of partner agencies, such as the city council representatives from adults and children, the police, probation, health (both Public health and Leicester Primary Trust) and voluntary sector partners. Information on successes, barriers or risk is then taken to the Safer Leicester Partnership as the accountable body.

4. Financial, legal and other implications

4.1 Financial implications

The annual budget is £868k, covering the services / projects detailed in the report together with funding for Co-ordinated Action Against Domestic Abuse (CAADA) and a monitoring officer. The forecast actual spend this year is £801k.

Colin Sharpe, Head of Finance, ext. 37 4081

4.2 Legal implications

The Specialist DV services (SDVS) are subject to appropriate governance and scrutiny to ensure funding is outcome and results based. This should continue to minimise potential for any financial or operating irregularities which could lead to Legal action against the Council or any service employees.

Failure to provide DV services could have negative implications for the City Council. As a housing authority we have duties to our tenants to allow them “quiet enjoyment” of their tenancies. If violent or abusive behaviour causes issues outside of the household other tenants could expect the City Council to take action.

Without DV support services for victims and perpetrators, there could be an increase in court cases (and associated officer time and costs) to seek to injunct, ASBO or evict perpetrators of DV.

If services are not provided there could also be an increase in Homeless residents fleeing DV and again this impacts on council housing stock, housing management of tenancies and

properties, hostel places and funding to ensure the vulnerable are homed.

Any decisions by the City Council have to be Human Right Act 1998 in that the decision must be “necessary, reasonable and proportionate”.

In making any decisions about DV support services the economic, social and individual benefits of assisting and supporting perpetrators and victims of DV should be considered in any balancing of what is “reasonable” to do under the Human Rights Act.

The City Council also has duties under the Equalities Act and internal policies on Equality. There may be disadvantage to a particular gender/ ethnic group if DV services outlined in this report are not continued.

Caroline O'Hare (nee) Frith, Chartered Legal Executive,
Internal calls - 37 1449

4.3 Climate Change and Carbon Reduction implications

There are no climate change implications arising from this report.

Duncan Bell, Senior Environmental Consultant, Environment Team. Ext. 37 2249.

4.4 Equality Impact Assessment

People from across all protected characteristics can potentially become victims of domestic violence and abuse. Individual equality impact assessments that have been carried out for services which sit within this broad group, and they have explicitly identified the range of issues to take into consideration regarding the needs of individuals related to their protected characteristics. Equality considerations are context specific based on the circumstances of the individual concerned and the range of services supporting domestic violence must be able to meet this diverse range of needs in whatever delivery model has been chosen. Monitoring the protected characteristics of the users of this service by take up and outcomes will be one way the services involved can demonstrate their ability to manage diversity of need.

Irene Kszyk, Corporate Equalities Lead

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

N/a

5. Background information and other papers:

- I. Leicester Inter-Agency Domestic Violence Strategy 2009-2014
- II. Domestic Violence Review & Commissioning Report - November 2011

III. “Changing Specialist Domestic Violence Services in Leicester City Council” Consultation Findings Report 2012

6. **Summary of appendices:**

- I. Appendix A - Performance of Integrated Specialist Domestic Violence Services **1/9/12 – 31/12/12**
- II. Appendix B - Performance of Integrated Specialist Domestic Violence Services **1/1/13 – 31/3/13**
- III. Appendix C - Performance of Integrated Specialist Domestic Violence **Services 1/4/13 – 30/6/13**

Performance of Integrated Specialist Domestic Violence Services

1/9/12 – 31/12/12

Due to extended procurement completion processes, contracts were not signed until the week commencing 13/8/12, giving less than three weeks to the contract start date of Saturday 1/9/12. The transition arrangements for the helpline number were not confirmed with the exiting provider until 31/8/12. The old helpline number was subsequently diverted to the new service for a four month period, paid by the city council.

Despite this, and complex TUPE matters to resolve, the providers of the SAFE project were in a position to deliver the helpline service from Saturday 1/9/12 and both the Family Service and Safe Home Service were operating from Monday 3/9/12 with full staffing. The Jenkins Centre started some development work in September and had completed recruitment of 4 new staff members by the end of December 2012.

At this point, only four months into service delivery, some outcome data is starting to appear, and it is positive. However we will wait until the closure of another full quarter before reporting more formally on this so that the findings are more meaningful.

Some key messages:

- Regular, publicly accessible sessions are available in neighbourhoods across the city
- Referrals reflect the local population in terms of ethnicity
- The specialist providers are co-ordinating and partnering with mainstream practitioners to make the best use of resources
- There is now a central co-ordination point for freedom and recovery toolkit groups across the city and planned groups for the 2013 calendar year

2701 people accessing SAFE project
466 safety plans completed
349 'out of hours' interventions

88 referrals to the family service

164 housing referrals
64 homes secured

24 referrals to the Jenkins Centre

88 family cases opened
85 housing cases opened
130 currently on SAFE caseloads (end Dec 2012)
308 children and young people accessing family service
Over **100** training & awareness sessions delivered

Some areas of focus for quarter 4:

- Increasing levels of appropriate referral
- Promote the availability of crèche facilities more widely
- Releasing a training timetable for city council staff
- Establishing the practitioners network
- Preparing for the change in government definition
- Mapping client unique reference numbers
- Think Family referrals and allocation panels
- Monthly service manager meetings
- Male victims project group trial initiatives
- Building the needs and outcomes picture
- Capturing 'method of access' data (text; web; drop in; helpline; email; other)

Safeguarding Children

- 64% of SAFE clients (Oct-Dec) had children
- 7% were pregnant
- 237 children in total
- 19% with known CYPS involvement (13% S47)
- 70 risk assessments were completed by the Family Service
- 2 (3%) children and young people accessing the family service noted self-harm
- 1 (1%) of the children and young people accessing the family service noted suicidal feelings
- None of the children and young people accessing the family service were at risk of forced marriage
- 3 people accessing the SAFE project were aged 16-17years

Safeguarding Adults

- 31% (55) noted mental health problems
- 25% (44) noted threatened or attempted suicide
- 19% (34) noted self-harm
- 2% (3) were in receipt of community care payments
- 3% (5) were at risk of forced marriage
- 7% (13) were at risk of honour based violence
- 14% (24) were at risk from multiple perpetrators
- 47% (84) were high risk at intake
- 30% (53) met the MARAC threshold at intake
- 16% (29) had attended A&E as a result of abuse

Performance of Integrated Specialist Domestic Violence Services

1/1/13 – 31/3/13

The integrated services have now been operational for a period of 7 months (see previous report of 21/2/13). During the last quarter significant work has taken place to embed and promote the services locally. Alongside this, guidance and structures for the collection of meaningful performance data have been drawn up. From the areas of focus for quarter 4 we can provide the following update:

- Appropriate referrals have increased across all services
- Crèche take up has increased
- Training timetable for LCC staff is nearing completion
- Practitioners network has met for the first time
- Think Family referrals & allocation panels: links are now in place and Think Family lead is meeting with service providers to draw up referral protocols
- Regular meetings are in place for Service Managers of the IDV to ensure better integration of services
- Male victims project group has been established

January to March Data

1558 people accessed SAFE victim service
658 safety plans completed
162 'out of hours' interventions

18 families referred to LWA family service

166 housing referrals
66 homes secured

27 referrals to the Jenkins Centre Perpetrator Service

43 family cases opened
100 housing cases opened
60 SAFE Home cases
122 SAFE Victim & Survivor cases
338 children & young people accessing family service
67 training & awareness raising sessions delivered

Some areas of focus for quarter 1 2013/14:

- Continued promotion of services across the City
- Continued promotion of crèche facilities
- Training to have commenced for LCC staff
- Mapping client unique reference numbers
- Embed Think Family into DV services
- Protocol for rehousing of perpetrators

Safeguarding Children

- 70% of SAFE clients had children
- 8% were pregnant
- 225 children in total
- 24% with known CYPs involvement (12% S47)
- 38 risk assessments completed by the Family Service
- 1 young person accessing the family service noted self-harm
- 1 young person accessing the family service noted suicidal feelings
- 5 people

Safeguarding Adults

- 35% (73) noted mental health problems
- 23% (36) noted threatened or attempted suicide
- 10% (15) noted self-harm
- 8% (12) were in receipt of community care payments
- 6% (17) were at risk of forced marriage
- 17% (45) were at risk of honour based violence
- 19% (29) were at risk from multiple perpetrators
- 49% (76) were high risk at intake
- 23% (36) met the

Jenkins Centre

- 83% (42) of clients had children
- 93 children in total
- 73% (66) reached threshold for child protection intervention
- 47% of partners had accessed no prior support
- 4 referrals to IDVA, 3 to MARAC
- 61% of clients had complex needs
- 42% did not attend appointments
- 20% engaged with the service

If you have any comments on the performance information, then please contact our Contract Monitoring Officer, Sharon Bryan on:

Telephone: 0116 2528562. Email sharon.bryan@leicester.gov.uk

Performance of Integrated Specialist Domestic Violence Services 1/04/13 -31/06/13

The integrated services are now into year 2 of contract delivery and this report features data from quarter 1 only, not cumulative numbers. From the areas of focus noted on the last report we can update as follows:

Service promotion is embedded
Crèche take up is increasing
Training for LCC staff is now programmed in for September
Perpetrator housing protocol at sign off stage
Police Communications Campaign is almost ready to launch

April – June headline data

1838 people accessed SAFE victim service
810 safety plans completed
195 'out of hours' interventions

27 referrals to LWA
family service

185 housing referrals
46 homes secured

36 referrals to Jenkins
Centre perpetrator
Service

87 family cases opened
185 housing cases opened
65 SAFE Home cases
160 SAFE Victim & Survivor cases
93 children & young people accessing the family service
45 training & awareness raising sessions delivered

Some areas of focus for quarter 2 2013/14:

- Roll out of training programme
- Continued promotion of crèche facilities
- Mapping client unique reference numbers
- Maintain the momentum of the practitioners network
- Launch of Police Communications Campaign

Safeguarding Children

- 190 SAFE clients had children
- 13 were pregnant
- 378 children in total
- 19% (36) with known CYPS involvement (11%/21 S47)
- 31 risk assessments completed by the Family Service
- 5 young people accessing the family service noted self-harm
- 2 young people accessing the family service noted suicidal feelings
- 36 clients accessing the SAFE project were aged 16-18yrs

Safeguarding Adults

- 33% (90) noted mental health problems
- 23% (62) threatened or attempted suicide
- 13% (35) noted self-harm
- 2% (6) were in receipt of community care payments
- 3% (9) were at risk of forced marriage
- 11% (29) were at risk of honour based violence
- 17% (47) were at risk from multiple perpetrators
- 154 (56%) were high risk at intake
- 29% (80) met the MARAC threshold

Jenkins Centre

- 90% (37) of clients had children
- 77 children in total
- 85% (66) reached the threshold for child protection intervention
- 68% of partners had accessed no prior support
- 0 referrals to MARAC
- 1 referrals to IDVA
- 30% of clients had complex needs
- 54% non-attendance at assessment appointments
- 22% assessed as unsuitable for the programme

If you have any comments on the performance information, then please contact our Contract Monitoring Officer, Sharon Bryan on: sharon.bryan@leicester.gov.uk

Appendix E

Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: **17th October 2013**

Census data analysis

Lead Director: ***Miranda Cannon***

Useful Information:

- Ward(s) affected: *All*
- Report author: *Jay Hardman, Research and Intelligence Manager*
- Author contact details: *29 7741, jay.hardman@leicester.gov.uk*
- Report version: *2*
- Date report drafted: *7th October 2013*

1. Summary

The council is making use of Census 2011 output data as part of its corporate programme of data collection and analysis.

This report provides an update on progress.

2. Supporting Information

A quick tour of Census 2011

Census 2011 is the most extensive survey of UK population ever undertaken.

It is generating output data at different geographical scales from national (largest scale) down to output area (smallest scale).

As well as providing robust population estimates, Census 2011 helps to describe the structure of the resident population in relation to key criteria such as age, ethnicity, education, health, household composition and economic activity.

Further information about Census 2011 is available at Appendix A.

LCC data collection and analysis programme

The city council is making use of Census 2011 output data as part of its corporate programme of data collection and analysis. The objectives of this programme are to support the decision-making of council departments and to help improve the quality and transparency of the evidence base for policy-making and public services.

Since the first release of Census 2011 output data in July 2012, the council's research and intelligence team has undertaken a range of data analysis and produced a number of reports. This includes:

- A set of reports on the city's population and how it has changed since 2001. Each report is focused on a specific theme: diversity and migration; quality of life; and caring and earning

- A set of data visualizations and posters highlighting some of the key demographic changes in Leicester over the past 10 years

2011 Census key statistics for Leicester

The research and intelligence team has used census outputs to produce a compendium of key statistics for Leicester. Together, these statistics help to describe *who we are*, *how we live* and *what we do*.

The compendium includes key statistics for:

- The city as a whole
- The city centre and suburbs
- The council's 22 electoral wards

A draft of the compendium is attached at Appendix B.

Next phase of data analysis

The main thrust of the next phase of data analysis is to produce some *common core service planning information* about Leicester's people and places.

While this will draw heavily on census 2011 outputs, it is also intended to incorporate data from other sources (e.g. de-identified administrative data routinely collected by council departments) to provide a much broader and more refined evidence base to inform the development, implementation and evaluation of policy and services.

The proposed outputs include accessible information about:

- The resident population
 - Size and structure
 - Drivers of change (including migration)
 - Characteristics of key sub-groups (e.g. children and young people, working age people, senior citizens)
 - Health and wellbeing
 - Qualifications
 - Economic activity
 - Identities and personal relationships

- The household population
 - Size and structure
 - Drivers of change (including planning and development)
 - Characteristics of key sub-groups (e.g. households with children, households without children, senior citizen households)
 - Accommodation type and tenure
 - Transport and other communications assets (e.g. access to the Internet)
 - Income/budget pressures
 - Economic activity
- Local communities
 - Neighbourhoods
 - Communities of interest (e.g. new arrival groups)

It is anticipated that these outputs will be of interest to a range of internal and external stakeholders and will help to inform various policy and service developments, including the local response to the government's reform of welfare and public services.

3. Financial, legal and other implications

3.1 Financial implications

The analysis and use of census data will help to shape the Council's future service provision and to ensure that resources are used to best effect.

Colin Sharpe, Head of Finance, ext. 37 4081

3.2 Legal implications

There are no direct legal implications arising from this report

Kamal Adatia, City Barrister & Head of Standards

3.3. Climate Change implications

There are no direct climate change implications associated with this report.

Mark Jeffcote, Environment Team (x372251)

3.4 Equality Impact Assessment

The census 2011 presents the council with important demographic and socio-economic information on city residents that helps us better understand their needs, by protected characteristic (most are reflected in the statistics available) and also by which part of the city they live in, enabling us to build a cumulative picture of need 'on the ground'. Being able to correlate these factors with other elements of information available, gives us a more robust understanding of comparative need and likely potential impacts of actions we may wish to take.

Irene Kszyk, Corporate Equalities Lead

4. Background information and other papers:

None

5. Summary of appendices

Appendix A: a quick tour of census 2011

Appendix B: a compendium of 2011 Census key statistics

6. Is this a private report ? (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)

No

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A quick tour of census 2011

Jay Hardman

Research and Intelligence Manager

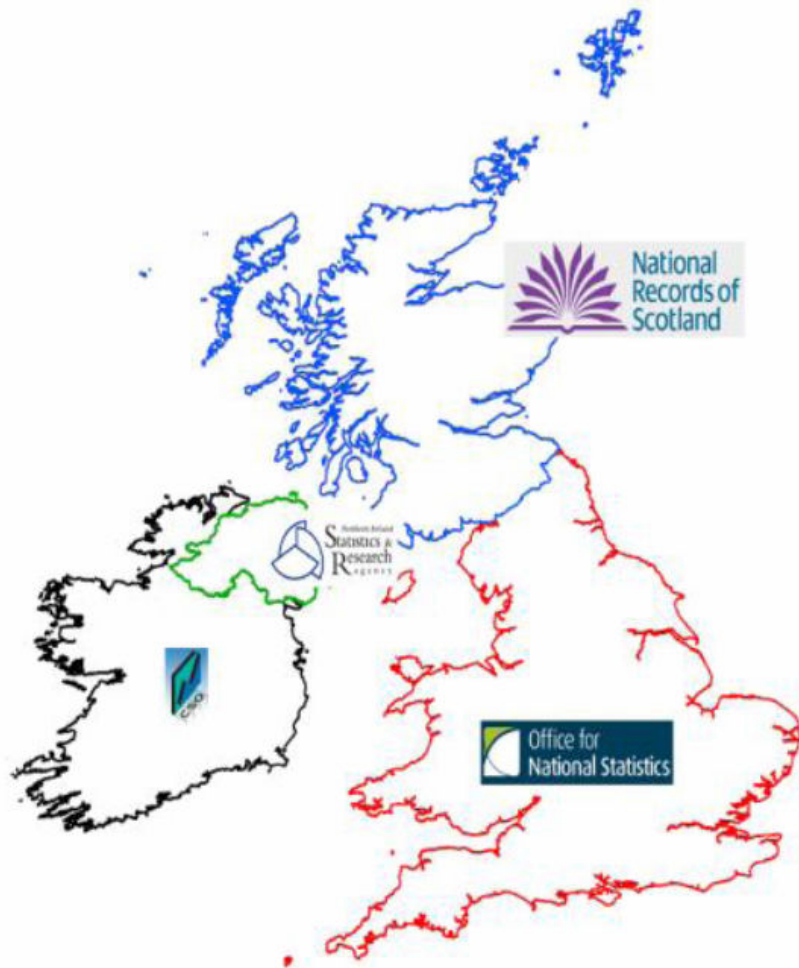
What is a census?

“The total process of collecting, compiling, evaluating, analysing and publishing demographic, economic and social data pertaining at a specified time, to all persons in a country or well delimited parts of the country”

United Nations (1998)



The census in the UK



The image shows a sample of a 2011 Household Questionnaire form for England. The form is purple and white. At the top, it features the Royal Coat of Arms, the text 'Household Questionnaire England', and the '2011 Census' logo. The 'Office for National Statistics' logo is also present. The form includes sections for 'Complete online' with the website 'www.census.gov.uk' and a field for a personal internet access code. It also provides instructions for returning the paper questionnaire to 'FREEPOST 2011 Census, Processing Centre, UK'. A 'Declaration' section requires a signature, date, and telephone number. At the bottom, there is a 'Where can you get help?' section with contact information for the census website, helpline, and text relay. A barcode and the code 'H1' are located at the bottom right of the form.

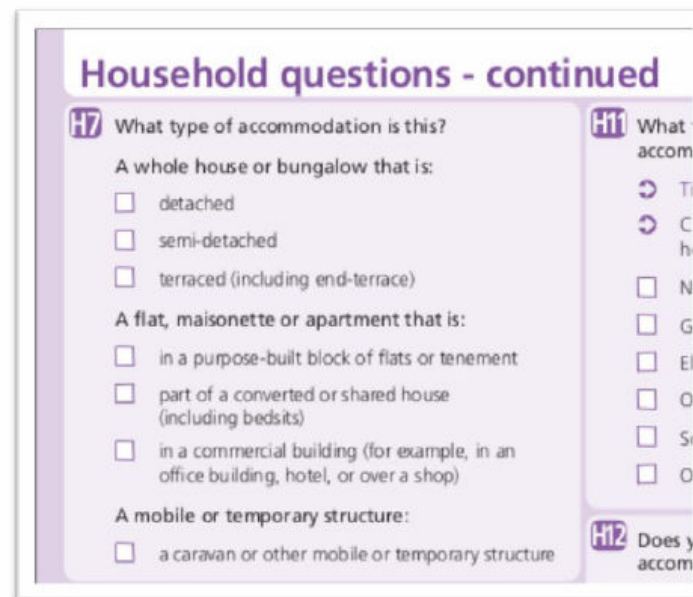
Contains National Statistics data © Crown Copyright and database right 2012
Contains Ordnance Survey data © Crown Copyright and database right 2012

UK Data Service
Census Support



Household census questions

- accommodation type – house or flat?
- own or rent?
- how many rooms?



The image shows a screenshot of a household census questionnaire titled "Household questions - continued". It contains three main sections of questions:

- H7** What type of accommodation is this?
 - A whole house or bungalow that is:
 - detached
 - semi-detached
 - terraced (including end-terrace)
 - A flat, maisonette or apartment that is:
 - in a purpose-built block of flats or tenement
 - part of a converted or shared house (including bedsits)
 - in a commercial building (for example, in an office building, hotel, or over a shop)
 - A mobile or temporary structure:
 - a caravan or other mobile or temporary structure
- H11** What : accom:
 - T
 - C
 - N
 - G
 - E
 - O
 - S
 - O
- H12** Does y accom



Changes from 2001 census

- An option to complete the form online
- Migrants asked about their date of arrival and how long they intended to stay in the UK
- Questionnaire included tick boxes for same-sex civil partnerships in relevant questions
- English, Northern Irish, Scottish and Welsh national identity tick-box options included
- A question about the number of bedrooms a household has, as well as the names, gender and birth dates of any overnight guests
- A question asking how well a respondent can speak English
- No question on whether a resident has access to a bath or shower
- The section on ethnicity was expanded
- Included usual residents and any visitors staying the night on census day, 27 March 2011

Output census data is geographic

Census key statistics - - 2011 Census key statistics - - 2011 Census key statistics - - 2011 Census key statistics - - 2011 Census key statistics

Leicester

Population density 2011 (persons/ha)

45.0

Who we are				How we live			What we do		
	Males	Females	Persons		Number	%		Number	%
Population 1991	130,217	140,276	270,493	Day-to-day activities not limited	272,702	82.7%	Providing unpaid care	30,965	9.4%
Population 2001	134,784	145,137	279,921	Day-to-day activities limited a little	29,522	9.0%	All residents aged 16-74	242,232	
Population 2011	162,884	166,955	329,839	Day-to-day activities limited a lot	27,615	8.4%	Students	40,905	16.9%
<u>Age structure</u>				(all aged 16+)			- economically active full-time students	13,301	5.5%
0-4	24,297	7.4%		Qualifications at level 1 or above	186,151	71.4%	In paid employment (not studying full time)	128,142	52.9%
5-15	44,982	13.6%		Single (never married)	108,120	41.5%	Unemployed (not studying full time)	14,982	6.2%
16-64	223,344	67.8%		Married or in a reg. same-sex civil partnership	110,860	42.6%	- long-term unemployed	6,109	2.5%
65-74	18,888	5.7%		Separated	7,104	2.7%	- unemployment rate (ec. active residents aged 16-74)		9.6%
75+	18,328	5.5%		Divorced	18,579	7.1%	Looking after home or family	15,035	6.2%
Born in UK	218,996	66.4%		Widowed	15,897	6.1%	Long-term sick or disabled or otherwise ec. inactive	20,733	8.6%
Born in Southern Asia	45,290	13.7%		Total households	123,125		Retired	22,435	9.3%
Born in South and Eastern Africa	26,817	8.1%		Population in households	321,527	97.5%	Industry of employment	137,494	
Born in Europe (non-UK)	19,689	6.0%		Average household size	2.6		Agriculture, forestry & fishing	162	0.1%
White:British	148,629	45.1%		<u>Household composition</u>			Mining, quarrying, energy & water supply	2,801	2.0%
Asian/Asian British:Indian	93,335	28.3%		One person households	36,951	30.0%	Manufacturing	20,584	15.0%
Black/African/Caribbean/Black British	20,585	6.2%		- one person:senior citizen	12,057	9.8%	Construction	7,082	5.2%
Mixed/multiple ethnic group	11,580	3.5%		All households with dependent children	41,129	33.4%	Wholesale & retail trade	26,042	18.9%
Asian/Asian British:Pakistani	8,067	2.4%		- lone parent with dependent children	10,408	8.5%	Transport & storage	7,502	5.5%
Other White groups	18,007	5.5%		<u>Tenure</u>			Accommodation & food services	8,258	6.0%
Other Asian/Asian British groups	21,068	6.4%		Owner occupied	61,170	49.7%	Communication, finance, real estate	8,433	6.1%
Other ethnic groups	8,568	2.6%		Social rented	31,270	25.4%	Professional, scientific, technical	5,043	3.7%
Christian	106,872	32.4%		Private rented	27,999	22.7%	Administrative & support service activities	7,479	5.4%
No religion	75,280	22.8%		No central heating	3,449	3.0%	Public administration & defence	6,289	4.6%
Muslim	61,440	18.6%		Overcrowded	18,756	15.0%	Education	13,919	10.1%
Hindu	50,087	15.2%		Average number of rooms per household	5.0		Health & social work	18,488	13.4%
Sikh	14,457	4.4%		No car	45,375	37.0%	Other	5,412	3.9%
Other religion	3,358	1.0%		Household spaces	127,383		<u>Occupations</u>		
Religion not stated	18,345	5.6%		With at least one usual resident	123,125	96.7%	Managers, directors and senior officials	9,556	7.0%
(of persons aged 3+)				With no usual residents	4,258	3.3%	Professional occupations	19,628	14.3%
Main language is English	228,295	72.5%		Detached	13,390	10.5%	Associate professional and technical	12,808	9.3%
Cannot speak English	4,705	1.5%		Semi-detached	44,880	35.2%	Administrative and secretarial	13,883	10.1%
				Terraced	40,290	31.6%	Skilled trades occupations	12,636	9.2%
				Flat	28,757	22.5%	Caring, leisure and other service occupations	13,388	9.7%
				Caravan or temporary structure	66	0.1%	Sales and customer service occupations	14,859	10.8%
							Process plant and machine operatives	17,406	12.7%
							Elementary occupations	23,330	17.0%

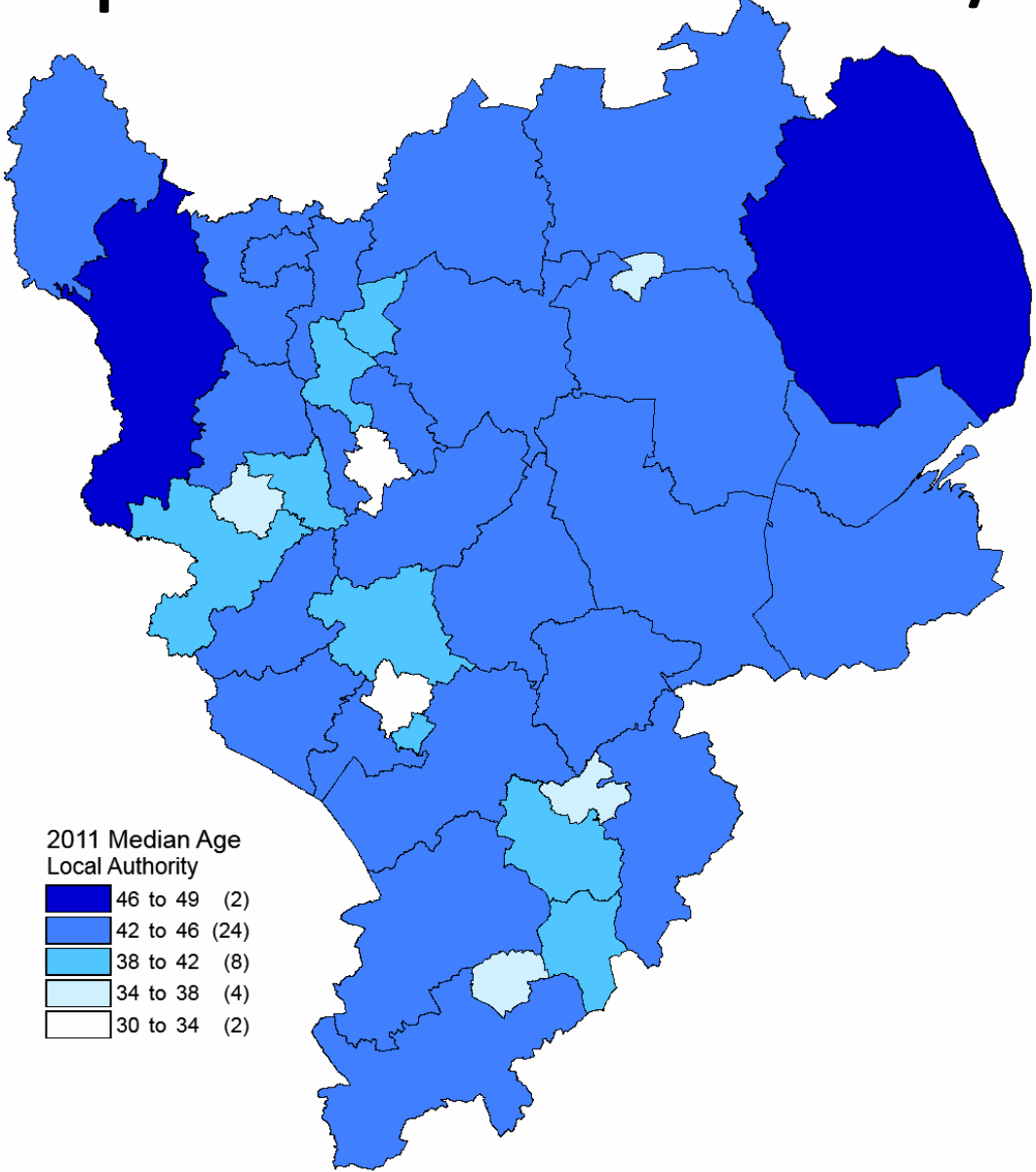
Source: 2011 Census Key Statistics, Office for National Statistics © Crown Copyright 2013

These statistics may be used under the terms of the Open Government Licence

Produced by Research and Intelligence Service, Leicester City Council

www.leicester.gov.uk/research

Geographical visualisation/analysis

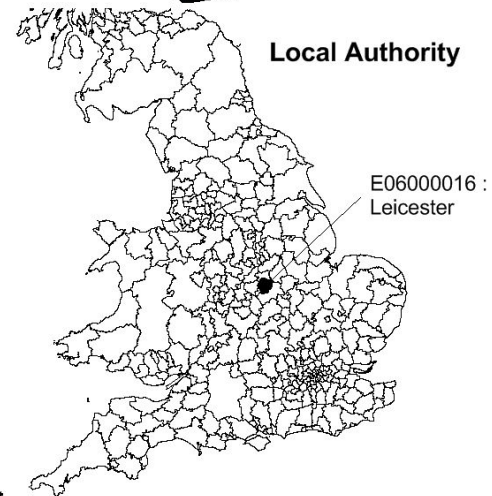
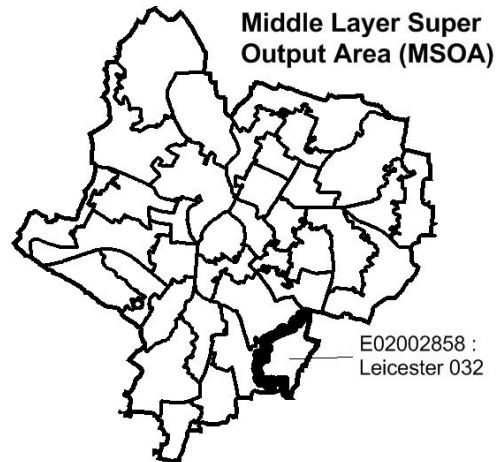
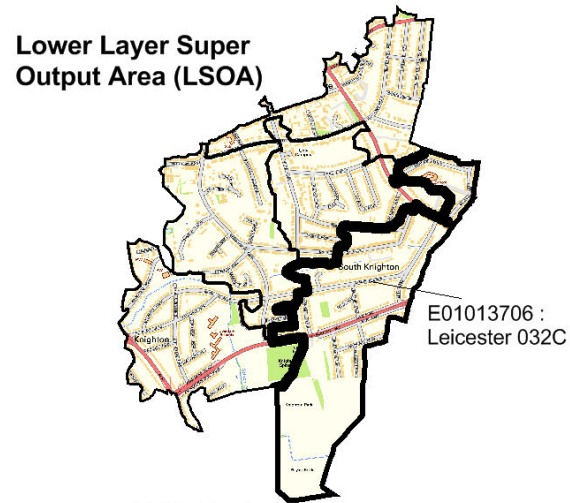
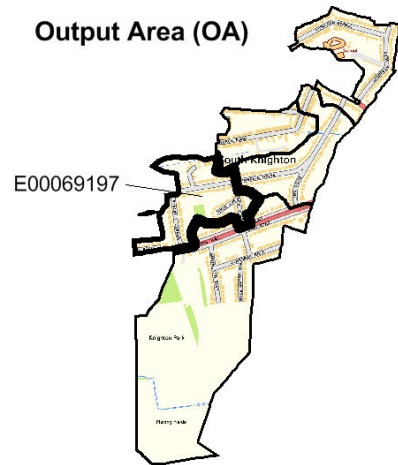


Census output areas



GEOID ↓	totpop	male	female
E00069169	392	194	198
E00069187	251	121	130
E00069192	346	160	186
E00069196	309	148	161
E00069197	330	162	168

2011 Census geography hierarchy



Census statistics help to describe the structure of the resident population

- Population attributes, including:
 - Age
 - Ethnicity
 - Education
 - Health
 - Household composition
 - Economic activity
- Changes in these attributes since the last census in 2001
- Travel to work and commuting patterns
- At different geographic scales
 - National and regional
 - Travel-to-work area
 - Local authority area
 - Neighbourhood

Using census statistics

- Requires time and expertise
- Possible, in principle, to link with data from other sources
- Best if interpretation is informed by local insight and intelligence

Health warnings

- Caution is required when interpreting census statistics at smaller geographical levels
- Not all measures are directly comparable from one census to the next
- Full set of census 2011 results not yet released

Illustration of the type of analysis possible with census data

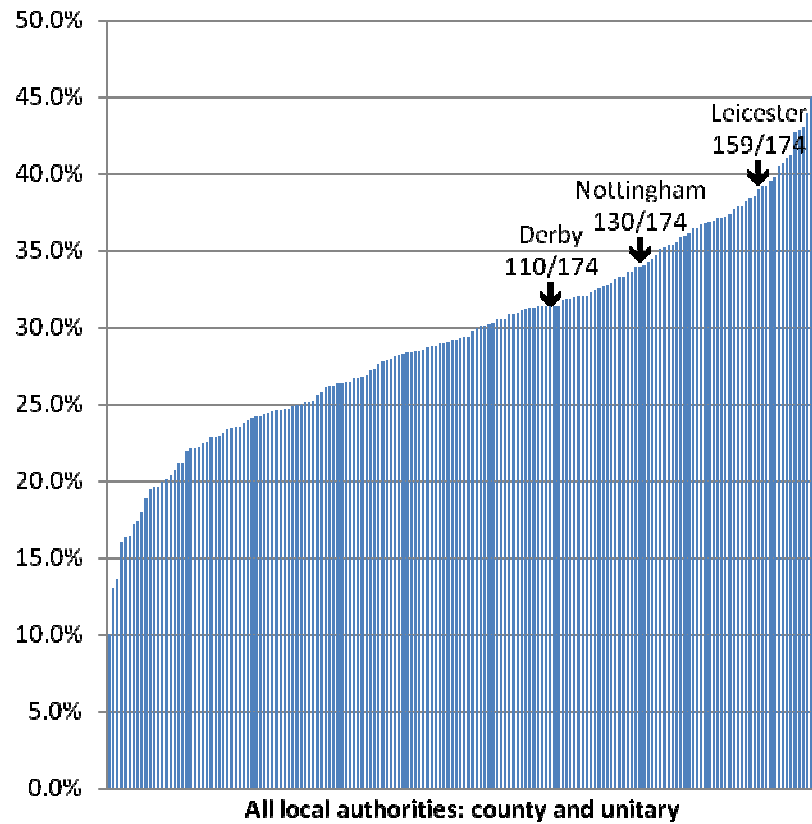
Focus on qualifications

Choice of measures

- No qualifications
- Level 1 qualifications
- Level 2 qualifications
- Apprenticeship
- Level 3 qualifications
- Level 4 qualifications and above
- Other qualifications

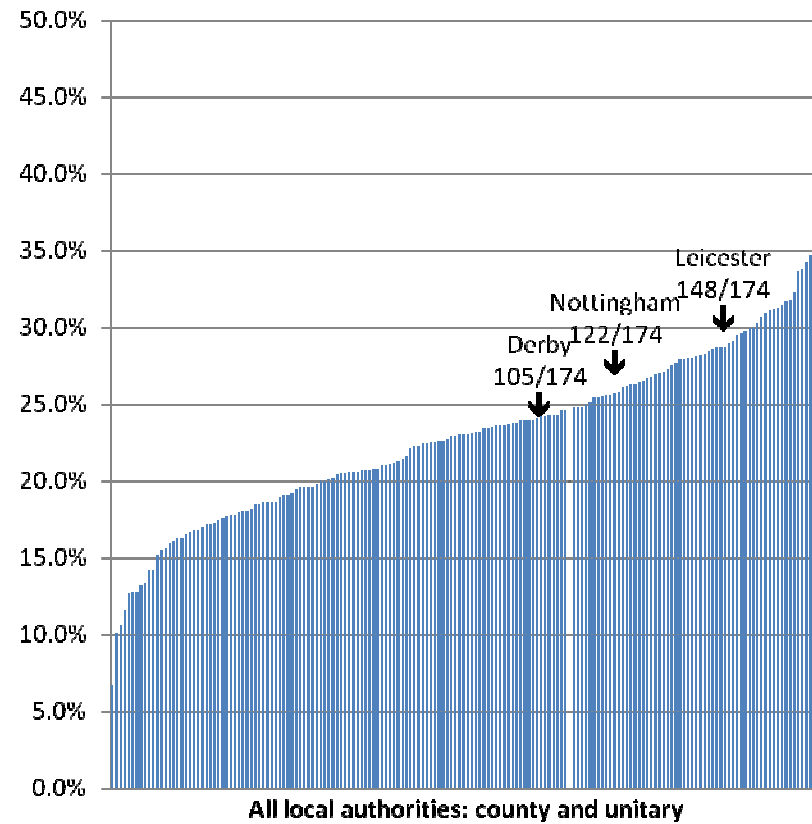
% of adults with no qualifications

2001



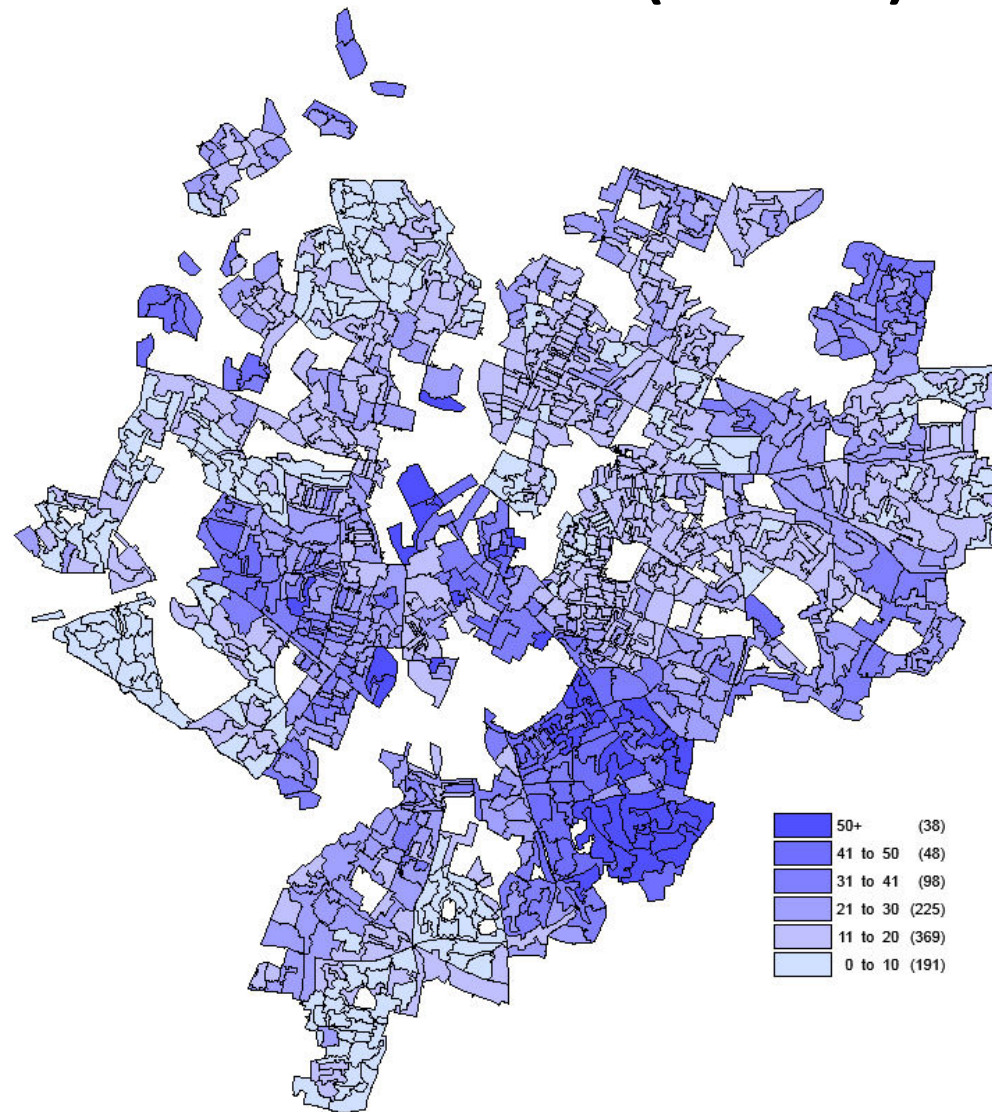
Residents aged 16-74

2011



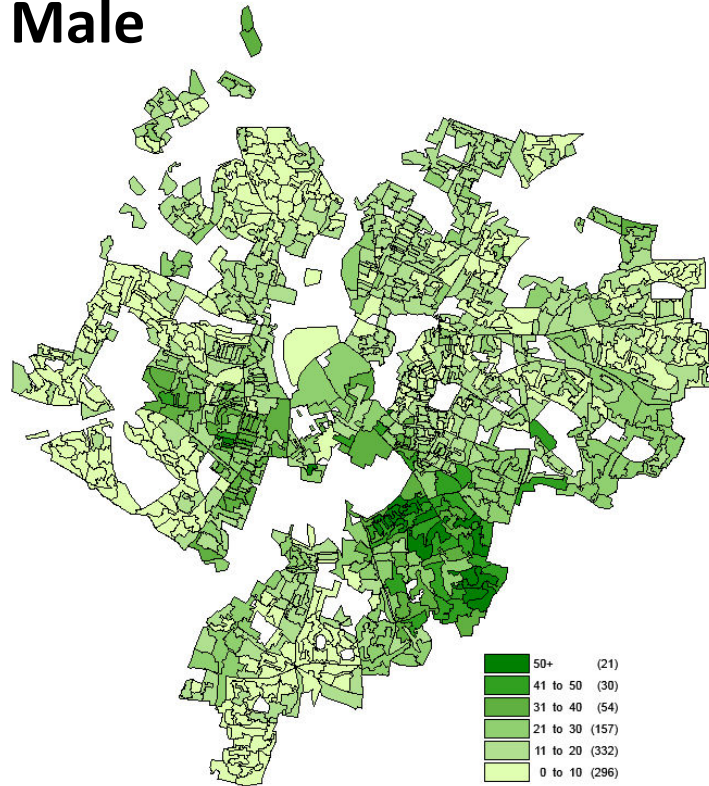
Residents aged 16 and over

% of adults with level 4 qualifications and above (2011)

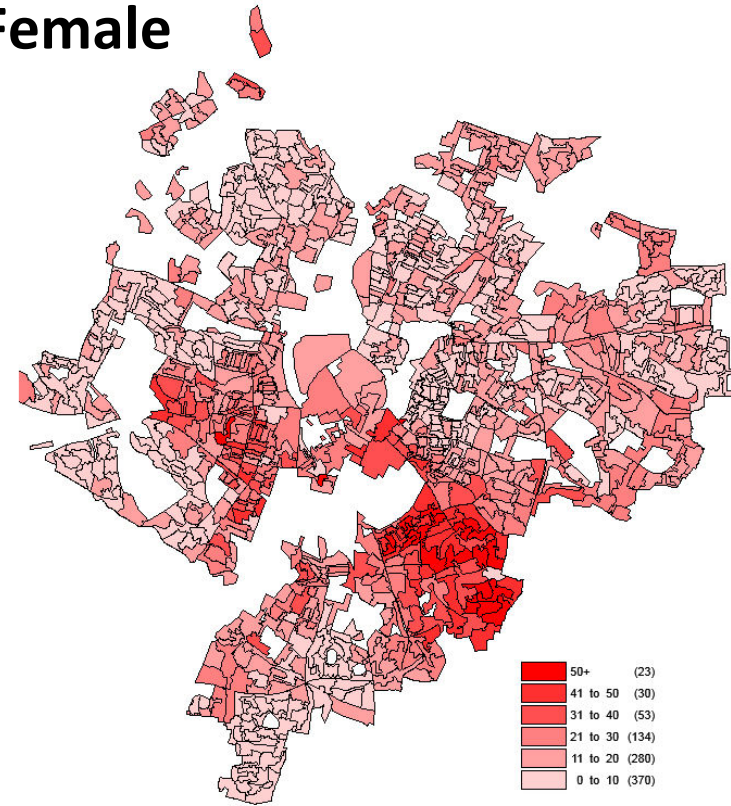


% of adults with level 4 qualifications and above (2001)

Male



Female



**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
DRAFT WORK PROGRAMME 2013/14**

Meeting	Meeting Items	Lead Officer	Actions Agreed
Agenda Meeting – Thursday 16th May 2013 at 4.30pm			
Tues 4th June 2013 at 5.30pm	- Community Involvement Portfolio	- Miranda Cannon	
	- Neighbourhood Services Portfolio	- Liz Blyth	
	- City Mayor's Delivery Plan	- Miranda Cannon	Agreed to add certain targets identified to the commission's work programme. The work programme to be updated accordingly.
	- Community Services Fees & Charges Scheme	- Steve Goddard	Agreed the amendments to simplify the scheme in principle but requested that the consultation findings and the EIA come to a special meeting in August.
Agenda Meeting – Tuesday 18th June 2013 at 10.00am			
Thurs 4th July 2013 at 5.30pm	- Household Waste and Recycling Centre	- Adrian Russell	Agreed the location of the new centre. Requested for the result of re-use pilot to come back in November or December.
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Smith	Recommended that greater engagement is done with Members for the 2 nd phase of the pilot including formal feedback from pilot ward councillors. Commission members will agree what else to consider for future meetings.
	- Transforming Neighbourhood Services	- Liz Blyth	Agreed that scrutiny should be included in the timeline before the 3 month consultation and after.
	- Access Control	- Liz Blyth/ Steve Goddard	Agreed the roll out of the scheme and to continue to monitor its progress.
Agenda Meeting – Tuesday 6th August 2013 at 10.30am			
Special Mtg – Tues 20th August at 5.30pm	- Community Centres Charging Scheme	- Liz Blyth/ Steve Goddard	Several recommendations were made by the commission to the Executive with agreement of a response to be received at the next meeting. It was also agreed to have an update and impact assessment of the changes in six months' time.
	- Move of Customer Service Centre	- Jill Craig	Agreed to arrange a visit for commission member to the new centre once it opens.
	- City Warden Service	- Adrian Russell	An update on progress to come to the commission in six months.

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
DRAFT WORK PROGRAMME 2013/14**

Meeting	Meeting Items	Lead Officer	Actions Agreed
Agenda Meeting – Tuesday 20th August 2013 at 10.30am			
Tues 3rd Sept 2013 at 5.30pm	- Police & Crime Plan	- Frank Jordan	
	- Neighbourhood Policing	- Frank Jordan/ Rob Nixon	An update on progress to come to the commission in six months.
	- Citizens Advice Bureau	- Nicola Hobbs/ Helen Child	A report to come back to the Scrutiny Commission in 6 months on progress with the provision of advice in Year 1 of the contract and an outline of the Year 2 proposals.
	- Community Services Review	- Steve Goddard	The commission requested that discussions are held with councillors from wards lacking Council operated facilities.
	- Transforming Neighbourhood Services	- Liz Blyth	The commission requested to be kept involved of the consultation progress, possibly by way of a Task Group and that an Impact Assessment be reported back around usage of Aylestone Library.
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon	The commission to consider a way forward with the project team around the involvement of YP in ward meetings. Officers were asked to consider suggestions put forward by the commission around social media and were asked to report back on their communications matrix.

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
DRAFT WORK PROGRAMME 2013/14**

Meeting	Meeting Items	Lead Officer	Points to be considered	Review Items	
Agenda Meeting – Tuesday 1st October 2013 at 10.30am					
Thurs 17th Oct 2013 at 5.30pm	- Noise Control Services	- Adrian Russell	<ul style="list-style-type: none"> • How many FTE's are in the team? • Is it sufficient for demand • What days is it running? • What are the costs attached etc? 		
	- Anti-Social Behaviour Team	- Daxa Pancholi	<ul style="list-style-type: none"> • An update on current services available • How many in are in the team? • Is the team sufficient for demand? • Current figures/statistics 		
	- Domestic Violence Service	- Daxa Pancholi	<ul style="list-style-type: none"> • An update on current services available • How are services being re-launched? • Figures/statistics 		
	- Census data analysis	- Miranda Cannon/ Jay Hardman	<ul style="list-style-type: none"> • Headline data on a neighbourhood/ward level • Information on phase 2 of analysis 		
Agenda Meeting – Monday 18th November 2013 at 4.00pm					
Wed 4th Dec 2013 at 5.30pm	- Update on City Mayor's Delivery Plan	- Miranda Cannon/ Liz Blyth	<ul style="list-style-type: none"> • Progress of targets in relation neighbourhood services and community involvement 		
	- Voluntary and Community Sector	- Miranda Cannon	<ul style="list-style-type: none"> • Initial presentation to give a background on the review • Update on the scrutiny review carried out last year by the Health Scrutiny Commission 		
	- Community Centres Charging Scheme	- Steve Goddard/ Liz Blyth	<ul style="list-style-type: none"> • Progress of using lounge type areas at community centres for free or at a discounted rate 		
	Standing Items				
	- Transforming Neighbourhood Services	- Liz Blyth			
- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams	<ul style="list-style-type: none"> • Copy of the communications matrix • Feedback from pilot ward councillors • Update on involvement of young people • Current progress 			

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
DRAFT WORK PROGRAMME 2013/14**

Meeting	Meeting Items	Lead Officer	Points to be considered	Review Items
Agenda Meeting – Tuesday 17th December 2013 at 10.30am				
Tues 7th Jan 2014 at 5.30pm	- Household Waste and Recycling Centre Pilot Scheme (Pass it on scheme)	- Adrian Russell	<ul style="list-style-type: none"> Progress of the re-use pilot scheme 	
	Standing Items			
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams		
Agenda Meeting – Tuesday 21st January 2014 at 10.30am				
Thurs 6th Feb 2014 at 5.30pm				
Thurs 13th Mar 2014 at 5.30pm	- Update on Citizens Advice Bureau	- Nicola Hobbs/ Helen Child	<ul style="list-style-type: none"> Update on the current figures of cases Needs analysis Update on progress of the outreach services How are the areas for outreach services identified? Progress on identifying and training 'problem noticers' Update on the move to new premises General communications update 	
	- Update on Neighbourhood Policing	- Frank Jordan/ Rob Nixon	<ul style="list-style-type: none"> Update on current position Are there any Key changes to neighbourhood policing? 	
	- Community Centres Charging Scheme	- Liz Blyth/ Steve Goddard	<ul style="list-style-type: none"> Six month impact assessment 	
	- City Warden Service	- Adrian Russell	<ul style="list-style-type: none"> Update on progress 	
Tues 22nd Apr 2014 at 5.30pm				

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
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Future Items	Lead Officer	Items to be considered
Community Governance	Steve Goddard/ Liz Blyth	<ul style="list-style-type: none"> • Information on the 'Getting Involved' scheme • Information on the volunteering scheme • Update on partnership agreements
Site visit to the New Customer Service Centre	Jill Craig	<ul style="list-style-type: none"> • Members of the commission to visit the centre as part of their work to consider the implications of the move.
Communications Review	Miranda Cannon	<ul style="list-style-type: none"> • Scope/objectives of the review • Improvement of the Council website
Update on Libraries	Adrian Wills	<ul style="list-style-type: none"> • What events are done in the libraries? • How do the libraries support elderly people? • Is the management system working effectively? • Consider a mystery shopper scheme
Welfare Reform Impact (In consideration with OSC and Housing Scrutiny)	Caroline Jackson	<ul style="list-style-type: none"> • What has been the impact of reforms? • Has the level of support been sufficient • Are council services coping with the demand for support?
Council Tax Collection Figures (In consideration with OSC and Housing Scrutiny)	Alison Greenhill/ Caroline Jackson	<ul style="list-style-type: none"> • Update on current figures/trends
Update on Equalities (In consideration with OSC)	Irene Kszyk	<ul style="list-style-type: none"> • Impact of the Equality and Diversity Strategy • Workforce representation • Equality Impact Assessments and the approach of the Equalities function in influencing strategies to ensure a fair approach to considering our communities and their involvement

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