

Leicester
City Council

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

DATE: WEDNESDAY, 4 DECEMBER 2013
TIME: 5:30 pm
**PLACE: THE OAK ROOM - GROUND FLOOR, TOWN HALL,
TOWN HALL SQUARE, LEICESTER**

Members of the Committee

Councillor Cutkelvin (Chair)
Councillor Gugnani (Vice Chair)

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

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

For Monitoring Officer

Officer contacts:

(Julie Harget Democratic Support Officer):

Tel: 0116 2298809, e-mail: julie.harget@leicester.gov.uk

Kalvaran Sandhu (Members Support Officer):

Tel: 0116 2298824, e-mail: Kalvaran.Sandhu@leicester.gov.uk

Leicester City Council, Town Hall, Town Hall Square, Leicester LE1 9BG

INFORMATION FOR MEMBERS OF THE PUBLIC

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You have the right to attend Cabinet to hear decisions being made. You can also attend Committees, as well as meetings of the full Council. Tweeting in formal Council meetings is fine as long as it does not disrupt the meeting. There are procedures for you to ask questions and make representations to Scrutiny Commissions, Community Meetings and Council. Please contact Democratic Support, as detailed below for further guidance on this.

There are procedures for you to ask questions and make representations to Scrutiny Committees, Community Meetings and Council. Please contact Democratic Support, as detailed below, for further guidance on this.

You also have the right to see copies of agendas and minutes. Agendas and minutes are available on the Council's website at www.cabinet.leicester.gov.uk or by contacting us as detailed below.

Dates of meetings are available at the Customer Service Centre, King Street, Town Hall Reception and on the Website.

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.

WHEELCHAIR ACCESS

Meetings are held at the Town Hall. The Meeting rooms are all accessible to wheelchair users. Wheelchair access to the Town Hall is from Horsefair Street (Take the lift to the ground floor and go straight ahead to main reception).

BRAILLE/AUDIO TAPE/TRANSLATION

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).

INDUCTION LOOPS

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 Julie Harget, Democratic Support on (0116) 229 8809 or email julie.harget@leicester.gov.uk or call in at the Town Hall.

Press Enquiries - please phone the Communications Unit on 252 6081

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

The Minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Committee held on 17 October 2013 have been circulated, 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. UPDATE REPORT: TRANSFORMING NEIGHBOURHOOD SERVICES PROGRAMME

Appendix A

The Director, Neighbourhood Services submits a report that provides an update on the Transforming Neighbourhood Services (TNS) programme and the engagement work that is being carried out in the South area of the city. The Scrutiny Commission is recommended to:

- a) note the progress made to date and early feedback and lessons learned regarding the engagement activity in the South area.
- b) note the outline timetable for the next steps regarding the South area.

7. COMMUNITY CENTRES: USE OF SHARED SPACE

Appendix B

The Director, Neighbourhood Services submits a report that provides information regarding the proposal to offer rent free open access space in

identified community centres as part of the new charging scheme previously presented to the Commission in August 2013. The intention of the proposed approach is to make community centres more accessible to local communities and to create more opportunity for people to engage in local provision. The Scrutiny Commission is asked to note the report and to make any comments or recommend further action as appropriate.

8. NEW OPTIONAL GARDEN WASTE COLLECTION SERVICE [Appendix C](#)

The Director, Environmental Services submits a report that outlines the proposed Garden Waste Service. Members of the Scrutiny Commission are requested to consider and comment on the proposals as appropriate.

9. WARD COMMUNITY MEETINGS (WCMS) IMPROVEMENT PROJECT: PHASE 2 PROGRESS [Appendix D](#)

The Director of Delivery, Communications and Political Governance submits a report that provides an update on the progress made on Phase 2 of the Ward Community Meeting Improvement Project. The Neighbourhood Services and Community Involvement Scrutiny Commission is asked to note the report and to make any comments or recommend further action as appropriate.

10. SUPPORTING THE VOLUNTARY AND COMMUNITY SECTOR (VCS) - CONSULTATION PROPOSALS [Appendix E](#)

The Director of Delivery, Communications and Political Governance submits a report that sets out the background and provides an overview of the consultation proposals for the future support model for the Voluntary and Community Sector (VCS) and for engaging with key communities to support a cohesive Leicester. The Neighbourhood Services and Community Involvement Scrutiny Commission are asked to provide their views on the future proposals as part of the consultation approach.

11. WORK PROGRAMME [Appendix F](#)

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

12. ANY OTHER URGENT BUSINESS

Neighbourhood Services & Community Involvement Scrutiny Commission Report

**Update Report Transforming Neighbourhood
Services Programme**

4th December 2013

Assistant City Mayor, Councillor Sarah Russell
Lead director: Liz Blyth

Useful information

- Ward(s) affected: All
- Report author: Liz Blyth
- Author contact details: 37 3501
- Report version number: 1.2

1. Purpose & Summary

The first aim of this report is to provide an update on the Transforming Neighbourhood Services (TNS) programme and the engagement work that is being carried out in the South area of the city.

The second aim is to outline the timeline that will be carried out for the next steps of activity to be undertaken by the TNS programme in relation to the South area.

2. Recommendations

That the Scrutiny Commission note the progress made to date and early feedback and lessons learned regarding the engagement activity in the South area.

That the Scrutiny Commission note the outline timetable for the next steps regarding the South area.

3. Background:

3.1 Community Engagement Experience

3.1.1 South Area Activity to date

The TNS programme has commenced engagement activity with key stakeholders and members of the public in the south area of the city (Knighton, Aylestone, Eyres Monsell and Freeman wards) in order to help develop ideas for how services / buildings can be reconfigured in line with the overall objectives set for the programme.

There are several streams of engagement work that have taken place and these are detailed below:

Meetings & Drop-in sessions

A number of meetings and drop in sessions have been held with key stakeholders and members of public to allow them to express their views. The first meeting to be held was on the 26th September 2013 and representatives from key stakeholder groups in the south area were invited.

Following this a series of drop-in sessions have been held at various locations in the south area. The list of these sessions is as follows:

- Tuesday 8th October at The Linwood Centre 12-2pm
- Wednesday 9th October at Eyres Monsell Community Centre 4-7pm
- Thursday 10th October at Aylestone Baptist Church 4-6.30pm
- Friday 11th October at Southfields Library 12-2pm
- Monday 14th October at Stoughton Rd Scout Hut 6-7pm
- Tuesday 15th October at St Hugh's Church 4-6pm
- Thursday 17th October at Samworth Academy 8.15-9 am
- Thursday 17th October at Aylestone Leisure Centre 4-7pm
- Further drop in outside Tesco on Saffron Lane

The principles behind the scheduling of drop in sessions were:

- They should cover all areas of the neighbourhood
- They should be held both in council and non-council owned properties
- They should be at different times in a day to allow as many people to attend as possible
- Where possible they should coincide with existing events to maximise potential audience
- Be flexible in responding to requests for new locations for drop ins

Method for feedback / Leaflet distribution

A form was designed to collect feedback during the engagement period. This was packaged as a part of a leaflet which also contained key messages and information on the schedule of drop-in sessions to be held. This form has been included as Appendix A to this report.

The feedback form has also been placed on-line to allow responses to be collected in this manner. The deadline for completion and submission of these forms was the 28th October 2013.

The leaflets have been widely distributed around the south area into locations as follows:

- GP Surgeries
- Dentists
- Children's Centres
- Youth Centres
- Community Centres
- Libraries
- Churches
- Housing Offices
- Children's / Community Homes
- Leisure Centres
- Elderly Person's Homes

3.1.2. Emerging Themes and Responses

In total 110 completed forms were received. The emerging themes from these meetings and the responses received are as follows:

- The approach has been received well and feedback received has been of a positive and constructive nature. A number of people commented on how the honest and upfront nature of stating the issues facing the council and showing willing to engage the stakeholders and public early on in the process, i.e. before any decisions have been made, is the correct approach
- Attendees requested to have regular updates from the programme to inform them of progress, the first of these is scheduled into the timetable for next steps
- Support for the idea of delivering multiple services from fewer locations. It is felt that this would improve usage of the sites, creating busy places with lots of activities and services being provided
- Support for the increased use of Southfields Library. This building not was the only one that was mentioned specifically when it came to discussing potential locations for merging services together. Overall responses were more general around merging service provision without naming particular locations from which to do this, however, some support for retaining Linwood Centre if refurbished and improved is evident
- Positive responses to the move of Aylestone Library into Aylestone Leisure Centre
- Some support for local people running the services on behalf of the community
- Easier access to information about services and what is going on in the community to improve take up of services/ participation in community activities.
- Keep the services that are provided going. The majority of responses were more focussed around protecting the services that people receive rather than the buildings that they are provided in, however public transport links are also an important factor.

3.1.3. Lessons Learned from Engagement Activity

The lessons learned from this period of engagement activity are as follows:

- Positive reaction was gained through being honest and upfront with the challenges facing the council
- Engaging the key stakeholder groups early proved a great success as it allowed the messages to spread in the correct manner
- Timely briefing and engagement of ward members
- Other relevant services within the council have been engaged (children and young people's services, Housing etc.)
- Providing on-going feedback to people would be welcome
- Use the success of the Aylestone Library move to demonstrate the positive

outcomes that any proposed transformational activity can bring

- Production of the materials should be planned in earlier to avoid potential mistakes and to provide stakeholders and public as much notice as possible to attend events and meetings

While the approach has been intensive, it has proven to be a success and has been received well by stakeholders and the public. It is intended that this approach will be used for the engagement work that will be carried out across the other areas of the city as the programme progresses.

3.2 Outline Timetable for next steps for South Area work

The engagement activity described in the previous section concluded on the 28th October 2013. Following this the feedback has been collected and is currently being analysed in order to produce a set of proposals for change in the area, which will be impact assessed to judge the feasibility and to identify any potential risks and undesirable implications.

Following completion of this the following timeline has been prepared:

- Brief City Mayor, Assistant Mayor for Neighbourhoods and Executive Members to present model and gain feedback –December
- Commence Equalities Impact Assessment on model – December 2013
- Brief ward members through a series of meetings being arranged with Assistant Mayor for Neighbourhoods to present report and gain feedback – week commencing 6th January
- Feedback to stakeholder group with an update on progress, outline model and early notice of the upcoming stakeholder and ward meetings planned –week commencing 6 January
- Present outline model to Ward Community Meetings and hold drop-in sessions – week commencing 13th January 2014
- Refine options / model into proposal (including EIA) for the south area - to end of January 2014
- Present refined proposal (including EIA) to City Mayor and Executive for proposed decision – end January 2014
- Scrutiny to consider and provide response to proposed Executive decision – February meeting (subject to outcome and timing of the final decision)
- Executive decision announced - February
- Commence implementation of the transformational activity

4. Details of Scrutiny

This report is being considered by the Neighbourhoods Services and Community Involvement Scrutiny Commission on 4th December 2013

5. Financial, legal and other implications

5.1 Financial implications

The gross spending on the four services directly within the scope of this review is circa £14m per year. After allowing for income from charges and external funding (in particular funding for Adult Skills and Learning), the Council's annual net spending is circa £6m per year. The TNS programme is one of the reviews within the Council's spending review programme, which takes place in the context of very significant reductions in the funding received by the Council from the Government as a contribution to the cost of local services.

Colin Sharpe, Head of Finance, ext. 37 4081.

5.2 Legal implications

"Legal advice on consultation principles has been disseminated through departments. DCLG Statutory Guidance on Best Value and the Leicester Compact create similar obligations on the Council to: "... consult widely and early enough to make a difference, allowing at least 12 weeks' consultation ... giving feedback on the outcomes; and "... give at least three months' notice of the actual reduction to both the organisation involved and the public/service users."

In addition, although they do not have legal force, Cabinet Office guidance issued in July 2012 suggests principles that the Council should adopt to engage stakeholders in policy developments. The governing principle of the guidance is that the type and scale of the consultation is proportionate to the potential impact of the proposal or decision being taken. In particular, the guidance states that:

- Longer and more detailed consideration will be needed where smaller organisations could be affected by the proposals.
- Consultation should begin when the policy development under consideration is at an early stage. The timeframe for consultation should be proportionate and realistic to allow stakeholders a sufficient period of time to respond and, depending on the nature and complexity of the proposal, may vary between two and 12 weeks (currently specified to be 12 weeks as the standard minimum).
- The information that is provided as part of the consultation should be useful and accessible and the objectives of the consultation should be clear.
- Consideration should be given to more informal ways of engaging with stakeholders, for example e-mail or web-based forums, public meetings, working groups, focus groups and surveys."

Gregory Surtees, Senior Solicitor – 37 1421

5.3 Equality Impact Assessment

Good practice as set out in case law, emphasises the important role consultation plays in identifying potential impacts of any proposed changes to those affected by them and the importance of articulating those impacts at the time a decision is taken. This is to ensure that decision makers pay 'due regard' to their public sector equality duty. Therefore, an equality impact assessment will be undertaken on the proposed model for neighbourhood services as described in the process presented in paragraph 3.2.

Irene Kszyk, Corporate Equalities Lead

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

Environmental Impacts

There are no significant climate change implications directly associated with the consultation process. However, the Council has a corporate carbon dioxide (CO₂) reduction target of 50% of the 2008/09 level by 2025/26 and the consolidation of neighbourhood buildings and the co-location of services will contribute towards this target. The exact carbon dioxide savings from the Transforming Neighbourhood Services Programme cannot be established at the moment. The savings will however be significant and could be further increased by investing in energy conservation measures in the retained buildings. This will also reduce operating costs.

Mark Jeffcote, Environment Team (x372251)

6. Background information and other papers:

7. Summary of appendices:

Appendix A – TNS South Area Leaflet

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

No

9. Is this a "key decision"?

No

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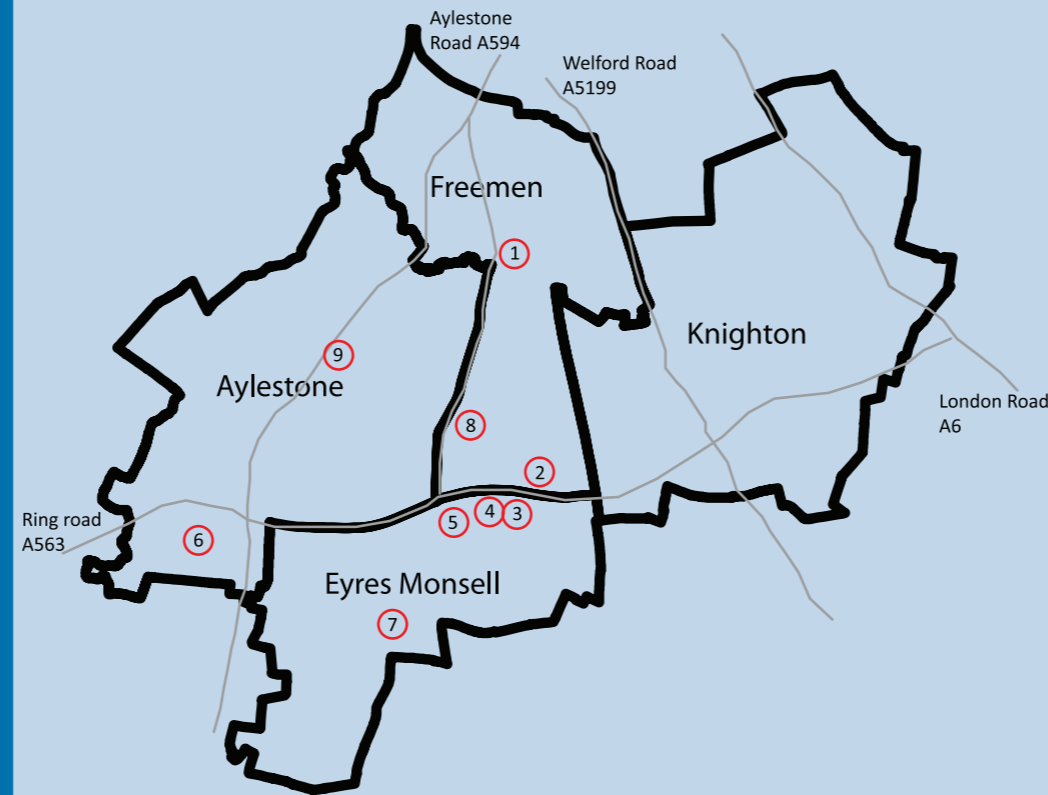
4. If you would like to be invited to public meetings about proposals for change in this area, please write your email address or phone number below.

.....

Please hand this form in to any Leicester City Council library, community or leisure centre, or post to Transforming Neighbourhood Services, A13 New Walk Centre, Leicester City Council, Leicester LE1 6ZG

leicester.gov.uk/tns

Neighbourhood buildings: South area



- | | |
|---|---|
| 1. Aylestone Library and Leisure Centre | 6. Gilmorton Community Centre |
| 2. Linwood Centre | 7. Eyres Monsell Community Centre |
| 3. Southfields Drive Community Centre | 8. Saffron Neighbourhood Housing Office & Customer Service Centre |
| 4. Southfields Drive Sports Centre | 9. Old Aylestone Library |
| 5. Southfields Library | |

Transforming Neighbourhood Services

South area: Aylestone, Eyres Monsell, Freeman and Knighton wards

Your local services are going to change. We want to work with you to make these services fit for the future.



leicester.gov.uk/tns



Leicester City Council

Why are services changing?

- Significant cuts in government funding mean we will not be able to continue to run services as we do now.
- We want to work with communities to make changes now, before it becomes critical.
- We are reviewing how neighbourhood services are run to make sure that they are affordable and can respond to local people's needs.
- Leicester City Council is committed to providing high quality neighbourhood services.

How do we make changes?

We will be working with local people and community organisations to look at the best way to deliver services in future.

Options

- Reducing the number of buildings we own
- Merging services into shared buildings: this has worked well elsewhere in Leicester and has led to longer opening hours
- Involving local people in running some services
- Self-service facilities

See the back of this leaflet for a map showing the area and buildings we are talking about.

How you can get involved

We are inviting the local community to find out more about this programme and make suggestions for the South area by 28 October 2013.

Find out more

An informal drop in where you can ask questions or give us your comments and suggestions.

Linwood Centre
Tuesday 8 October, 12-2pm

Southfields Library
Friday 11 October, 12-2pm

Eyres Monsell Community Centre
Wednesday 9 October, 4-7pm

Scout Hut, 58 Stoughton Road
Monday 14 October, 6-7pm

Aylestone Baptist Church,
Lutterworth Road
Thursday 10 October, 4-6.30pm

St Hugh's Church, Sturdee Road,
Eyres Monsell
Tuesday 15 October, 4-6pm

Aylestone Leisure Centre and
Library
Thursday 17 October, 4-7pm

Send your comments

By email: tns@leicester.gov.uk

Or fill out the form on the back of this leaflet.

What happens next?

We will pull the ideas we collect together and hold public meetings to feed back with proposals for changes in the area. These are likely to be held in December 2013 or January 2014. If you would like to be invited to these meetings please fill out your email address or phone number on the form overleaf.

Your views

1. Do you currently use local services? If so, which ones?

Service	Use (please tick)	Would like to use (please tick)
Library		
Adult learning		
Activities in community centres		
Local customer service point		
Other (please specify):		

2. Do you have any ideas or suggestions about how we should reorganise neighbourhood services?
(For example: by moving some services into the same building; or by involving community organisations in delivering services)

3. How old are you? (optional)

- 0-15 16-25 26-35
 36-45 46-60 60+

Neighbourhood Services & Community Involvement Scrutiny Commission Report

Community Centres Use of Shared Space

Assistant City Mayor, Councillor Sarah Russell
Lead director: Liz Blyth

Wednesday 4th December 2013

Useful information

- Ward(s) affected: All wards
- Report author: Hetha Copland
- Author contact details: 29 5362
- Report version number: 1

1. Summary

The purpose of this report is to present the Neighbourhood Services and Community Involvement Scrutiny Commission with information regarding the proposal to offer rent free open access space in identified community centres as part of the new charging scheme previously presented to the Commission in August 2013. The intention of the proposed approach is to make community centres more accessible to local communities and to create more opportunity for people to engage in local provision.

2. Recommendations

Neighbourhood Services Scrutiny Commission is asked to note the report and to make any comments or recommend further action as appropriate.

3. Background:

Community Services implemented a new charging scheme on 1st September 2013. The aim of the new scheme is to rationalise the charges of community centres to provide consistency across the city. As part of the August 2013 report an additional recommendation was agreed to determine and seek the viability of any potential space in community centres where local residents could use the space for free on a non-exclusive basis. This report provides the Commission with the community centres that have been considered suitable to offer pre-defined open access space.

Shared space is defined as an area or room not restricted for sole use over a defined period of time. Shared spaces can include an open hall or reception area, a walk through room that gives access to a different part of the building, or a room where there are other activities going on, such as a library.

After considering the availability and viability of where shared space would be suitable the list of community centres identified are in the table below:

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

The availability of free shared space will be pre-defined to ensure that the space can be hired at other times. The examples of the types of use are outlined in Appendix A.

Intended use of shared space

Some community groups have indicated that they feel the new charging scheme will have an adversely impact on their group activity. The free use of shared space is intended to give small and new community groups the opportunity to access community areas, at no cost, so that they have time to establish, seek funding or develop in other ways. Some groups may want to continue using shared space on a more long term basis. There is no intention to limit access to shared space.

Benefits of this proposal

The proposal increases the opportunity to promote and develop new groups; attempts to engage new users using a softer approach which would otherwise be put off by charges from the establishing of a constituted group; and provides opportunities to engage hard to reach communities and support their development and therefore contribute to build community resilience.

Community Services intend to make this offer to the community so that relationships can be developed with the local community and residents can then work in partnership within the centre. It means that the local people can influence the way that the local community centre link with the community it directly serves.

It is important that there is a consistent approach across the city. This proposal allows community members to understand what they can expect from community centres across the city. It will also mean that staff can be confident about supporting communities and community groups

From a community perspective the use of free space can allow groups of people to meet and focus on establishing themselves without being concerned about room hire charges. For example a reading group could meet at Linwood Centre in the hall area which also provides a regular snack bar. People attending the reading group will have the opportunity to purchase refreshments, find out about participating in other activities or support in developing new activities. Using free shared space in this way the Council is also able to provide opportunities for local people to overcome social isolation.

It is therefore hoped that by taking a more flexible approach to the way community facilities are made available local residents feel empowered to take more ownership and work in partnership with the City Council to develop their local centres.

Following the views and comments of the Scrutiny Commission it is proposed that the scheme would be fully implemented from 1st January 2014 which would include writing to existing community groups and organisations currently using the centres and produce a poster campaign to promote the scheme in centres.

An outline Equality Impact Assessment has been conducted which highlights a generally positive impact across the protected characteristic.

4. Details of Scrutiny

This report is to be presented to the Neighbourhood Services and Community Involvement Scrutiny Commission on 4th December 2013

5. Financial, legal and other implications

5.1 Financial implications

There are no significant financial implications arising from this proposal, as the shared spaces in question cannot be reserved for sole use and therefore no potential income is being foregone.

Colin Sharpe, Head of Finance, ext. 37 4081

5.2 Legal implications

This Report concerns a proposal to charge persons different amounts for accommodation, as part of a discretionary community service. However, the nature of the accommodation that is either charged for or free will not be the same; free accommodation will be offered on a non-exclusive (i.e. shared) basis. Both types of accommodation will also be available to all persons. Therefore, there are no legal implications associated with the recommendations in the Report.

Greg Surtees, Senior Solicitor. Ext: 37 1421

5.3 Equality Impact Assessment

The proposal is in effect a mitigating action in response to the earlier decision regarding a new charging scheme for community centres, whereby some community groups indicated that the charges posed a barrier to their accessing community centre space and therefore maintaining their group activity. The proposed free use of shared space addresses this barrier and therefore promotes equality of opportunity for local groups accessing community centres. The proposed shared space also has the benefit of different groups of people using the centres being aware of the diversity of local users, and thus assisting in the fostering of good relations between those with different protected characteristics – another feature of our public sector equality duty. It is anticipated that all protected characteristics will benefit from these positive impacts.

Irene Kszyk, Corporate Equalities Lead

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

None.

6. Background information and other papers:

None

7. Summary of appendices:

Appendix A – examples of the scheme

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

No

9. Is this a “key decision”?

No

Examples of the proposed scheme

Example One

At the Brite Centre a lunch club is being run using the community kitchen. This would not be charged as there is no sole use space.

Example Two

At New Parks Community Centre a lunch club is being run using the kitchen to cook and the hall to eat in. There would be no charge for the kitchen, but there could be a charge for the hour the hall is used as this is space that can be let and it is possible to separate it from the rest of the centre.

Example Three

At St Matthews Centre a new group is set up, a small group of people want to meet in the Library each week to knit, crochet and chat. There would be no charge. The Library is not space that can be isolated, other people will be using it at the same time.

Example Four

In Linwood Centre a book club uses the hall each week. There is no charge as the hall is a walk through area and other people may also be using the space to consume items bought at the snack bar.

Example Five

At African Caribbean Centre a group want to run a coffee morning each week. They are using the cafe space, which is not sole use, so there is no charge.

Example Six

At Fosse Centre a group want to have bowls club each week in the main hall and then to have coffee and biscuits in one of the rooms off the Library. There is no charge for the hour in the room off the Library, but they have to pay for the hour in the hall whilst they play bowls.

Example Seven

A Group at Eyres Monsell Community Centre is established and they want to share photography skills. For three months they use the lounge. Then they decide that they want to be able to have separate space and they rent a room at the centre. They are only charged after they start to rent the sole use room.

Executive Decision Report

New Optional Garden Waste Collection Service

Decision to be taken by: Assistant Mayor Neighbourhood
Services

Decision to be taken on: 4th December, 2013

Lead director: Adrian Russell



City Mayor

Useful information

- Ward(s) affected: All
- Report author: Sophie Cox / Luke Crown
- Author contact details: (0116) 216 1913 / (0116) 216 1911
- Report version number: 3.0

1. Summary

The purpose of this report is to outline the proposed Garden Waste Service.

2. Recommendations

That the views of the Neighbourhood Services and Community Involvement Scrutiny Commission are sought on these proposals.

That the Assistant Mayor, Neighbourhood Services, is recommended to approve the proposals for a new garden waste collection service, as laid out in this report.

1 Introduction

- 1.1 The Council has been successful in obtaining money from the Department of Communities and Local Government to support the weekly collection of waste and recycling through enhancing existing services and providing new ones.
- 1.2 It is proposed that an optional garden waste collection service is introduced, which will provide residents with the opportunity to have their garden waste collected conveniently from their kerbside using a green wheeled bin. This will help divert garden waste from our general household waste stream, improving our composting rate and providing a better service for customers who cannot, or do not wish to, compost their garden waste.
- 1.3 This report outlines the details of a new optional garden waste service due to be launched in the Spring of 2014.

2 Service Details

- 2.1 The garden waste collection service will be an opt-in service available to all residents across Leicester City. Biffa will be undertaking the collections.
- 2.2 The service will be in operation between March and October each year, providing an 8 calendar month collection service.

- 2.3 Collections will take place fortnightly on a Monday, meaning that every customer opting in to this service will receive approximately 17 or 18 collections per year.
- 2.4 The annual charge for the service will be £30. Promotion of the service will commence in December 2013 and continue into the New Year. Residents will be encouraged to sign up for the service before 28th February 2014 for an introductory price of £20.
- 2.5 Customers are entitled to register for additional bins, should they so wish:
- If a resident applies for an additional bin at the initial point of registering for the service, the charge for the additional bin will be £15 per bin. This additional bin will need to be renewed alongside the first bin on the customers' anniversary date at for a charge of £20.
 - If a resident applies for an additional bin after registration at a later date, the charge for the additional bin will be £20 per bin. This additional bin will need to be renewed alongside the first bin on the customers' anniversary date for a charge of £20.
- 2.6 The green garden waste bins issued to each customer subscribing to the service will remain the property of LCC.
- 2.7 Items that will be accepted within the green bin are as follows:
- Leaves
 - Small twigs/branches
 - Hedge trimmings
 - Grass cuttings
 - Weeds
 - Garden and house plants
 - Flowers
 - Bark

Items that will **not** be accepted within the green bin are as follows:

- Food waste (cannot be accepted under the Controlled Waste Regulations)
- Treated wood, e.g. fence panels coated in creosote or wood stain (as this inhibits the composting process)
- Logs/branches larger than 100mm/4" in thickness
- Soil or turf
- Plant pots or seed trays
- Gravel or stones
- Plastic/carrier bags
- Plastic sheeting

3 Implications of proposed new service on the Bulky Waste Collection Service

3.1 With the introduction of the new garden waste collection scheme, there will be a need to make a few changes to the bulky waste collection. The current bulky waste service allows residents to book one free collection of up to 5 bulky items and 15 bags/bundles of garden waste every 2 months. The following changes are proposed:

- All customers across the City are entitled to one free collection of up to 5 bags/bundles of garden waste per annum. (In addition, as per the current service, residents can still book one free bulky waste collection for non-garden waste items every two months).
- After the free collection of garden waste has been utilised, residents can book further garden waste bulky collections as per the current charges (e.g. £15 for up to 15 items).

4. Details of Scrutiny

The views of the Neighbourhood Services and Community Involvement Scrutiny Commission will be sought prior to any decision being made.

5. Financial, legal and other implications

5.1 Financial implications

To follow

5.2 Legal implications

My understanding is that under the existing PFI Waste Management contract with Biffa they have the right of first refusal regarding the extension or development of any schemes regarding household waste collection. Negotiations are ongoing and the service specifications will need to be incorporated into appropriate contractual form once each party is clear as to what is needed/expected. Early engagement with the Contracts team within legal is therefore important over the coming weeks.

Legally there is no duty upon a Local Authority to collect garden waste, so the above proposals represent an enhancement to core legal duties in this area.

Kamal Adatia, City Barrister, ext 37 1401

5.3 Climate Change and Carbon Reduction Implications

As part of our aims to reduce the area wide carbon footprint of Leicester, the Climate Change Programme of Action has a milestone target of achieving 48% of household waste being recycled by 2015, with further targets planned to be set for 2025. This is echoed by the proposed new EMAS target to reduce the environmental impact of household and Council waste and minimise its landfill.

The introduction of a kerbside garden waste collection service will help increase LCC's recycling and composting rate along with diverting waste from landfill. By source segregating garden waste, LCC will be able to compost more garden waste material than is currently possible using the ball mill.

As waste does not currently form part of the carbon footprint calculations for the city council's own operations, there will be no impact on these emission levels.

Charlotte Wood, Senior Environmental Consultant (Climate Change), Environment Team, 29 8174"

5.4 Equality Impact Assessment

The design of information for the public needs to be accessible (in keeping with corporate communications standards) to meet the wide range of needs of those residents interested in the scheme.

Irene Kszyk, Corporate Equalities Lead

5.5 Other Implications

None identified.

6. Background information and other papers:

N/A

7. Summary of appendices:

None

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

No

9. Is this a “key decision”?

No

10. If a key decision please explain reason

Neighbourhood Services & Community Involvement Scrutiny Commission Report

Ward Community Meeting Improvement Project: Phase 2 progress update

Assistant City Mayor, Councillor Manjula Sood
Lead director: Miranda Cannon

4th December 2013

Useful information

- Ward(s) affected: All wards
- Report author: Grace Williams and Carine Cardoza
- Author contact details: 37 4124
- Report version number: 1

1. Summary

Overall 10 wards are now part of the pilot and objectives/outcomes have been set for each ward. These developments will be evaluated and reported at the end of the pilot. Changes have been made to the funding process, however due to tight timescales significant changes will be implemented in April 2014. Work is currently progressing regarding engagement with young people and a further detailed report will be presented to the Commission in January 2014. The next step is for a milestone plan to be produced and implemented that will outline the transition arrangements moving forward.

2. Recommendations

Neighbourhood Services Scrutiny Commission is asked to note the report and to make any comments or recommend further action as appropriate.

3. Background:

3.1 Phase 2 Progress update

As well as the existing wards, Eyres Monsell, Charnwood, Westcotes and Freeman, the project has also successfully agreed the inclusion of the following wards Coleman, Thurncourt, Evington, New Parks and Braunstone and Rowley. The Community Engagement Officer, with support from project members, has now engaged with all pilot wards to understand their issues and concerns and to consider a short list of objectives to be achieved /considered during the pilot. These are as follows

Thurncourt

- Develop proposals with Youth Involvement Team to include/engage young people in WCM process
- Use targeted communications and publicity; locating new venues to encourage/increase resident attendance figures
- Organise tailored community walkabouts (using Eyres Monsell model) with involvement from key partners and LCC officers
- Develop a database of key community groups/activities in the ward
- Organise targeted publicity in LINK/Leicester Mercury to increase profile of ward meeting activities

Coleman

- Develop proposals with Youth Involvement Team to include/engage young people in WCM process
- Use targeted communications and publicity; trialling new venues to encourage/increase resident attendance figures
- Develop and implement a Community First Panel, which aims to bring together a small group of local residents (chaired by Cllr Sangster) who will implement government funds to assist/support communities in the Coleman ward and to plan events/activities, to improve community cohesion and resilience.
- Develop a directory of community groups and organisations in the ward
- Organise a tailored community walkabout (using Eyres Monsell model) with involvement of key partners and LCC officers
- Organise a community walkabout (wider remit) to replace the fourth quarter ward meeting
- Develop a Coleman Community Plan, which will profile key data and outline long-term priorities for the ward. This plan will be sent out for consultation to community groups/organisations and to all households in the ward.

Freemen

- Develop proposals with Youth Involvement Team to include/engage young people in WCM process
- Use targeted communications and publicity to increase resident attendance and continue to monitor figures.
- Gain on-going feedback from key officers in attendance to look for options for improvement
- Develop a resident database combining a variety of email address from various sources to use a basis for communication and engagement.

Westcotes

- Use targeted communications and publicity to increase resident attendance and continue to monitor figures.
- Organise a tailored community walkabout in April 2014 (using Eyres Monsell model) and involve key partners and LCC officers

Eyres Monsell

- Continue to support the community walkabouts, which includes reviewing and evaluating the current model
- Introduce a new model for managing community budgets

Spinney Hill

- Develop community intelligence and networks and consider mechanisms for joint working and information sharing across the ward
- Produce an annual events calendar and improve existing publicity contacts
- Design and introduce a new model for managing community / funding bids.
- Redesign ward meeting agenda pack and meetings to include wider developments in the local community.

Braunstone and Rowley Fields

- Develop a localised ward action plan with clear ward priorities
- Design publicity & communication strategies specific to Rowley Fields, to encourage greater participation and attendance.
- Integrate Rowley Fields residents with the ward strategy and delivery plans, with particular emphasis on older isolated people within the area.
- Support the development of 'summer's café', in undertaking a mini consultation on the introduction of children's play equipment within the centre.

Evington;

- Stream line and simplify WCM process - which includes refocusing agenda meetings to planning meetings which have a wider remit.
- Develop ward action plan with clear priorities
- Assist Ward Councillor's in developing a quarterly ward news and information letter

Charnwood;

- Develop a publicity and communications plan to help increase resident attendance figures
- Develop ward action plan with clear ward priorities
- Support the development of a ward Facebook account to promote ward meetings and keep residents abreast of information in their local area.

New Parks;

- Develop processes and procedures to merge ward community meetings with the community panel (this include meetings and funding streams)
- Support the Neighbourhood Manager to deliver workshops and consultations on merging community based meetings.
- Develop draft terms reference

These developments will continue to be tested throughout the pilot and will be evaluated at the end of the pilot. The aim is to also conduct a progress review in December with pilot Councillors to review arrangements and be in a position to share good practice to other pilot wards for their consideration for the qrt4 meetings.

Changes have been made to the administration process of community funding, to enable quicker and efficient processing of payments. This includes ensuring all BACS payments, once approved and processed, being paid within 1 day. Due to the timing within the financial year, we have agreed to prepare new draft guidance and an application process, which will be implemented in April 2014. Though the draft processes will be shared with pilot councillors for their comment and consideration, early in the new year. Work is also underway to ensure a higher turnover of evaluations forms. This includes a process for regular chasing and review. Progress is being made on ensuring budgets are spent more effectively and evenly across the year, to prevent large amounts of carry forwards at the end of the financial year. The introduction of ward plans and priorities in some wards has helped this to be run smoothly and effectively.

Work is continuing on developing a communications matrix, which articulates the pros and cons of a variety of communication tools. Throughout the lifecycle of the pilot, evidence and information will be gathered to ensure a robust matrix moving forward. Early feedback suggests that targeted leaflets are working effectively, however further research and evidence will continue to be gathered to fully understand their impact.

Pilot ward meetings are continuing to be promoted via the Leicester City Councils corporate twitter and Facebook pages. However anecdotal evidence suggests that this hasn't made a huge impact on attendance figures. Unfortunately at the moment due to the large amount of time and effort required to manage and maintain personal Facebook and Twitter accounts we have not been able to fully test and evaluate the concept. However we are still committed to trialling the idea, in order to be able to provide evidence on its impact. Therefore further conversations will be held with ward Councillors who are already successfully using these techniques to see what lessons we can learn.

The councillor guidebook has been developed and shared for each pilot ward and will remain in draft format until the end of the pilot. The guide has also been shared with Divisional Directors for their comment. The aim is to bring the draft councillor guide back to the commission in January for a detailed discussion and review. Once the pilot has been completed the guide will then be finalised and shared to all councillors as part of the wider roll out and implementation.

3.1.2 Young People Involvement

The Young People's Council (YPC) is the recognised formal structure for the involvement of young people in Local Authority decision-making. They have a mandate from their peers to engage in dialogue with both elected members and officers. To get YPC reps engaging at a local level, it was proposed that the ward improvement project would arrange a meeting to discuss the YPC role at local ward committee meetings. This meeting was held on Thursday 26 September 2013. Carine Cardoza chaired it and in attendance were Cllr Cutkelvin, Cllr Naylor, Bez Killeen and members of staff from the Youth Involvement team.

The outcome of the meeting was that Bez Killen and the Youth Involvement team will prepare a plan to implement the following actions by December 2013:

- Explore proposals for joint surgeries – ward councillors and young people
- Provide local young person's voice: research young people issues and concerns, in particular for Freeman and Braunstone wards
- Representatives of young people to attend pilot ward meetings and provide feedback from a young person's perspective
- YPC members to promote the ward committee meetings to other young people through their school and youth centre networks.
- Representatives of young people to comment on redesigned ward bid forms and criteria currently being developed by the pilot WCM
- Representatives of young people to present a progress report to NSCI Scrutiny Commission in January 2014.

The overall aim of YPC attendance at ward committees is to raise the profile of the

work of the YPC at ward level, to enable YPC reps to advocate on behalf of young people's issues at a local level and to promote the ward committee meeting structure to young people across all wards.

3.2 Transition Arrangements and next steps

A key focus over the next few months will be to work closely with Community and Democratic Services to agree the transition and handover arrangements for all wards.

In December there will be a series of planning workshops that will be held with the Head of Community Services, Head Administrative & Corporate Support, project lead for the WCM, Scrutiny Support Manager, Neighbourhood Managers and Community Engagement Officers. Conversations have already started, however these workshop will aim to develop a detailed plan, which will involve all the relevant tasks and approvals needed to be undertaken in order to transition effectively.

Once the detailed plan is prepared this will be implemented in January 2014 and monitored via the project team. Key milestones include:

- Brief Cllr Sood and Cllr Russell on detailed transition/transfer arrangements and Vision (Jan 2014)
- Seek approval from the Executive on (Feb 2014)
 - Future vision
 - Transition arrangements
 - Evaluation and closure of the pilot
- Brief NSCI scrutiny commission on (March 2014)
 - Future vision
 - Transition arrangements
 - Evaluation and closure of the pilot
- Communicate arrangements and vision to all Councillors (late March 2014)
- New management and delivery arrangements in place (April 2014)

4. Details of Scrutiny

This report is to be presented to the Neighbourhood Services and Community Involvement Scrutiny Commission on 4th December 2013.

5. Financial, legal and other implications

5.1 Financial implications

There are no specific financial implications arising from this update report, however the cost and funding of particular initiatives should be fully evaluated before implementation. Colin Sharpe, Head of Finance, ext. 37 4081

5.2 Legal implications

There are no direct legal implications from this report.

Kamal Adata, City Barrister and Head of Standards x37 1401

5.3 Equality Impact Assessment

The main equality impact is increased participation, influence and voice in local community affairs by local residents through the ward community meetings. The report describes how participation and inclusion is being promoted with accessible information and actions targeted at engaging under-represented groups, such as young people. The benefits of local engagement would apply to all protected characteristics.

Irene Kszyk, Corporate Equalities Lead

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

None.

6. Background information and other papers:

None

7. Summary of appendices:

None

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

No

9. Is this a “key decision”?

No

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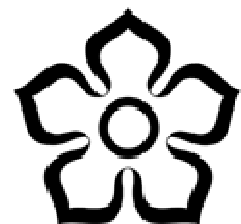
Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: 4th December 2013

Supporting the Voluntary and Community Sector (VCS) – Consultation proposals

Report of the Director of Delivery, Communications and
Political Governance



Leicester
City Council

Useful Information:

- Ward(s) affected: All
- Report author: Miranda Cannon, Director of DCPG
- Author contact details 29 6079
- Date of Exec meeting 19/09/13

1. Summary

The purpose of this report is to set out the background and provide an overview of the consultation proposals for the future support model for the Voluntary and Community Sector (VCS) and for engaging with key communities to support a cohesive Leicester.

2. Recommendation(s) to scrutiny

The Neighbourhood Services and Community Involvement Scrutiny Commission are recommended to provide their views on the future proposals as part of the consultation approach.

3. Supporting Information

3.1 Background

Leicester’s VCS is an important strategic sector for the council. They provide support and services in a number of key areas including health and social care, services to alleviate child poverty, educational initiatives, employment and community development.

This review is important to Leicester City Council because the VCS are a key partner and provider of a range of services in the city, of which a significant number of services are commissioned by the Council. Equally in the current climate of welfare reform the pressure on individuals and families continues to increase and the VCS are recognised as providing a range of key support services to complement support provided by the public sector organisations in the city. Increasingly there have been clear indications of the challenges facing the sector resulting in the dissolution of some VCS organisations and other organisations flagging concerns about financial sustainability. The Council recognises the need for a flexible and dynamic approach to supporting the sector to appropriately adapt and change in order to maximise future opportunities for funding.

Whilst acknowledging the work of infrastructure organisations Leicester City Council needs to be clear on what the future of our core offer of support should be to the

VCS- and what the best model of delivery is. This model needs to be affordable and should contribute to savings for the City Council.

The Council currently contracts with Voluntary Action Leicestershire (VAL) to provide support to the VCS. This is a joint contract with Leicestershire Police and the Leicester Clinical Commissioning Group. The contract costs the Council £295,900 per annum.

The support covers three main areas:

- Sector development and support e.g. through training, advice and guidance, policy development
- Strategic representation and engagement of the VCS for example through the facilitation of specific groups and input to consultation activity
- Support for volunteering including brokerage in terms of matching volunteers to opportunities.

The Council also has contracts / agreements with a number of other organisations which primarily focus on representation and engagement of specific communities of interest. In some instances these organisations also undertake an element of casework activity to support individuals and families in defined communities.

For further detail, Appendix 1 sets out the objectives and outcomes of the two largest value existing agreements with VAL and TREC. Information on the other 5 agreements can be provided if the Commission would find this useful.

3.2 Aims and objectives of the review

The review aims to put in place arrangements to:

- Support a strong, vibrant, responsive and forward-looking VCS in Leicester which is able to make an effective contribution to the priorities outlined above; and
- Work closely with the VCS to ensure a cohesive city where there are good relations between communities and which actively and creatively celebrates its diversity.

The review's objectives are:

- To explore new, alternative ways of working with the VCS
- To maximise the opportunities for Leicester City Council to support local VCS providers and to help them, in turn, support and work with others within their sector
- To provide a model for supporting VCS groups which reflects the nature of the needs and challenges facing the sector and is also aligned to the Council's own priorities
- To ensure the City Council has appropriate arrangements in place to help support and enhance understanding between communities, and ensure a cohesive city through effective representation of and engagement with key communities
- To ensure the City Council appropriately supports volunteering in the city to help

ensure a thriving VCS and to support wider priorities such as the development of the local economy

- To ensure value for money is achieved and to contribute to the additional financial savings that the City Council is required to make.

A set of detailed proposals have been produced which cover specifically:

- Support for the City's VCS
- Engagement to support a cohesive Leicester
- Support for volunteering in the city

Appendix 2 sets out the proposals in the form of the consultation document that has been published.

3.3 Review approach and timescales

The review commenced on 8th October with a letter which was sent to the current contracted providers. This explained that a review is needed given the very different context we are all now operating in, and summarised the review timescales and stated the date that new arrangements will be put in place. The letter clearly set out our intent in terms of an extension to current contracts and specified when those existing contracts will end. A one-to-one discussion with a member of the City Mayor's Executive and senior officers has been offered and taken up by the majority of those organisations.

In the week commencing 28th October a 12 week consultation was launched, which involves:

- Electronic distribution of the consultation document to VCS organisations
- On-line survey via the Council's consultation hub
- Hard copy of the survey available on request
- 9 in the community briefing sessions as follows:
 - 6 Nov at 6pm - 8pm, Leicester City Town Hall
 - 14 Nov at 4pm - 6pm, African Caribbean Centre
 - 20 Nov at 11am - 1pm Highfields Centre
 - 27 Nov at 2pm - 4pm, Stocking Farm Neighbourhood Centre
 - 6 Dec at 2pm-4pm, Belgrave Neighbourhood Centre
 - 12 Dec at 6pm-8pm, Knighton Library
 - 19 Dec at 10am-12pm, Brite Centre
 - 8 Jan at 6pm - 8pm, Linwood Community Centre
 - 13 Jan at 10am -12pm, Thurnby Lodge

These sessions are led by Miranda Cannon supported by the VCS Engagement Manager, Project Manager and other officers. The sessions are open to anyone to attend including service users as well as representatives of VCS organisations.

The session comprise a short overview of the proposals and the groups are then divided up into smaller tables each with a facilitator and each of the 3 strands of the proposals are discussed and the views and feedback captured. The aim being to add

greater depth to the responses that can be achieved through a survey alone. In particular the sessions to date have been very helpful in better understanding the challenges faced by the range of different organisations and what their needs are typically. We have been particularly pleased to see the level of engagement in these sessions from very local community groups. Our aim in running these sessions in different locations, in community based buildings, is to help encourage the smaller community based organisations to engage in the process.

Appendix 3 sets out the survey has been posted on-line and available in hard copy.

Appendix 4 provides an indication of the organisations who have engaged in the consultation process so far, as at the 22nd November. This provides a helpful indication of the sort of range of organisations who are engaging with us, which includes small, grass-roots community organisations.

The consultation will close on 17th January 2014. After this time the proposed timetable is as follows:

- Undertake analysis and revise proposals – 31st January 2014
- Report back to Executive – 6th February 2014
- Executive decision – Late February Issue formal notice to current providers – at the latest by 1st March 2014 (assuming contracts are extended for a 3 month period)
- Commissioning of new arrangements – February – June
- New arrangements commence 1st July

According to the current timescales, the new arrangements will not be fully established by 1st April 2014, in time for when the existing contracts end. It is therefore proposed that all contracts receive a final 3 month extension from 1st April 2014 – 30th June 2014 and that the new arrangements commence from 1st July 2014. Letters to contracted providers made this intent clear.

3.4 Implications for current providers

It is not possible to assess at the current time what the full potential impact of these proposals for the current providers will be:

- Current providers are likely to be eligible to access VCS support under the new arrangements
- Some of the providers may wish to bid to be a provider of specific support packages
- May be opportunities for some of the current providers to bid to provide volunteering support
- Some of the current providers may wish to bid for the representation and engagement for specific communities of interest.

The scope of the review does not include provision of advice, guidance and support to individual service users. Two of the existing providers, namely TREC and SDS currently provide a range of other services to individual service users. During the review there will be detailed consideration given to any implications the proposals

may have in relation to such services and what other services the Council commissions or are available within the city which may provide equivalent advice, support and guidance. This will be fully captured within an equality impact assessment during the review, and the information gathering and assessment for this has already commenced.

The current providers are in receipt of a range of other funding sources, typically these include Lottery funding, European Social Fund, funding from specific Government Department initiatives, and from other public sector organisations including Police, County Council and Health. In addition, some of the organisations have been in receipt of other sources of Council funding, for example from Economic Development for activity related to Leicester to Work and from ward community budgets for specific projects and activities.

4. Financial, legal and other implications

4.1 Financial implications

The current budget is £582,200. This is allocated entirely across contracts with the organisations set out in the table below, and which all run until the 31st March 2014.

The nature of the contracts and scope of the services provided varies with some providing infrastructure (or group) type support to the sector and others focused more on a role relating to representation and engagement. The contract with Leicester Centre for Integrated Living has now been excluded from scope and passed to Adult Social Care to manage in light of the close connection with this service. Adult Social Care will be responsible for determining what is needed in future from any such engagement of a lead organisation for disability.

There are no previously agreed savings required to be delivered from this budget but the review is included in the Council savings review programme. Initial savings put forward in the scoping document for the programme were estimated to be in the range of £153,400 - £278,000. However, with the exclusion of LCIL, this has had the effect of reducing the savings potential, which is now estimated to be £132,200 (23% of current budget) based on the proposals as set out in Appendix 2.

Contract	Budget p.a.	Contract type
African Caribbean Citizens Forum	£43,100	Funding Agreement
Federation of Muslim Organisations	£25,000	Funding Agreement
Gujarat Hindu Association	£30,000	Funding Agreement
Leicester Council of Faiths	£25,000	Funding Agreement
Somali Development Service	£45,400	Service Agreement

The Race Equality Centre	£117,800	Service Agreement
Voluntary Action Leicestershire Plus £95,312 from partners - Police ; £10k and PCT; £85,312	£295,900	Service Agreement
Total	£582,200	

4.2 Legal implications

The main legal implications are:

4.2.1 The Council has a duty to consult on the matters described both pursuant to the Best Value Statutory Guidance 2011 and general public law principles. The consultation must follow due process and client officers have been taking legal advice and should continue to do so.

4.2.2 The Council has a general duty under s149 Equality Act 2010 to have regard to the need to eliminate unlawful discrimination etc and advance equality of opportunity between different groups – when considering these proposals and when taking decisions of this nature, the Council must consider equality impact. It is understood that an equality impact assessment is being developed.

4.2.3 The Executive must have regard to this assessment in particular, when making its decisions following consultation and when final proposals are put forward.

4.2.4 Where the Public Services (Social Value) Act applies, the Council must consider social value at pre-procurement stages. Client officers have been advised as to the application of this Act.

4.2.5 After consultation and decision-making by the Executive, the Council is likely to commence commissioning of the services, this must follow the Council's Contract Procedure Rules.

4.2.6 The current contracts expire on 31.03.14 and dependent upon the Executive's decision client officers will need to take action to either give notice to terminate or extend the contracts. Legal advice should be taken accordingly.

Beena Adatia – Principal Solicitor (Commercial & Contracts). Ext 37 1417

4.3. Climate Change implications

There are no significant climate change implications associated with the consultation.

Mark Jeffcote, Environment Team. Ext 37 2251

4.4 Equality Impact Assessment

An equality impact assessment will consider the potential impacts of each of the three proposals on the VCS and those who use its services within the city. Consultation feedback will be crucial in identifying and framing these equality impacts and the assessment will be available for consideration after this stage of the review process has been completed.

Currently some of those organisations within the scope of this review provide support and undertake casework with individuals and families within specific communities. This work is not within the scope of this review but will be considered within the City Council's commissioning of welfare advice and support services.

Irene Kszyk, Corporate Equalities Lead. Ext 37 4147

5. Summary of appendices:

- Appendix 1 – Objectives and outcomes of existing agreements with VAL and TREC
- Appendix 2 – Consultation proposals
- Appendix 3 – Consultation survey questions
- Appendix 4 – Respondents to date

Appendix 1 – Objectives and outcomes of existing agreements with VAL and TREC

Voluntary Action Leicestershire (VAL)

The aims of the service that is currently commissioned from VAL are:

1. To build and maintain an appropriate infrastructure organisation that represents and supports all voluntary and community organisations in Leicester, based on the NAVCA Core Standards
2. To build and maintain an effective volunteer centre based on the six core functions as defined by Volunteering England
3. To build and maintain effective communication and consultation channels between the voluntary and community sector, the City Council, Leicester City CCG, and Leicestershire Constabulary and other statutory agencies as appropriate, that ensures the sector is fully engaged in both the planning and delivery of services, and in taking forward the City Mayor's vision for the city.

The expected outcomes of this service are:

1. The voluntary and community sector in Leicester has a voice which ensures that issues affecting the sector and the communities they serve are given appropriate consideration within the policies and operations of the City Council, Leicester City CCG, and Leicestershire Constabulary, leading to appropriate and targeted services
2. There is a clear point of contact for engagement with the City Council, Leicester City CCG, and Leicestershire Constabulary on behalf of the voluntary and community sector in Leicester that enables issues to be effectively and sensitively addressed when they arise
3. The city has a vibrant third sector whose development is well supported.
4. The people of Leicester have access to good volunteering opportunities and organisations access to a wide and diverse spectrum of volunteers

The Race Equality Centre (TREC)

The aims of the service that is currently commissioned from TREC are:

1. To keep the Council and key partners informed on race equality and race relations issues across the City and their impact on community cohesion.
2. To build and maintain an appropriate infrastructure organisation that represents and supports ethnic minority groups and the communities they serve in Leicester.

3. To work with the Council to improve and maintain good race relations and champion race equality to support a cohesive city and to ensure strong and resilient communities across all neighbourhoods.

The expected outcomes of this service are:

1. The City Council and its partners are better equipped to manage on-going demographic change and its impact on community cohesion, and the integration of new communities in the city
2. The city is better able to manage any adverse situations that are likely to impact negatively on community cohesion
3. Ethnic minority voluntary and community organisations have a collective voice which ensures the issues relating to the communities they serve are given appropriate consideration within the policies and operations of the City Council, leading to appropriate and targeted services
4. There is a clear point of contact for engagement with the City Council on issues relating to race equality and race relations in the city, so that when issues do arise they can be effectively and sensitively addressed
5. New arrivals to the city granted refugee status are integrated into life in Leicester through the provision of appropriate support.

There are more detailed specifications setting out further information against which each organisation is monitored.

Leicester City Council's proposals for supporting the Voluntary and Community Sector (VCS) and engaging with key communities to support a cohesive Leicester

1. Introduction

Leicester City Council values its good working relationship with the Voluntary and Community Sector (VCS). The VCS makes significant contributions to many important areas: policy development; service design, delivery and monitoring; community engagement and cohesion. The VCS understands the communities it serves and gives a lot to the economic and social life of the city. The current challenges, demands and expectations facing both the VCS and the public sector make it even more important that Leicester City Council helps the VCS develop and grow in a sustainable way. We want the Voluntary and Community Sector to be well placed to help us achieve positive results together for the people of Leicester.

This document sets out OUR proposals for 2014/15 onwards for supporting the VCS and engaging with key communities to support a cohesive Leicester.

The consultation questions we are asking are outlined at the end of the main sections of this document. To respond to these questions please complete the on-line survey. Alternatively you can request a hard copy of the survey by contacting us vcs@leicester.gov.uk

2. Case for change

The national and local policy context has dramatically changed, not least the challenging national and local economic climate and some of the most significant welfare system changes for decades. These changes are putting significant pressure on individuals and families across the city and consequently increasing demand for VCS and Council services from individuals and communities.

Having reduced the Council's annual spending by £75million, following the most recent government spending review, we now need to make additional cuts of over £70million by 2016. As such we have to consider all savings options.

Currently we spend £582,000 per annum on contracts for support to the VCS and for engagement with certain communities. In the current economic and social context, the City Council must review virtually all the services which we currently provide, even those to which we are genuinely committed, such as support and engagement with the city's VCS.

Our future approach needs to deliver a model of support and engagement which meets the challenges that have arisen locally, and which enables the VCS to carry on its role as a significant partner to the City Council.

3. Council priorities for working with the VCS

We want to create an environment where Leicester City Council does all it can to support and enable the VCS to respond to local needs and aspirations, achieve local priorities and make an effective contribution as the Council's strategic and service delivery partner. In relation to the priority themes set out in the City Mayor's Delivery Plan 2013/14, the VCS play a key role as follows:

- **A Place to do business:**
 - Value of VCS itself to the local economy
 - As a service provider delivering public sector objectives in relation to education, skills and employment
 - Role of volunteering in supporting people into employment
 - In supporting and delivering a range of cultural and community activities which supports the city's cultural ambitions

- **The built and natural environment:**
 - Supporting the protection and enhancement of the natural and built environment through community groups and conservation organisations.
 - Ensuring accessibility of public buildings and spaces, and of managed natural environments (e.g. parks, waterfronts).

- **A healthy and active city:**
 - As a service provider supporting delivery of objectives relating to preventative care and encouraging healthy and active lifestyles.

- **Providing care and support:**
 - As a service provider delivering objectives relating to independent living, care and safeguarding of vulnerable adults, and support for carers. In doing so, being able to respond to the changing models for provision of care and support
 - As a service provider supporting delivery of objectives relating to the prevention of homelessness and supporting people who are vulnerably housed and/or at risk of harm and/or abuse

- **Our children and young people**
 - As a service provider for disabled children and their families or carers
 - As a service provider supporting delivery of objectives relating to raising educational and personal achievements
 - Supporting skills development and access to work for young people through volunteering
 - Supporting work to reduce and mitigate the effects of family poverty on children's chances in Leicester

Appendix 2

- **Our neighbours and communities**

- In supporting communities to help manage the impact of welfare reforms
- Community engagement to support the involvement of communities in decision making
- Community engagement to support, mitigate and manage community tensions, and in relation to those communities who are more likely to be socially excluded and/or subject to possible discrimination
- Community resilience within the context of reducing resources and delivery of services for local communities
- Reducing inequalities and ensuring fair treatment including working with communities where there are distinct inequalities in terms of outcomes.

4. Aims and objectives for this review

The review aims to put in place arrangements to:

- Support a strong, vibrant, responsive and forward-looking VCS in Leicester which is able to make an effective contribution to the priorities outlined above; and
- Work closely with the VCS to ensure a cohesive city where there are good relations between communities and which actively and creatively celebrates its diversity.

The review's objectives are:

- To explore new, alternative ways of working with the VCS
- To maximise the opportunities for Leicester City Council to support local VCS providers and to help them, in turn, support and work with others within their sector
- To provide a model for supporting VCS groups which reflects the nature of the needs and challenges facing the sector and is also aligned to the Council's own priorities
- To ensure the City Council has appropriate arrangements in place to help support and enhance understanding between communities, and ensure a cohesive city through effective representation of and engagement with key communities
- To ensure the City Council appropriately supports volunteering in the city to help ensure a thriving VCS and to support wider priorities such as the development of the local economy
- To ensure value for money is achieved and to contribute to the additional financial savings that the City Council is required to make.

Appendix 2

It is intended that new arrangements will be in place from 1st July 2014.

5. Change proposal

To consult the VCS (both in terms of those providing services and those receiving them) on proposals for support and engagement, in order to inform what approach the City Council takes in future. The proposals cover:

- Support for the city's VCS
- Engagement to support a cohesive Leicester
- Support for volunteering in the city

Details of our proposals are set out below.

The maximum budget available in total for the proposals outlined below will be £450,000 per annum. The minimum total budget that will be allocated to any one of the individual areas set out below is £50,000. Within these parameters, the actual amounts will be determined following consultation

A. Support for the city's VCS

The City Council proposes a new approach to the provision of support for VCS organisations in the city. This proposed approach would enable individual organisations to access good quality support in line with their specific needs, and provide a degree of choice about who provides that support. The aim of this is to provide the flexibility to support individual organisations to contribute effectively to the City Mayor's priorities.

To be eligible for this support, organisations would need to meet eligibility criteria (e.g demonstrate that they deliver services which benefit local communities and that they practise equality of opportunity).

The City Council would then work with each organisation to help determine their support needs through a simple diagnostic process. From a menu of support packages, the appropriate package(s) would then be agreed. VCS organisations would then be able to choose a provider for each of the support packages they need, from a range of providers approved by the City Council. It is anticipated that providers would include local VCS organisations as well as individuals and/or organisations from the private and public sectors.

A good model to illustrate how this might operate is Worcestershire County Council's ['Changing Futures Funds'](#).

The proposed framework of support packages could include for example;

Appendix 2

- **Professional Support;** financial, human resources and ICT support
- **Financial Sustainability;** to help VCS organisations to produce business plans, to price their services, to forecast their cash flow and to match income against expenditure in order to ensure full cost recovery.
- **Organisational Set-Up;** help to decide what sort of organisation they want to be and the steps they need to take to become established
- **Marketing Support;** support to reach the relevant target markets and customers
- **Fund Raising;** support to identify sources of funding and to successfully bid for them. This includes bidding for the various funding streams associated with the European Union
- **Procurement;** this package provides Fund Users with the support they need to successfully bid to win contracts to provide public services
- **Outcomes and Values;** this package will help them to identify and measure added value they are generating and commissioners and funders in recognising the quality of their work.
- **New Ways of Working;** this package can provide them with the expert support they need in regards to making decisions on how to make their services appropriate and reflective of their service user group
- **Volunteering;** this package would support organisations in developing volunteering opportunities, and in recruiting and managing volunteers.

We believe providing support and training in this way will be more effective in meeting the needs of individual VCS organisations and in turn help them to meet community needs and the City Mayor's priorities.

There would be a limit on the number of support packages any individual organisation can access in a single year and over a 3 year period, for example a maximum of 2 in any single year, and no more than 4 in any 3 year period.

B. Engagement to support a cohesive Leicester

The City Council recognises the importance of ensuring it has appropriate ways of engaging effectively with key communities in Leicester. The primary purpose of this engagement is achieving a cohesive city which continues to celebrate our cultural diversity by supporting and enhancing trust, understanding and co-operation among communities.

The City Council wants to support community groups and voluntary organisations to work together to influence local policies and plans for the benefit of the city's communities. We recognise they are best placed to do this because of the following strengths:

- Closeness to local communities
- Ability to identify where policies and service provision best support community needs

Appendix 2

- Ability to engage with communities that are harder to reach or are less frequently heard
- A successful track record in encouraging the active participation of communities and individuals in local decision making.
- Ability and experience in working collaboratively and in partnership with others.
- All of the above ensure an effective and ongoing communication link back to the council as and when we need community knowledge and awareness.

In determining which communities of interest are in this review we have considered this in relation to what are called the “protected characteristics” in the Equality Act 2010:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

From the above we propose that the following protected characteristics are most relevant to community social interactions and therefore exert the greatest influence on community cohesion:

- age
- disability
- gender reassignment
- race
- religion or belief
- sexual orientation

Where the City Council already has established mechanisms for engaging with the above specific communities of interest these have been excluded from the scope of this review. In particular the Council has a number of mechanisms for engaging in relation to age and disability such as the Young People's Council , Youth Advisers, Children in Care Council, Big Mouth Forum (Disabled Young People), Older People's Forum, Carers Forum and Carers Survey, Learning Disability Partnership, 50+ network, as well as engagement with VCS providers contractually and otherwise for adult social care provision.

This leaves the following protected characteristics:

Appendix 2

- gender reassignment
- race
- religion or belief
- sexual orientation

It is proposed that these will be the focus for this approach.

To become a successfully commissioned representative organisation working with the council on behalf of a particular community, it is essential that:

- Those being represented have a choice over who represents them
- Representatives are able to clearly set out and evidence how they intend to make representation on behalf of the community,
- Representatives are able to demonstrate how their organisational make-up (staff and board composition) is proportionate and representative of their whole community of interest.
- Representatives demonstrate how they will go about gathering knowledge and information so they can understand the issues that are important to those they are representing
- Representatives are clear on the scope of their representation activities and have the capacity and commitment to undertake their role.
- Representatives clearly set out the communication channels they will use to feedback to those whom they represent.
- That there is a structured process in place for appeal if representees feel misrepresented.

Meeting the above requirements will provide representative organisations with their mandate, with an appropriate degree of transparency. It will also make sure those whom they represent can hold their representatives to account. We will need to see evidence that an organisation can meet these requirements.

We propose that the City Council should deal with organisations that represent a specific community of interest within the overarching protected characteristic. This would mean, for example, organisations represent a specific faith community rather than an umbrella organisation representing a variety of faiths. We believe that this is the level of representation at which communities of interest are best served.

We propose to procure the appropriate representative organisations via a competitive grant process. Organisations would apply to be the lead for a specific community of interest within those in scope, and would be assessed against clear criteria which will help ensure they are best placed to be representative of that particular community.

We propose that organisations who apply to act as the representative organisation for a particular community of interest would need to meet the following criteria:

Appendix 2

- Must be based in the city of Leicester
- Activities should be conducted mainly (preferably exclusively) in the city of Leicester
- Can demonstrate that its organisational purpose and objectives relate directly to supporting community cohesion and good relations among the communities that make up the city of Leicester
- Is an established organisation which has sound governance and operational structures (especially in relation to its financial affairs)
- Is signed up to the Leicester Compact and supports and promotes its principles.
- Is able to define the community of interest which it represents and that community makes up more than 1% of the total population of Leicester based on the 2011 census (i.e. more than 3,298 people).
- Can demonstrate the need for this community of interest to be represented. This need should be based on both the significance of the community in demographic terms and in relation to the issues in which that community is involved, as shown by relevant social and economic indicators.
- Can clearly articulate and evidence that it has the support of the majority of the community that it represents,
- Can demonstrate how the organisational make-up is proportionate and representative of the community of interest to be served. This should include evidence of financial support from any constituent / affiliated organisations that they currently represent (or hoping to represent).
- Can prove that the organisation provides equality of access and equality of opportunities to the people it serves.
- Can prove that it has the capacity and proven ability to facilitate a dialogue across the community they represent and to feedback to the community they represent.

Organisations would be assessed against these criteria. Where more than one organisation has applied to represent a particular community of interest; the organisation which best meets the criteria will be selected, although applications from consortia will be considered (though still operating within a specific community of interest within an overarching protected characteristic).

Alongside this, the City Council will be looking to facilitate appropriate ways of working with organisations who are awarded the grant funding to look at collective issues which cut across different communities of interest (e.g. related to race, religion or belief, sexual orientation).

C. Support for volunteering in the city

The City Council wants to support the voluntary and community sector to have an effective approach to volunteering. It proposes to do so by facilitating a support

Appendix 2

model which enables groups to be effective and confident in their ability to recruit, retain and manage volunteers. We would like to see the support we provide enable organisations to manage and develop new volunteering opportunities, particularly to tackle priority themes and city objectives. And we want to ensure that volunteer managers have access to training and support, including networking opportunities.

As such we will be asking the sector how this support can best be provided in terms of the following options:

- Option 1 - A one-stop shop. One provider undertakes the full range of support activities – brokerage (matching of volunteers to opportunities), supporting organisations with advice and guidance in relation to developing volunteering opportunities, recruiting and managing volunteers, and providing advice and guidance to those who want to volunteer.
- Option 2 - We split volunteering support into two component parts.
 - a) Brokerage – an organisation focuses on this specific activity
 - b) Support for organisations to develop volunteering opportunities and to recruit and manage volunteers effectively is offered as one of the support packages
- Option 3 - Alternative option suggested by the sector consistent with the Council's priorities

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SURVEY – Leicester City Council – Consultation period 28th October 2013– 17th January 2014

1. About you and your organisation;

Your name: (Required)

The name of your organisation: (no need to provide if you are completing this on your own behalf)

Your role in the organisation (no need to provide if you are completing this as an individual, on your own behalf)

Contact phone number: (Required)

Contact email: (Required)

2. Are you completing this survey?

Please note that if you are completing this on your own behalf (as a volunteer or as a service user), please check the appropriate option and for questions 3 - 8 tick n/a. Thank you

	please tick
On behalf of a charity	<input type="checkbox"/>
On behalf of a voluntary organisation	<input type="checkbox"/>
On behalf of a social enterprise	<input type="checkbox"/>
On behalf of a faith-based group	<input type="checkbox"/>
On behalf of a community group	<input type="checkbox"/>
On your own behalf as a volunteer	<input type="checkbox"/>
On your own behalf as a	<input type="checkbox"/>

service user	
Other - please specify	

3. Does the VCS organisation you represent provide services across Leicester or just in specific wards (please tick all wards or the applicable wards)?

	Please tick
Leicester (all wards)	
N/a - only to be used by volunteers/service users	
Abbey Ward	
Aylestone Ward	
Beaumont Leys Ward	
Belgrave Ward	
Braunstone Park & Rowley Field Ward	
Castle Ward	
Charnwood Ward	
Coleman Ward	
Evington Ward	
Eyres Monsell Ward	
Fosse Ward	
Freemen Ward	
Humberstone & Hamilton Ward	
Knighton Ward	
Latimer Ward	
New Parks Ward	
Rushey Mead Ward	
Spinney Hills Ward	
Stoneygate Ward	
Thurncourt Ward	
Westcotes Ward	
Western Park Ward	
If more than one ward, please specify;	

4. In the previous financial year (2012/13) what was the total gross income of your organisation (from all sources)?

	Please tick
N/a - only to be used by volunteers/service users	
Less than £500	
£501 - £10,000	
£10,001 - £50,000	
£50,001 - £100,000	
£100,0001 -£250,000	
£250,001 - £1,000000	
More than £1 million	

5. How many full time equivalent (FTE) staff does your organisation employ?

	Please tick
N/a - only to be used by volunteers/service users	
0	
1-2	
3-5	
6-10	
11-20	
More than 20	

6. How many volunteers work with your organisation?

	Please tick
N/a - only to be used by volunteers/service users	
0	
1-2	
3-5	
6-10	
11-20	
More than 20	

7. What is your organisation's main area of work?

	Please tick
N/a - only to be used by volunteers/service users	
Arts and culture	
Capacity building (for other VCS organisations)	

Children	
Community development & neighbourhood involvement	
Disability	
Disaster Relief	
Domestic Violence	
Drugs and alcohol (or other addictions)	
Education, literacy, numeracy	
Emergency service and Safety	
Employment	
Environment & conservation	
Ex-forces	
Families	
Gay, lesbian, bisexual people	
Health & social care	
Heritage	
Homelessness & housing	
Human rights, civil rights	
Legal Support	
Mental health	
Offenders and ex-offenders	
Older people	
Race & ethnicity	
Refugees & asylum seekers	
Religion or belief	
Sport & recreation	
Transgender issues	
Women	
Young people	
Other – please specify	

SUPPORT FOR THE CITY'S VCS

8. If Leicester City Council could offer support in three areas, which three would you consider most important (please tick your top three)

	Please tick
N/a - only to be used by volunteers/service users	
Financial management support	
Management of staff	
Use of information technology (ICT)	
Financial sustainability	
Organisational set-up	
Marketing	
Fund-raising	
Procurement processes	
Identifying and measuring outcomes and values	

New ways of working	
Recruiting and managing volunteers	
Others: Please specify	

8.1. Are there any barriers that you can identify to making this proposed approach work in practice?

ENGAGEMENT TO SUPPORT A COHESIVE LEICESTER

9. Do you agree with the overall proposed approach to supporting a cohesive Leicester by ensuring the Council works with organisations that represent specific communities of interest? Yes / No

9.1 If no, do you have any suggested alternative approaches?

9.2 Do you agree with the type of communities (known as “protected characteristics”) it is proposed that this approach will cover?

Yes	No

9.3 If no, what would you propose?

10. Please indicate if you agree or disagree with each of the criteria and where appropriate suggest any changes or additions

Criteria	Agree	Disagree	Possible change / amendment
Must be based in the city of Leicester			

Criteria	Agree	Disagree	Possible change / amendment
Activities should be conducted mainly (preferably exclusively) in the city of Leicester			
Can demonstrate that its organisational purpose and objectives relate directly to supporting community cohesion and good relations among the communities that make up the city of Leicester			
Is an established organisation which has sound governance and operational structures (especially in relation to its financial affairs)			
Is signed up to the Leicester Compact and supports and promotes its principles			
Is able to define the community of interest which it represents and that community makes up more than 1% of the total population of Leicester based			

Criteria	Agree	Disagree	Possible change / amendment
on the 2011 census (i.e. more than 3,298 people)			
Can demonstrate the need for this community of interest to be represented. This need should be based on both the significance of the community in demographic terms and in relation to the issues in which that community is involved, as shown by relevant social and economic indicators			
Can clearly articulate and evidence that it has the support of the majority of the community that it represents			
Can demonstrate how the organisational make-up is proportionate and representative of the community of interest to be served. This should include evidence of financial support from any constituent / affiliated organisations that			

Criteria	Agree	Disagree	Possible change / amendment
they currently represent (or hoping to represent)			
Can prove that the organisation provides equality of access and equality of opportunities to the people it serves			
Can prove that it has the capacity and proven ability to facilitate a dialogue across the community they represent and to feedback to the community they represent			
Additional criteria – please specify			

10.1 Are there any barriers that you can identify to making this proposed approach work in practice?

SUPPORT FOR VOLUNTEERING IN THE CITY

11. If you use or would like to use volunteers, what as an organisation would enable you to be better at attracting, recruiting and retaining volunteers?

12. Can you identify what you see as the top 2 priorities for support in relation to volunteering (please tick 2):

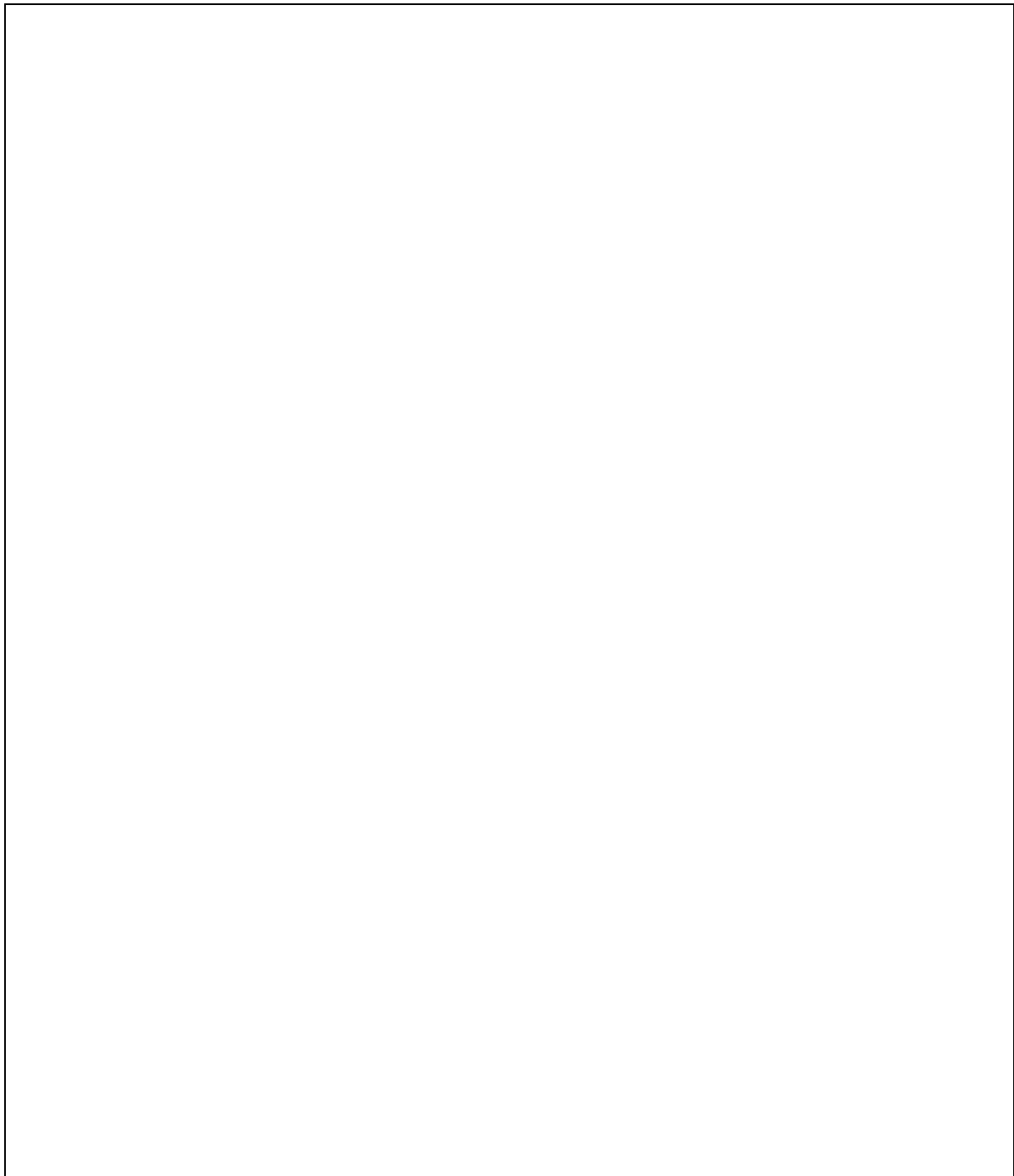
Developing volunteering opportunities	
Marketing volunteering opportunities	
Matching volunteers to opportunities	
Good practice in relation to using volunteers	
Policy development in relation to volunteering	
Strategic development of volunteering	
Not applicable to my organisation – don't use volunteers	

13. Which of these options for volunteering support would be your preferred option?

Option	Tick one preferred option
A one-stop shop	
A service which matches volunteers to opportunities and support for individual organisations offered as a support package	
Alternative option – please specify	

14. The City Council believes that these proposals are fair for everyone and help make sure resources go to those most in need and least able to meet their needs in other ways. Do you have any comments about this?

15. Please use this space for other comments – additional pages are welcomed



Appendix 4 - Supporting the Voluntary and Community Sector

The table below sets out details of the organisations either attending and / or responding to the on-line questionnaire as at the 22nd November. The consultation period is open until the 17th January and there are a further 6 briefing sessions due to be held, hence this is indicative of the range of organisations responding to date.

VCS organisations and citizen engagement in VCS support review - Nov 13 - Jan 2014			
Source (venue or communication format)	Briefing date	Organisation/individual	no
Community Briefing 1 - Leicester Town Hall	06/11/2013	Leicester Quaker housing Association	1
Community Briefing 1 - Leicester Town Hall	06/11/2013	Individual	1
Community Briefing 1 - Leicester Town Hall	06/11/2013	LGBT	2
Community Briefing 1 - Leicester Town Hall	06/11/2013	VAL	1
Community Briefing 1 - Leicester Town Hall	06/11/2013	Woodgate Residents Association	1
Community Briefing 1 - Leicester Town Hall	06/11/2013	Leicester and District Trades Union Council	1
Community Briefing 1 - Leicester Town Hall	06/11/2013	The Race Equality Centre	1
Community Briefing 2 - African Caribbean Centre	14/11/2013	Shama Women's Centre	1
Community Briefing 2 - African Caribbean Centre	14/11/2013	Adhar	1
Community Briefing 2 - African Caribbean Centre	14/11/2013	African Caribbean Citizens Forum	1
Community Briefing 2 - African Caribbean Centre	14/11/2013	Leicester Enterprise Club	1
Community Briefing 2 - African Caribbean Centre	14/11/2013	Golden Fellowship	1
Community Briefing 3 - Highfield Centre	20/11/2013	Saffron Neighbourhood Council	1
Community Briefing 3 - Highfield Centre	20/11/2013	After18	1
Community Briefing 3 - Highfield Centre	20/11/2013	Highfields Centre	3
Community Briefing 3 - Highfield Centre	20/11/2013	Centre for Fun & families	1
Community Briefing 3 - Highfield Centre	20/11/2013	Sikh Community Centre	1
Community Briefing 3 - Highfield Centre	20/11/2013	Somali Development Services	1
Online consultation		L4A	1
Online consultation		Saffron Community Health Alliance	1
Online consultation		LeicestHERday Trust	1
Online consultation		Saffron Garden of Peace	1
Online consultation		RECOVERY	1
Online consultation		Individual	1

Online consultation		NPC- Leicester Pensioners Group.	1
Online consultation		Catch22 Charity limited	1
Online consultation		Individual	1
Online consultation		Individual	1
Online consultation		Individual	1
Online consultation		Kickstarting CIC	1
Online consultation		Free Cakes for Kids Leicester	1
Online consultation		Friends of Evington	1
Online consultation		Individual	1
Online consultation		Individual	1
		Numbers engaged with VCS consultation	37

**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 is 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.
Agenda Meeting – Tuesday 1st October 2013 at 10.30am			
Thurs 17th Oct 2013 at 5.30pm	- Noise Control Services	- Adrian Russell	
	- Anti-Social Behaviour Team	- Daxa Pancholi	
	- Domestic Violence Service	- Daxa Pancholi	Risk factors leading to someone becoming a perpetrator of domestic violence and ward statistics to be circulated to commission members after the meeting.
	- Census data analysis	- Miranda Cannon/ Jay Hardman	The second phase of the data collection to be brought back to a future meeting.

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

Meeting	Meeting Items	Lead Officer	Points to be considered
Agenda Meeting – Monday 18th November 2013 at 4.00pm			
Wed 4th Dec 2013 at 5.30pm	- Voluntary and Community Sector	- Miranda Cannon	<ul style="list-style-type: none"> • Overview with more detail on the consultation • What is currently provided by the organisations? • What services will we lose should we move to the new proposals? • How have we consulted smaller VCS groups to see what challenges they are facing and are these reflected in the proposals we are consulting on? • How do we support the VCS other than through funding? • Other than council funding what other funding streams do these organisations get funding from?
	- 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		
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams	<ul style="list-style-type: none"> • Communications matrix • Feedback from ward councillors • Best practice from WCM's that are working well • Update on progress of the involvement of YP • Timetable and milestones of move to Community Services
- Transforming Neighbourhood Services	- Liz Blyth	<ul style="list-style-type: none"> • Timeline of delivery (particularly the South) • Feedback on sessions with the public • Update of available data from the consultation • Verbal update on contingency measures from the impact of other reviews 	
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
	- 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
	Standing Items		
- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams		

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

Meeting	Meeting Items	Lead Officer	Points to be considered
Agenda Meeting – Tuesday 21st January 2014 at 10.30am			
Thurs 6th Feb 2014 at 5.30pm	- Welfare Reform	- Caroline Jackson	<ul style="list-style-type: none"> • Neighbourhood profiling and trends and hotspots • Local support services • Use of food banks
	- Census data analysis	- Miranda Cannon/ Jay Hardman	<ul style="list-style-type: none"> • The second phase of the data collection with a breakdown at neighbourhood level.
	Standing Items		
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams	
	- Transforming Neighbourhood Services	- Liz Blyth	
Agenda Meeting – Tuesday 25th February 2014 at 10.30am			
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 • Cumulative impact of changes/reviews in community services on community centres
	- City Warden Service	- Adrian Russell	<ul style="list-style-type: none"> • Update on progress
Agenda Meeting – Tuesday 8th April 2014 at 10.30am			
Tues 22nd Apr 2014 at 5.30pm			

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

Future Items	Lead Officer	Items to be considered
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
City Mayor's Delivery Plan (June/July 2014)	Miranda Cannon/ Liz Blyth	<ul style="list-style-type: none"> Progress of targets in relation neighbourhood services and community involvement
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
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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