



Leicester
City Council

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

DATE: WEDNESDAY, 9 APRIL 2014
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):

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PUBLIC SESSION

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF THE PREVIOUS MEETING

Appendix A

The minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Committee held on 13 March 2014 are attached and Members will be asked to confirm them as a correct record.

4. PETITIONS

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

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations and statements of case submitted in accordance with the council's procedures.

6. UPDATE ON NEIGHBOURHOOD POLICING

Police Inspector Bill Knopp will update the commission on the current position relating to neighbourhood policing.

7. FOOD BANK PROVISION IN THE CITY

Appendix B

The Director of Finance submits a report that details the provision of food banks within the city, and outlines the work undertaken to identify and support the organisations delivering emergency food and to develop a strategy for the city as a result of research undertaken. The Commission is asked to note the impacts and trends highlighted in the report and comment on initial findings if appropriate.

8. CITY WARDEN SERVICE

Appendix C

The Strategic Director City Development and Neighbourhoods submitted a report that provides an update on progress made by the City Warden Service

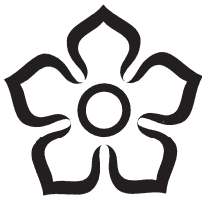
implementing changes arising from a review of enforcement services carried out in June 2013. The Scrutiny Commission is asked to give its views on the working arrangements and priorities for the City Warden Service.

9. WORK PROGRAMME

Appendix D

The Scrutiny Commission is asked to receive the work programme 2013/14 for consideration and comment.

10. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

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

Held: THURSDAY, 13 MARCH 2014 at 5.30pm

P R E S E N T :

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

Councillor Bhatti

Councillor Corral

Councillor Grant

Also present:

Councillor Russell: Assistant City Mayor, Neighbourhood Services

Councillor Sood: Assistant City Mayor, Community Involvement , Partnership
and Equalities

* * * * *

100. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Cleaver and Desai.
Councillor Naylor also submitted his apologies as he was elsewhere on council
business.

101. DECLARATIONS OF INTEREST

Councillor Cutkelvin declared for the avoidance of doubt that in respect of item
8, Transforming Neighbourhood Services Programme – South Area, she had
had contacts with various groups, and in particular groups that used the
Linwood Centre and she had submitted a letter of representation (which had
been included in the report). Councillor Cutkelvin added that she had been
advised that she did not need to vacate the chair for this particular item of
business.

102. MINUTES OF THE PREVIOUS MEETING

Members were asked to confirm the minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 13 March 2014.

RESOLVED:

that the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 13 March 2014 be confirmed as a correct record.

103. PROGRESS ON ACTIONS AGREED AT THE PREVIOUS MEETING

Minute Item 93: General Fund Budget 2014/15 to 2015/16

The Chair confirmed that a minute extract from the meeting was shared at the Overview Select Committee on 13 February 2014.

Minute Item 94: Impact of Welfare Reform

The items as agreed had been added into the commission's work programme. These included:

- Representatives from the Job Centre Plus had been invited to the next meeting.
- An item on Food banks would be discussed at the next meeting.
- A site visit to the new customer service centre would be arranged in the near future.

The Chair also reported that there had been changes to the Fareshare scheme in that they were only able to provide a more limited range of food from April 2014. Assistant City Mayor Russell (Neighbourhood Services) advised that the organisation was struggling to meet the increased demand for its service and the city council were working as an authority to seek ways of providing support. She expressed concern that this would be a crucial issue if the changes went ahead as proposed.

Minute Item 95: Census Data Analysis

It was reported that the census ward data had not been sent out to all councillors. The Chair asked for this to be checked.

Minute Item 96: Equalities

The Chair confirmed that following concerns expressed by the commission, information relating to the Employees' Groups had been amended on the council website.

104. PETITIONS

The commission heard that just prior to the start of the meeting a petition from the Saffron Community Health Alliance in relation to the proposed closure of the Linwood Centre had been presented to the Assistant City Mayor for Neighbourhood Services. The petition would be submitted into the council system for processing.

105. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

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

106. LEICESTER CITIZENS ADVICE BUREAU (COMMUNITY LEGAL ADVICE SERVICE)

The Director of Care Services and Commissioning submitted a report that provided an update on the progress and development of the community legal advice service. The City Operations Director gave a presentation on the service and a copy of this is attached at the back of the minutes.

Members discussed the attendance figures at the outreach centres in the wards and the Operations Director explained that she could provide figures for the centres to show which were most attended and least attended. She added that they were trying to refer people from the main office to an outreach centre if there was one in their ward. If a particular centre did not appear to attract the expected number of people, it might be necessary to re-consider locations and session times. All locations for the outreach centres were checked with the ward councillors; however further feedback on appropriate locations would be welcome.

The Operations Director was asked to take into account that members of the public in deciding where to go for advice were not constrained by ward boundaries (they may not even know which ward they lived in), but might chose a venue that was most convenient.

Members commented that information relating to the cost of phone calls to the 0844 numbers was not included on the website and they felt that this information should be there. The Operations Director responded it was probably because the different providers had different charging tariffs; however she would look into this.

The Chair referred to the logging system for calls received and remarked that it would be useful to have a breakdown of the queries raised by members of the public, if this was not too time consuming. The Operations Director stated that she could provide a breakdown of queries relating to multiple issues if it would be useful.

RESOLVED:
that the report be noted.

107. DEVELOPMENTS IN COMMUNITY SERVICES

The Director of Neighbourhood Services submitted a report that provided an update on the developments that were taking place in Community Services following the implementation of the organisational review.

The Head of Community Services explained that nine Community Engagement Officers had been recruited and were already making a positive impact. An update on their work would be brought to a future scrutiny meeting. In addition there would be a report updating on the findings of the scrutiny review into Partnership Agreements.

There was some discussion on the community centres usage figures. Members heard that currently the figures included everyone who came into the centre; this included staff and members of the public calling in with a query. This system did not accurately reflect the level of community use of a centre and there was a need to monitor the level of usage by groups rather than by footfall. It was anticipated that as a result of the work of the Community Engagement Officers, there would be more community groups meeting in the centres. The Chair remarked that the Overview Select Committee would probably want to consider some of the statistics and she requested that officers ensure that the method for compiling statistics was consistently applied across all areas of the city.

A query was raised as to whether all the groups within the partnership arrangement were receiving their payment on time. The Head of Community Services explained that there had been a delay but this was being addressed. Members discussed the changes to the fees and charges and heard that the new system of paying in advance was helping to reduce the amount of arrears. The Chair referred to the paye.net system and asked about the uptake of the scheme since it had been introduced. The Head of Community Services explained that he did not have that information to hand but he would forward it to her.

The Chair requested more contextual information in the report, in particular for members of the Overview Select Committee who might not be fully familiar with all the issues (for example the key access system).

RESOLVED:

- 1) that the commission note the report and request that a further report be brought back to scrutiny in 6 months time;
- 2) that data collection be clearer and more consistent; and
- 3) that the report with information around the context of different schemes and usage figures be taken to the Overview Select Committee.

108. TRANSFORMING NEIGHBOURHOOD SERVICES PROGRAMME - SOUTH AREA

The Director of Neighbourhood Services submitted a report that provided an update on the Transforming Neighbourhood Services (TNS) programme and the engagement and consultation that had been carried out in the south area of the city.

Councillor Russell, the Assistant City Mayor for Neighbourhood Services presented the report and the Chair invited Karen Pickering and Maria Cook to address the commission and give their views on the proposed closure of the Linwood Centre.

Karen Pickering explained her background and her involvement in the area and in particular with the Linwood Centre and made the following points:

- Local people felt that they had not been adequately consulted concerning the change of use at the Linwood Centre.
- There were only two options on the consultation document; it did not give people an opportunity to choose an option that they wanted.
- People in the community had concerns about travelling to the Pork Pie Library; they felt it was not safe for them to access the building because of the traffic. Traffic calming would not change people's perceptions.
- The library was also on the top of a hill and difficult for people with COPD or disabilities to access.
- Members of the community felt that the Linwood Centre could be retained for community use by adapting the building to have the access control system.

Maria Cook then addressed the commission and explained that she had run the community café at the Linwood Centre on a voluntary basis for the past 8 years; the café was popular and yesterday she had had 36 customers. All the profit made by the café went to community groups. Ms Cook questioned whether there would be room for the café in the Pork Pie Library.

Assistant City Mayor Russell and the Director for Neighbourhood Services responded to the comments and queries raised and explained that there had been many opportunities for members of the community to give their views and people had been listened to. Attempts had been made to find solutions, however, for example, providing access control for part of the Linwood Centre would be problematic. The toilets were in a different part of the building and it would be difficult to ensure security. Shared use of the space would be unrealistic and not viable for workshop tenants. There would also be cost implications which would impact on the savings that needed to be made on the overall running costs, particularly staffing costs.

In respect of the Pork Pie Library, the commission heard that in terms of the current level of usage, there was sufficient space there to accommodate all groups from the Linwood Centre that would need space there. In respect of the concerns over road safety, following changes in traffic management, there had been significant reductions in the number of pedestrian accidents; however it was agreed that there was still a perception over road safety issues.

The Chair commented that whilst she fully understood the reasons for the review, she felt that there were options that could be considered for the Linwood Centre. She suggested that other services could be brought into the building, for example, the Housing Office could be relocated there.

In respect of the community café, a possible option was suggested that the café could be run from elsewhere, e.g. the Kingfisher Centre and as a social enterprise like other community cafes. However, the Chair commented that the café in the Linwood Centre was an asset and very popular. Some people came to the café and stayed all day. The Linwood Centre was the only large centre in the area. The Chair asked for Assistant City Mayor Russell and the City Mayor to re-visit the centre before the next Executive Briefing.

The Vice Chair commented that the report stated that the Pork Pie Library was not viable as a commercial building and he questioned whether this had been tested. It was explained that this had been explored, but it was a listed building which restricted this option.

Assistant City Mayor Russell responded that she was unsure as to whether the visit would be possible prior to Executive Briefing, however she assured the commission that they would work with the user groups to minimise the effects of the change. She added that she understood the concerns relating to the Pork Pie Library but the usage generally at the Linwood Centre was not high and while the café was popular, the numbers using the café other than groups / tenants based in the building were also generally low. There was a need to maximise use to make best use of the council's resources.

Comments were raised from members that the consultation leaflet was limited, with only two options offered and they asked for this to be addressed before the next phase of the programme was rolled out. Assistant City Mayor Russell responded that such feedback was helpful; the programme would be rolled out into the west area of the city next and the comments raised in respect of the consultation would be taken on board.

The Chair stated that the commission welcomed the community led approach to the programme and the addition of focus groups to the consultation process going forward. The Chair then thanked officers for the details in the report appendices.

RESOLVED:

- 1) that the commission support the proposals but ask that the

Executive consider the following:

- 2) that the commission stress that care should be taken against raising expectations and in respect of this consultation, the possible closure of the Linwood Centre should have been clear from the outset;
- 3) that the commission stress the need to be sensitive to tensions between different community groups;
- 4) that artefacts in any buildings due to be closed, should be treated with sensitivity and the views of the users of the centres in respect of those artefacts should be sought.
- 5) that the commission request that the City Mayor and the Assistant City Mayor for Neighbourhood Services re-visit the Linwood Centre before Executive Briefing (scheduled for the following week), and if that is not possible, the Executive Briefing be postponed until the visit has taken place; and
- 6) that the consultation document be revisited before the next phase of the Transforming Neighbourhood Services Programme is rolled out.

109. WARD COMMUNITY MEETING IMPROVEMENT PROJECT: FINAL EVALUATION

The Director of Delivery, Communications and Political Governance submitted a report that outlined the lessons learnt, final evaluation results, recommendations and next steps following the pilot of the Ward Community Meeting Improvement Project.

The Assistant City Mayor for Community Involvement, Partnerships and Equalities presented the report and explained that the pilot project had commenced over a year ago, initially with four wards, before a further 6 wards were included in the scheme.

The Project Portfolio Manager reported that the pilot scheme had received mixed reviews, though had been generally successful in relation to officer involvement. The Ward Community Project had now transferred to fall within the remit of Community Services.

Members heard that all councillors had been encouraged to complete an evaluation form; these were attached in Appendix A of the report. The response had been mixed partly because the resources within the project team were limited. Members heard that a considerable amount of work had taken place on the 'toolkit' and the budget process had been streamlined. The Head of Community Services reported that he would bring a report back to the scrutiny commission in the autumn.

The Chair expressed disappointment that one of the evaluation forms had been omitted from the agenda and subsequently been tabled at the meeting. She asked for this to be circulated with the minutes.

Members considered the report; their discussion included points as follows:

- Concerns were expressed at the workload of the Neighbourhood Development Managers.
- Concerns were expressed regarding errors in the community meetings' publicity.
- The Councillor Guide was considered to be useful for some councillors.
- The ward meeting patch walks would not be suitable for all the wards. Concerns were expressed that as a multi-agency approach, they required significant staff resources.
- Some wards were better served with community facilities than others, which made it very difficult to move around different areas within the ward.
- Some wards had no council facilities in which to hold community meeting.
- The guidance for councillors was welcome; but every area worked differently and the final decisions in relation to the running of the meeting needed to rest with the ward councillors. The Project Portfolio Manager agreed and responded that the Neighbourhood Development Managers' and the Community Engagement Officers' role was important because they would help to facilitate what the councillors wanted. One of the findings of the pilot project was that the wards were different and one model would not suit them all.

The Chair commented that the commission had previously expressed concerns that councillors' expectations may be raised by the pilot project. Officers were asked whether they had met with the ward councillors involved in the pilot to ascertain whether their expectations had been met. Officers responded that the Neighbourhood Development Managers would be addressing this issue.

The Chair expressed concerns that if some of the ideas generated with the pilot ward councillors were to be introduced, the process of supporting the community meetings would be more labour intensive and she queried whether the Neighbourhood Development Managers would have the resources to deliver. The Head of Community Services responded that initially no major changes in resources were anticipated, however budget processes were being streamlined and the Community Engagement Officers would be involved in the monitoring and evaluation of funding applications.

The Chair summarised the discussion and asked for the Neighbourhood Development Managers to have a platform to discuss their findings from the first quarter's community meetings and to share good practice. This should be led by one of the managers who could then feedback to a future scrutiny commission meeting.

The Chair added that the honesty in the report was welcomed and the raw data

was appreciated. In respect of the community meeting action logs; concerns were expressed that some of the actions identified had not been followed through. The Chair also requested that the new community meeting budget guidance be brought to scrutiny and be made available for members of the public to view as well.

RESOLVED:

- 1) that the commission note the report and request a further update be brought back in 6 months time;
- 2) that further work be carried out in relation to young people's involvement; and
- 3) that the community meeting funding guidance be brought to a future meeting of the scrutiny commission.

110. SCRUTINY COMMISSION WORK PROGRAMME

Members were asked to consider the scrutiny commission work programme.

RESOLVED:

that the work programme be noted.

111. CLOSE OF MEETING

The meeting closed at 8.00 pm



Leicester Advice Service

Helen Child, City Operations Director
LeicesterShire Citizens Advice Bureau
Helen.Child@leicscab.org.uk



Performance, Q1-Q3

- Tier 1 – assisted information
– 8,906 (9,000 expected)
- Tier 2 – generalist advice
– 3,284 (4,950 target)
- Tier 3 – specialist casework & representation
– 497 (450 target)



Performance Analysis

- Tier 1 – delivery through face to face advice, telephone and email. Anticipate expected numbers will be met at year end.
- Tier 2 – improvement throughout the year. Late award hampered implementation. Development plan in place.
- Tier 3 – exceeding targets and expect to exceed annual target too.



Outcomes

- Quarter 3:
 - £68,158 (annualised amount) realised in bureau
 - £14,569 (total) realised by employment specialist
 - Evictions prevented, court & bailiff action averted, increase in rent/council tax arrears put into repayment



Needs Analysis

Enquiries

- 33% welfare benefits
- 15% debt
- 11% employment
- 10% housing
- **8% relationships & family**
 - Emerging trend, likely link to cuts to family legal aid

Demographics

- 26% identify as having a disability of LTC
- 70% clients of working age, only 10% under 24
- Ethnic diversity – more done to promote the service to hard to reach groups



Outreach

Performance

- Began in September 2013
- 258 seen between September and end December

Locations

- Locations selected by LCC on a methodology based on family cluster, homelessness, health and welfare and economic activity



Development Plan

- Premises – moved to 60 Charles Street in January 2014
 - Additional interview and back office space
- Contact Centre expansion
 - from April will have 20 seats
 - introduced phone queue in November
- Increased access by referral and email
- Volunteer recruitment and training
 - Now have on-site training facilities
 - 3 cohorts of advisers have been trained
- Smoother referral to outreach



Partnership & Communications

- Partnership is key to delivery of best service to the client.
- Pilot organisation providing Crisis Support Vouchers
- Working with other welfare advice providers in SWAP and ALP
- Recruited a communications officer to raise profile with potential clients
- Offer of problem noticer training to Councillors and front line staff, delivery of training to carers about welfare benefits
- Campaigns – contribute to sanctions report via SWAP, highlighting rise in rent arrears in social housing, met with Ethical Trading Initiative regarding employment conditions in Leicester

We want to share our knowledge with as many Leicester residents as possible, and to contribute to the national and local debate to make life better for everyone



Added Value

- Macmillan – won extended funding to continue to help people with cancer and their families
- Additional Money Advice & access to grant funds
- Ingeus – advice through the Work Programme
- Discretionary Fund - £800
- Volunteering & training – 25th person this financial year has just moved in to paid work



How to Refer

- Councillors and partner agencies can refer clients to us directly
- This gives a more streamlined service for the client who will be contacted by us directly, and will not have to give their details multiple times.
- The referral process is currently by completion of a form which can be emailed or posted to us.



Accessing our service

For clients accessing the service without a referral, we can be reached in the following ways:

Face to Face

- LeicesterShire Citizens Advice Bureau, 3rd floor, 60 Charles Street, Leicester LE1 1FB
- Monday- Friday 9.00-4.30

Outreach venues

Telephone

- 0844 417 1025 from a landline, Monday – Friday 9.30-4
- 0300 330 1025 from a mobile, Monday – Friday 9.30-4



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Ward Community Meeting (WCM) Pilot Project – Evaluation Form

The WCM pilot project was introduced to trial and develop an improved approach to the delivery and communication of Ward Community Meetings and to make them more accessible to members of general public. This evaluation questionnaire aims to assess the performance and impact of this project.

The findings from this exercise will be used to develop a detailed evaluation report which will be shared with pilot Councillors, NCSI Scrutiny Commission and help to shape the approach moving forward.

What motivated you to become involved with the WCM pilot project?

- Before I became a ward councillor I went to lots ward and community meetings across the city and saw different approaches being used, saw turnout, issues, etc
- Was aware that the ward had low residents turnout – was keen to improve attendance figures
- Engagement from officers attending the meeting was poor
- Wanted to make the process better and more accessible
- Respond local need, being mindful of demographics
- Wanted to trial series of options to improve my ward meeting, new ways of engaging and increase attendance figures

Do you feel the project has met your expectations and the objectives of your ward's community meetings?

- In first instance it's hard to say – expected some merging of WCM with Saffron Mgt Board, Police/JAGs, etc
- When I had met with Miranda – was led to believe that pilot would provide a 'shopping list' of different ideas and options to trial but this didn't happen
- Acknowledge that some improvements did take place i.e. less formal meetings, different room layout, agendas tightened, developed admin process, targeted publicity but unfortunately, communication and resident's attendance figures did not change, partly did, partly didn't.
- Would have been nice to have found a solution along the way.

What impact did your involvement with the project have on you as a ward councillor and on your ward?

- Disappointed that WCM attendance did not improve
- I invited lots of people to attend, told them the ward was in the pilot, expectations were raised
- On a positive note, WCM did get good feedback on the resident forms from those who did attend
- Still need to find out what are the expectations from wider community
- Number of community issues that could be brought forward for discussion to the WCM are resolved at active resident group meetings, need to investigate how we can merge different layers of groups with the ward meeting so we are all effective with our time and efforts
- Despite pilot, there is no change to public perception of the ward meetings, so we need to continue work in this remit

What were the main barriers to the implementation of this project?

- Honestly think it was a lack of officer time and resources in the pilot team, one person cannot cover 5 wards and give equal service to all
- Communication and expectation of councillors and officers differed
- Separate agenda between councillors and officers
- Pilot lacked strategic direction (as outlined in the Shaun Miles project plan)

How would you like your ward's community meetings developing in the future?

- Explore use of engaging with residents using social media networks - Saffron and Eyres Monsell Face book page have 400/500 followers

- MSO officer commitment was fantastic but need more officer dedicated time to the ward
- Need regular dialogue/presentations from front line service officers i.e. housing
- Merge/dovetail ward meeting with other resident group meetings and community forums
- Need to keep investigating on how to improve attendance figures – maybe consider more radical options i.e. have 4 to 6 ward meetings a year, all with different styles i.e. one could be an open meeting, another a mini community walk about, another with an earlier time, like 4pm to get mums/dads/carers - speak to local schools and get them to put a leaflet in children's school bags to publicise the meeting, etc.
- Cllr and officer debriefs after each ward meeting to consider what worked well and what did not.

Tick as appropriate*	5	4	3	2	1
Did the WCM pilot project help to shape your ward's community meetings?			√		
Did you like the approach taken by your lead officer? – need more resources			√		
Would you have liked to see more significant change as part of the pilot?	√				

* 5 = strongly agree; 4 = agree; 3 = neither agree nor disagree; 2 = disagree; 1 = strongly disagree

Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement Scrutiny Commission

Date of Commission meeting: 9th April 2014

Food Bank Provision in the City

Report of the Director of Finance



Leicester
City Council

Useful Information:

- Ward(s) affected: All
- Report author: Caroline Jackson Head of Revenues & Benefits
- Author contact details: 0116 454 2501
Caroline Jackson@leicester.gov .uk
- Date of meeting: 9 April 2014

1. Summary

1.1 The a report details the provision of food banks within the city, and outlines the work undertaken to identify and support the organisations delivering emergency food aid and develop a strategy for the city as a result of the research undertaken.

2. Recommendation(s) to scrutiny

2.1 To note the impacts and trends highlighted in the report and comment on initial findings if appropriate.

3. Supporting Information**Background****Welfare Reform Changes**

3.1 In the current economic climate and with the sweeping welfare reforms brought in through this government's first term in office a great many of the 130,000 households in the city are facing increasing financial pressures and poverty.

3.2 Over 43,000 households in the city are in receipt of a welfare benefit as their main source of income with 26,000 children in the city growing up in poverty. These households are facing increases in their general cost of living - the majority are now paying some of the highest tariff rates for fuel, contributing a minimum of 20% towards their council tax bill and some 2,500 face the 'under occupancy penalty' ('bedroom tax') reducing Housing Benefit entitlement by up to 25%.¹

3.3 There is also a hidden population in the city who are working, usually a couple or family, who were coping financially but with recent increases in food and fuel costs are now on the edge of a financial cliff and no longer able to manage within their budget. Decreases in the national unemployment statistics to 7.1%² have masked the problem of 'underemployment,' i.e. those working on zero-hour or part-time contracts who cannot find full time work – a further 9.4% of the working age

¹ See Appendix A Fig.1 for a comparison of food bank demand against the background of welfare reform.

² 'Quarterly Labour Market Statistics,' Office for National Statistics January 2014

population. Wages in real terms have declined for the past five years and the minimum wage has not increased above inflation since 2008³. It is therefore unremarkable that both benefit households and those on low salaried income are now struggling to afford to feed the household.

3.4 A number of these households are increasingly turning to food distribution locations across the city to help them cope. From May 2012 to date the number of food banks we have been able to identify in Leicester has tripled⁴ in line with national data compiled by the Trussell Trust⁵ – it is estimated that over 500,000 people in the UK today are reliant on food aid.

Why the research was undertaken.

3.5 In April 2013 Leicester's Community Support Grant (CSG) scheme became operational. It replaced the Department for Work and Pensions (DWP) crisis loans and community care grants. The new discretionary funding allowed Leicester the opportunity to be flexible in designing the local emergency provision for vulnerable groups, according to local circumstances, in order to meet severe hardship in crisis situations in the most appropriate way. While researching local requirements, in preparation for its introduction it was identified food would be one of the main requirements of the crisis applicants.

3.6 Social Welfare Law Advice Partnership Forum (SWAP) is a collaborative partnership with representatives from within the city council, advice providers as commissioned by the city council and voluntary advice services from within the city. The group's main purpose is information sharing and identifying risks and issues that present themselves in the city including poverty, deprivation and homelessness. In the last 9 months the group has reported an increasing demand for emergency food aid following the implementation of the Department for Work and Pensions (DWP) sanctions regime which has left an increasing number of people with little or no income to live on. The group have supported our work to map the current food provision.

3.7 In addition to this the increasing demand for food aid had been recognised within Leicester's Child Poverty Commission report 2012 and in 2013 the commission recommended that :-

"In response to the growing demand for emergency food aid, Leicester City Council should work with partners, including Fare Share, to provide citywide co-ordination of food banks with an agreed local referral framework."

3.8 The council has also been approached by Leicester MPs and the Bishop of Leicester regarding the provision of food and both offices have engaged with the mapping process.

How we undertook the mapping

³ 'Underemployment in the UK,' D. Blanchflower & D. Bell, National Institute Economic Review, May 2013

⁴ See Appendix A Fig.2 for analysis of food bank proliferation May 2012 – date.

⁵ 'Food Banks & Food Poverty,' All-Parliamentary Poverty Group 16 December 2013

3.9 Since June 2013 the Revenues & Benefits service has worked with Voluntary Action Leicester (VAL) to organise a series of events for the food bank providers for them to identify the scope of their provision and the demand experienced. With the assistance of this group we were able to identify a limited number of new food outlets but also became aware of other wider issues regarding sustainability. More recently we have undertaken site visits to each food bank in the city to collect more detailed information.

3.10 During January – February 2014 each food bank was visited in order to collate data on provision covering the sources of food distributed, the longevity and suitability of food received, access criteria, changes in user demographic, experience of demand and long-term viability.

3.11 It should be recognised that this is a snap shot of provision as at February 2014 as the provision landscape regularly changes.

Research findings

3.12 We have identified there are broadly three main types of provision:-

- **Emergency food** (*i.e. providing several days of non-perishable food to those in crisis*).
- **Hot meals** (*services aimed primarily at homeless or disadvantaged groups*)
- **Surplus food distribution** (*fresh, chilled and close-to-expiry food provided to eliminate food waste from wholesale/retail outlets*)

Emergency food provision in the city				
	Hot meals only including lunch clubs	Food parcels	Meals and food parcels	Total
North	2	3	3	8
West	1	5	0	6
East	6	3	1	10
Central	4	5	2	11
South	0	7	0	7
Total	13	23	6	42

3.13 The geographical location of each scheme has been transferred onto a map of the city.

3.14 This information provided a clear picture of the uneven distribution of the food bank provision in the city, particularly in relation to ward areas and areas of deprivation.⁶

3.15 It was very clear in June 2013 that there was no coordinated provision for food assistance. We found that the provision was extremely varied, with some schemes

⁶ See Appendix A Fig. 4 for current food bank locations compared with the National Deprivation Index assessment for each area.

providing food parcels only, while some combined this with a hot meal provision and other provisions such as budgeting advice. In addition each had its own specific access criteria, opening times and delivery model.

3.16 While all food banks were happy to register their details with us as a provider there were concerns that their inclusion in any published list would generate increased demand which they would not be able to meet and could jeopardise their current provision.

3.17 Historically the majority of the food banks were set up by community groups and volunteers to prevent food going to waste; they were not opened with the intention to provide an emergency food provision. Therefore their only access criteria had been for users to be living in that community. These schemes often run for just a few hours each week or fortnightly to support their community on a strictly *local* basis.

3.18 Many of the original schemes were set up in conjunction with an organisation (FareShare) who distributes ambient excess food (and other non-food goods) from supermarkets to avoid this resource going to landfill. For an annual membership fee the organisation provided a pre-agreed tonnage/ package of food, fortnightly or monthly for each outlets distribution. FareShare has expanded its operations considerably over the past 12 months and now currently supplies 86% of the city's operational food banks.⁷

3.19 There has been a steady and sustained increasing demand for the food in the past year, with an increasing number of new schemes being set up. The emphasis for the new schemes has changed to that of an emergency food provision.

3.20 The increased demand, according to feedback from the groups, has resulted in the established schemes having less food delivered and they now have to rely on supplementary sources such as organising food drives, direct contact arrangements with local stores or using own resources to supplement the food to be able to make up the food bags for distribution. A majority of established schemes set up for specific client groups are also increasingly providing a more general emergency provision in response to demand.

3.21 An assumption could be made where an area is deprived and subject to welfare reform impacts these households would be facing increasing financial hardship and likely to require assistance from food aid. However the expansion of the food bank provision has been of an ad-hoc nature, with no co-ordination, this has resulted in some areas having no provision despite the location being within the deprivation indices; therefore this information could be used to inform decisions as to where the provision of a new food bank would be best supported.⁸

⁷ See Appendix A Fig. 3 for a breakdown of current food bank resources.

⁸ See Appendix A Figs. 5, 6 & 7 for analysis of the reasons given for referral requests to the CSG Team Jan-Feb 2014 and overall demand experienced across LCC-sponsored sites – a majority of claimants were experiencing either welfare benefit changes or delays.

3.22 Some operate an access criteria based on LCC referrals only whilst others allow unlimited access without assessment.⁹ Most food banks ask recipients to pay a nominal charge of 50p to cover admin costs and some ask you bring along your own bags to reduce their costs.

3.23 There is no prescribed delivery offer – such as what goes in a food bag- within the food banks themselves. They all offer something different. This means that a person presenting at a food bank could receive a very different experience depending on which one they attend. Some food banks offer ‘added value’ such as recipes reflecting the food on offer in the bags or a clothing bank operates at the same time as the food bank. Others are able to offer the opportunity for a hot meal or a cup of tea while others include advice/support or signposting for help.

3.24 Most providers indicated a willingness to expand their provision, if possible to include practical necessities such as toiletries, baby items and furniture, as well as better systems of referral to support agencies and the development of in-house advice provision. During March as part of the ‘*start smart*’ campaign included in the bags will be toothbrushes and toothpaste, fruit pouches and promotional literature about healthy eating. Although this is targeted towards young children the council has secured adult toothbrushes and toothpaste for distribution.

3.25 There are no clearly agreed standards of provision within the food banks, many are run by volunteers who are unable to pay for training themselves, or the group has little or no budget to finance training for those volunteers.

3.26 A sizeable minority of food banks expressed concerns regarding their ability to continue to operate their existing delivery model, and existing resources are inadequate to meet the level of demand experienced. Over 80% of food banks have reduced their average distribution from 3 days of food to between 1 and 2 days per referral.

3.27 Three of the providers we had previously identified ceased trading due to funding withdrawal or the collapse of distribution agreements at the end of 2013, and over 40% of those operating today are either due to close or are at risk of closure within the next 12 months.¹⁰ The main reason provided for this was a lack of funding, particularly in light of the increasing cost of FareShare membership subscriptions, as well as pressure on voluntary resources, the cost of venue hire and capital investment in storage resources.

3.28 As raised above, 86% of Leicester’s food banks are now primarily or solely dependent on FareShare Leicester (FSL) for the supply of their emergency food provision. Despite its rapid expansion, FSL has struggled to source the long-life food requested by food bank customers. Concerns have been raised by numerous subscribers as to the sporadic nature of provision, the varying nutritional quality of food delivered and the insufficient quantity of staples such as rice and pasta which

⁹ See Appendix A Fig. 9 & 10 – volume of distribution varies significantly dependant on the access criteria adopted, raising concerns as to whether some of the models employed ensure provision to those in the greatest need.

¹⁰ See Appendix A Fig. 11 for considerations of long-term viability.

groups have often had to purchase supplementary stock (or carry out regular food drives) through their own funds where possible.

3.29 Throughout 2013 FSL has increasingly shifted its emphasis towards chilled and fresh food, a resource far more readily available from its wholesale partners. Following enquiries, FSL has now disclosed it will no longer take on new food bank subscribers and intends to cease to supply long-life food from April 2014, encouraging existing subscribers to instead provide hot meals and cookery budgeting advice as the alternative.

3.30 This combination of factors has led to food poverty being identified as an area of concern within “Leicester’s Food Plan” 2014 – 16 with the recognition that there has been a steady and sustained increase in demand for help with aid over the past years resulting in an increase in the number of outlets. The aim is to provide a better co-ordinated provision in conjunction with other holistic support.

What other food bank models are available nationally?

3.31 The largest national food bank organisation is the Trussell Trust, which runs over 400 outlets but is not currently operating within Leicester. This successful model depends on developing corporate relationships with supermarkets, charities and churches, drives to obtain funding and food from private donors and a high and sustained level of visible publicity. Existing food banks would need an intensive level of support to adopt a very different model of operation in order to continue to provide their existing services. Current ‘ad-hoc’ local arrangements with large retailers and religious organisations are very limited in nature.

Social or community supermarkets.

3.32

Residents who are in receipt of a means tested benefit can register to become a member of a social or community shop. At these shops you are able to buy good quality, branded goods for a fraction of the usual shelf price, such as a Warburtons loaf for just 20p, or a tin of Heinz beans for 29p. This cut price stock comes from major manufacturers such as Asda, Morrison’s that otherwise would have been thrown away. They are sold on at 30% of the usual retail price.

The shop operates as subsidiary of a parent company. The parent company has a relationship with the manufacturers that mean they can get access to large volumes of residual food. They have brought this from maybe the manufacturer, or from one of the primary suppliers because maybe they have got too much, maybe there's a problem with the labelling, maybe there's a problem with the distribution of it. They buy it for just a few pence, because otherwise the company is going to have to pay a lot of money in landfill tax to dispose of the waste/excess food. There is nothing wrong with the product itself, it has all the necessary labelling and meets all food retail standards.

This form of outlet for large volumes of surplus food is very unpredictable and the parent company cannot guarantee the range of stock the shop will be selling because they don't know what's going to be residual next week. (Similar to the limitation of the FareShare offer.)

However there is estimated to be around 50 of these shops emerging nationally in the coming 12 months.

3.33 New Fund for European Aid.

An article appeared in the Mirror newspaper on 24th February 2014. The article outlined a decision to be taken in the European Parliament in Strasbourg where the British government were set to vote against a £3m fund which the article indicated could ‘*pump millions of pounds into food banks for the needy*’. Councillor Waddington contacted the Revenues & Benefits Service and asked: “*I wonder if you could tell me if the City Council is registered with the EU for the Social Enterprise Fund for food banks? I am told by Feed the Hungry that Northamptonshire CC receives £1.5 mill for this purpose from this fund.*” We contacted Northamptonshire County Council who was unable to help us further and did not recognise this description as one of their programmes of activity in this sector.

We wrote to the DWP on 20th March 2014 and asked “*if the European Social Fund (ESF) exists primarily to promote job creation and skills as various elements of our current draft strategy do relate to this – directly in terms of creating job clubs and employment advice to individuals accessing existing food banks, and indirectly through the formation of a dedicated network of signposting to appropriate voluntary and corporate partners. Whilst food poverty is a significant concern in Leicester, a holistic approach at policy level is preferred to address the causes of long-term unemployment and deprivation. If there were any means we could potentially access funding from yourselves to assist with this, we would be interested in obtaining further information regarding criteria and the bidding process.*”

Additionally, we have also been made aware of the new Fund for European Aid to the most Deprived (FEAD) which was formalised by the Council for Europe on 11th March. This is also a fund which we would be interested in learning more with regard to access and criteria. We would be grateful if you could provide any further details on UK policy for the allocation of this fund, and contact details should this funding stream not be allocated directly by yourselves.”

The reply from Tony McMahon ESF Policy Manager on the 25th March 2014 was: *Thank you for your query about the European Social Fund. I apologise for the delay in replying.*

As you say, the ESF is used to improve employment and skills levels, particularly for disadvantaged people. Foodbanks are not eligible for support from ESF.

The Government has agreed to take 3.5m euro (the minimum amount) from the FEAD. This will be transferred from the total amount of EU structural funding allocated to the UK. i.e this is not additional money. The Government has not yet decided how this money is to be spent in the UK.

Issues & Risks Identified

3.34 The information gathered during this exercise has helped to get a better understanding of the provision in Leicester. The main issues and risks are:

1. Whilst virtually all sites reported demand is not being met through their current capacity¹¹, it is possible the food poverty needs of a number of deprived inner-city areas are not being met potentially because of a lack of provision in their locality. However another perspective is what these communities' are doing differently that has not required the local response to be to set up a food bank.
2. Improved communication and internal referrals between food banks would increase efficiency and further reduce food waste.
3. It is clear that the provision would benefit from the setting up of a clear structure of standards in key areas to ensure that the current provision adhere to all the necessary standards in relation to Health and Safety, such as food handling, food storage etc. This would improve the current provision but would also assist with the setting up of any new provision giving a clear framework on which to operate.
4. Funding of scheme memberships, running costs and other associated costs is increasingly difficult.
5. Sustainability of the outlets is under threat. As 86% of the providers rely on one single resource to provide the bulk of their produce this means should this provider change their delivery model a significant number of sites would need to source an alternative supply or in some instances may be forced to close.
6. Assuming the food poverty needs identified earlier in this report will persist into 2014 at comparable levels, urgent action will be required to source alternative suppliers of emergency food. No other UK suppliers are known to operate on the 'warehouse model' employed by FareShare.

Support and networking.

3.35 The food banks generally operate on an individual basis, working closely with their local communities. In July FareShare hosted a meeting to discuss the issues, supply verses demand and share problems food banks faced. The group have met twice over the last 8 months; a further meeting is planned for May 2014. The council will facilitate and support the continuance of this networking meeting.

3.36 The council is exploring the opportunities that are available in communities and the voluntary sector to support the need for better co-ordination and effective operating standards of emergency food delivery including the possibility of utilising local welfare assistance funding where applicable and/or appropriate.

Described below are some of the possibilities the council is currently exploring based on the meetings and site visits we have undertaken:

1. A co-ordinator to support this community activity facilitating volunteer activity, supporting fund raising and alternative resources (food drives, other food sources). The council is exploring where this activity may fit within existing job tasks/roles, in particular within the community support function provided by the Community Engagement Officers (CEO's)
2. Cooking skills training offer: the council could offer two options for groups from

¹¹ See Appendix A Fig. 8 for an analysis of current demand versus supply.

existing contracts.

- A. *Let's get cooking*, which a Children's Food Trust is cooking course run a 3 – 4 hour taster session for food bank volunteers and/or workers. The session will include some basic fundamental cooking skills and examples of what and how to cook on a budget. The participants will also be invited to use the session to further develop a course that will particularly meet the needs of food bank volunteers and workers.
 - B. The Children's Food Trust can deliver their full 2 day *Let's get cooking* training to groups in Leicester. It is an excellent, comprehensive and practical course that has been very highly evaluated by the children centres where the trained staff now run *Let's get cooking* courses for local families. See their website including a section on food poverty <http://www.letsgetcooking.org.uk/> .
3. Food hygiene and food safety standards training. The council is exploring what the Regulatory Services Business Training Unit can offer. A sample of the courses offered are:
- a. Award in Food Safety in Catering Level 2 – 1 day course
 - b. Award in Managing Food Safety in Catering Level 4 – a 6 day course for managers of food establishments
 - c. Award in Supervising Food Safety in Catering – 3 day course
 - d. Health and Safety in the Workplace Level 2 – 1 day course
 - e. Emergency First Aid at Work Level 2 – 1 day course.
 - f. Setting up a Food Bank –They can offer a bespoke course for the food bank staff including some of the above courses and encompassing a workshop on risk assessment and Food Standards (labelling, allergens, traceability of food stuff).
4. Expansion of the luncheon club model across communities in part to meet the changing profile of the FareShare delivery model from April 15 including exploring the possibility of funding if appropriate Capital Expenditure for food storage equipment (freezers and refrigerators).
5. Volunteer training in Money Advice.
6. Volunteer Expenses (such as training, travelling and subsistence)
7. Membership fee for each group – for organisations which supply food such as Thrussel Trust, Community shops, FareShare, etc. dependant on the delivery model choice of the organisation.

There may be financial implications for this support and to establish what this financial support may look like the Revenues and Benefits service has begun its soft market testing for this provision from Wednesday 19th March 2014 and closes on 7th April 2014. Conclusion of this procurement exercise is expected late June 2014.

4. Financial, legal and other implications

4.1 Financial implications

There are no significant financial implications arising from this report.

Colin Sharpe
Head of Finance
37 4081

4.2 Legal implications

There are no direct legal implications arising from this report

Kamal Adatia
City Barrister & Head of Standards
Leicester City Council
37 1401

4.3. Climate Change implications

The most significant climate change implication from this report is around the prevention of food waste going to landfill. Where food is landfilled, the decomposition process leads to methane being generated – which is a powerful ‘greenhouse gas’. So wherever the goal of alleviating food poverty can successfully be combined with reducing food waste, there could be positive implications for preventing climate change. Cooking skills courses can fall within this category by helping families to reduce food wastage at home (although it should be noted that the vast majority of Leicester’s household food waste is separated at the ‘Ball Mill’ and doesn’t go to landfill). Food bank provision can also help where a suitable and sustainable supply of surplus food is available for distribution as part of their offer.

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

4.4 Equality Impact Assessment

There is no monitoring information collected on the profile of those using food bank provisions in the city. National research on food bank usage has focused on the reasons for their use: for example, the Thrussel Trust has found the most common drivers for use are: benefit delays (30%); low income (18%); benefit changes (15%) and debt (10%), with the majority of households served being working age families. It is likely that the range of protected characteristics affected, based on benefit take-up and other related financial hardship information, are: age (particularly children – Thrussel Trust say 37% of their users are children), sex/gender (women have been cited in many studies as being disproportionately affected by the impact of welfare reforms), disability (particularly arising from disability welfare reform changes and the relatively lower incomes experienced by disabled workers), and race (where numbers are known, a greater proportion of White people are affected).

The report cites a number of positive impacts for users of food banks – the provision of food in a variety of formats, along with other forms of practical and social support. The main negative impact cited in the report is the lack of local provision in some areas of identified need within the city, as presented in the maps featured in the appendix. Another negative impact cited in research on food banks is that their provision does not adequately address longer term food insecurity by those households. Council proposals to provide training in cooking skills will mitigate some barriers such as households not being aware of how to support themselves on available inexpensive and nutritional food.

Irene Kszyk, Corporate Equalities Lead, ext. 374147

4.5 Other Implications

(You will have considered other implications in preparing this report. Please indicate any which apply?)

na

5. **Background information and other papers:**
<http://www.leicester.gov.uk/your-council-services/ep/theenvironment/leicesters-food-plan/>

6. **Summary of appendices:**

Appendix A – Food Bank Consultation 2014 statistics and analysis.

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

Report to Scrutiny Commission

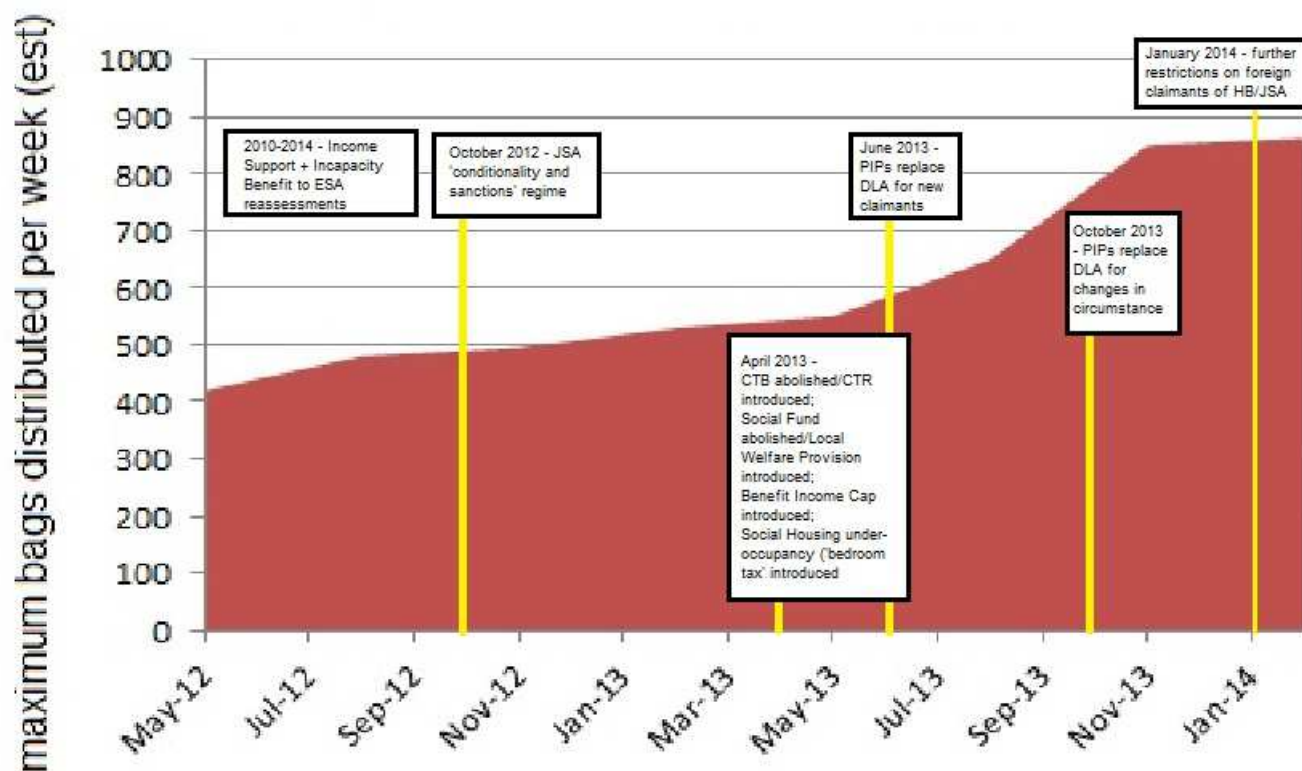
Neighbourhood and Community scrutiny
committee

Appendix A

**Key Statistics and Analysis
Food Banks Consultation 2014**

FIG. 1

**Estimated food bank provision in Leicester May 2012 to date
(compared with DWP Welfare Reform Program)**



Timetable of Welfare Reform 2010-date

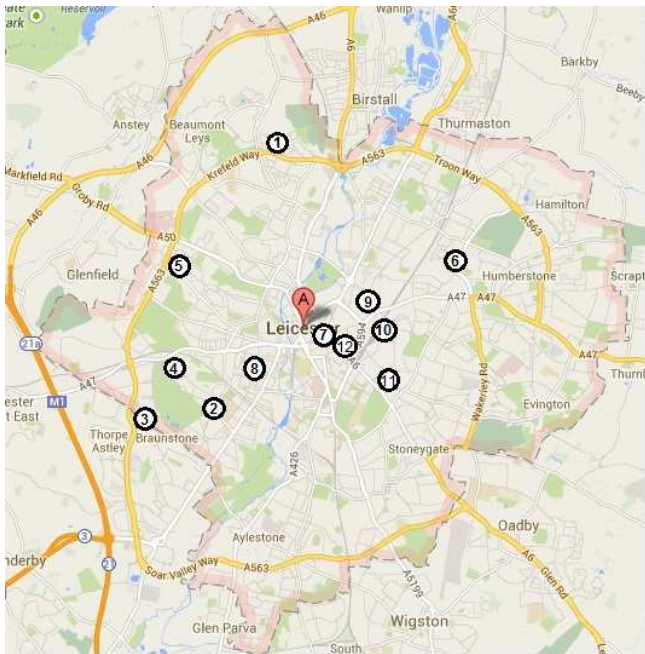
Welfare Reform Time table		
Date	Change	Notes
27 October 2008	Incapacity benefit abolished	Incapacity benefit was abolished and replaced with ESA
January 2012	Changes to Housing Benefit for <35	People under 35 are paid a housing benefit rate synonymous with renting a room in a shared house except in certain circumstances
1 April 2012	Employment and Support Allowance	Entitlement to ESA is reduced to one year only for people in the Work Related Activity Group (WRAG)
30 April 2012	Youth ESA	Entitlement for young people to claim ESA in the absence of any NI contributions has been abolished
7 January 2013	Child benefit payments cease or reduce	Payments of child benefit cease for people with earnings of £50,000 or £45,000
21 January 2013		New work capability assessment introduced
1 April 2013	Local Housing Allowance linked to CPI	Rates used to calculate HB will be based on the consumer price index which rises at a slower level than local rents.
1 April 2013	Under-occupation penalty ('bedroom tax')	Housing Benefit 'bedroom tax' for social housing tenants is introduced. Housing Benefit will be reduced for working age people who have an extra bedroom

Welfare Reform Time table		
Date	Change	Notes
		under the new rules.
1 April 2013	Council Tax Benefit	Council Tax Benefit is replaced by localised Council Tax Reduction schemes. Each council will run their own scheme. In England, pensioners will be protected, but most other people who used to get full help are likely to have to pay something towards their council tax bill.
1 April 2013	The Social Fund	Parts of the Social Fund will be abolished, including Community Care grants and Crisis Loans. In England, local authorities will be given money to spend on local schemes which could include things like food banks and schemes providing subsidised furniture and white goods.
8 April 2013	Personal Independence Payment	Personal Independence Payment (PIP) is introduced in Cheshire, Cumbria, Merseyside, North East England and North West England. PIP is a new benefit for people who are very ill or disabled and who have trouble getting around or need help with day-to-day living. It will eventually replace Disability Living Allowance
15 April 2013	Benefit Income Cap	The Benefit Cap starts in four local authority areas - Bromley, Croydon, Enfield and Haringey. The Benefit Cap means some people of working age will have a limit on the amount of benefit they can get. At first, this will only affect you if you're getting Housing Benefit. Later, it could also affect you if you're getting Universal Credit.
29 April 2013	Universal Credit	Universal Credit starts in one pilot area - Tameside, in the North of England. Universal Credit is a new single benefit which will replace most means-tested benefits paid to working age people in and out of work. For new claims, couples where one partner is of working age and the other has reached Pension Credit qualifying age will have to claim Universal Credit rather than Pension Credit.
10 June 2013	Personal Independence Payment replaces DLA	No more new claims for DLA will be accepted. You'll have to apply for PIP Instead.
16 July 2013	Access to Work program for disabled people is extended to include new groups	Scheme is amended to include young people and cover apprenticeships and 'academy like training courses.

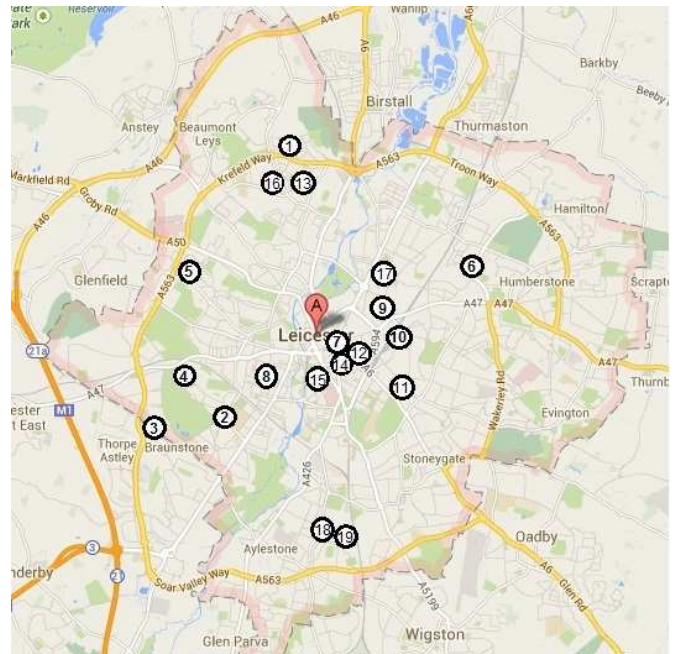
Welfare Reform Time table		
Date	Change	Notes
		Help is also available for new business start-ups as well.
July 2013 onwards	Universal Credit	Universal Credit starts in three other pilot areas - Wigan, Warrington and Oldham.
15 July 2013	Benefit Income Cap	Benefit Cap national roll-out begins.
September late onwards	Benefit Income Cap	Benefit Cap roll-out completed in all areas.
October 2013	Personal Independence Payments	Reassessment of existing DLA claims for PIP begins for those that report a change in condition or reach the end of an existing award in Wales, East Midlands, West Midlands and parts of East Anglia
January 2014	New EEA rules	JSA entitlement rules changes for JSA claimants from the EEA imposing more rigorous criteria. EEA nationals cannot claim JSA until they had been resident for at least three months.
April 2014	New EEA no HB	EEA nationals who are not already in receipt of Housing Benefit will be ineligible to make any new claim for assistance with rent payments.
April 2014	Help to Work	Claimants returning from the Work Programme will go onto one of three intensive modes of support, determined by JCP advisor
April 2014	Local Housing Allowance	Uprating limited to 1%
October 2015	Personal independence payments	Reassessment of remaining DLA caseload for PIP begins
April 2016	Retirement pension	New single tier pension to be implemented
2017	Universal credit	Every eligible person to be claiming UC

FIG. 2

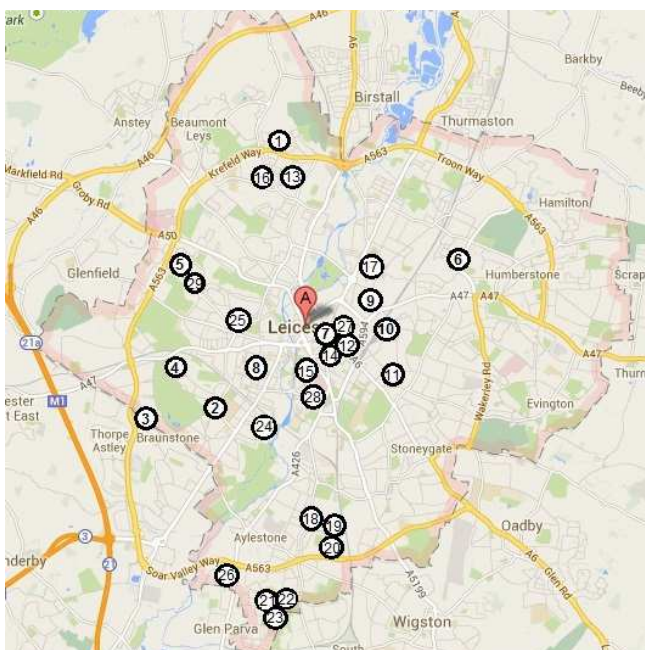
Provision of food banks across the Leicester City area 2012 – date



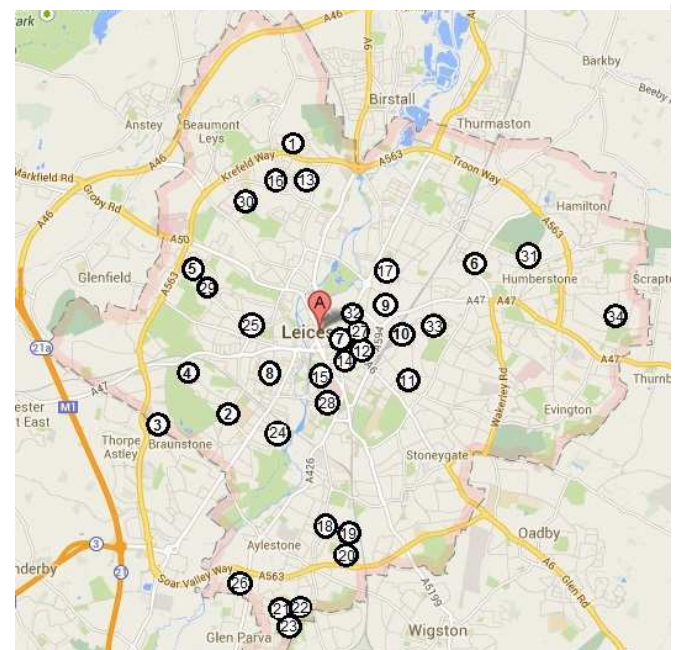
June 2012



December 2012



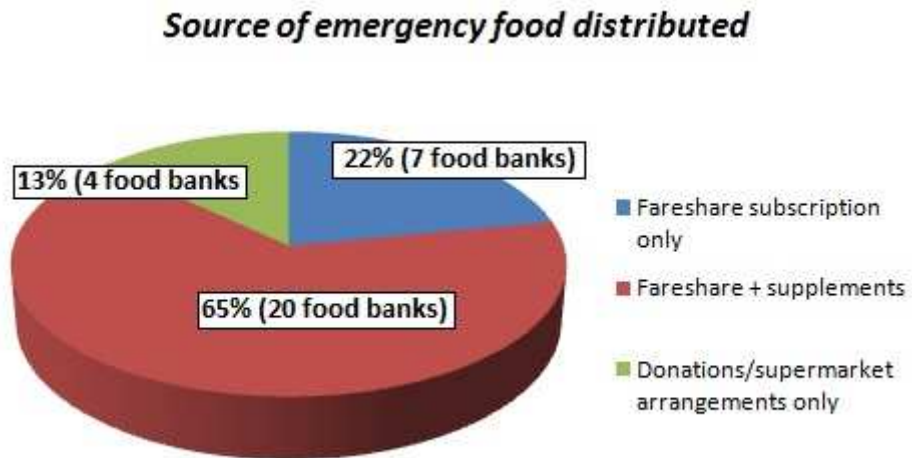
June 2013



December 2013

FIG. 3

Breakdown of current food bank resources



Food distributors and meal providers (Feb 2014)
by 2010 Indices of Multiple Deprivation

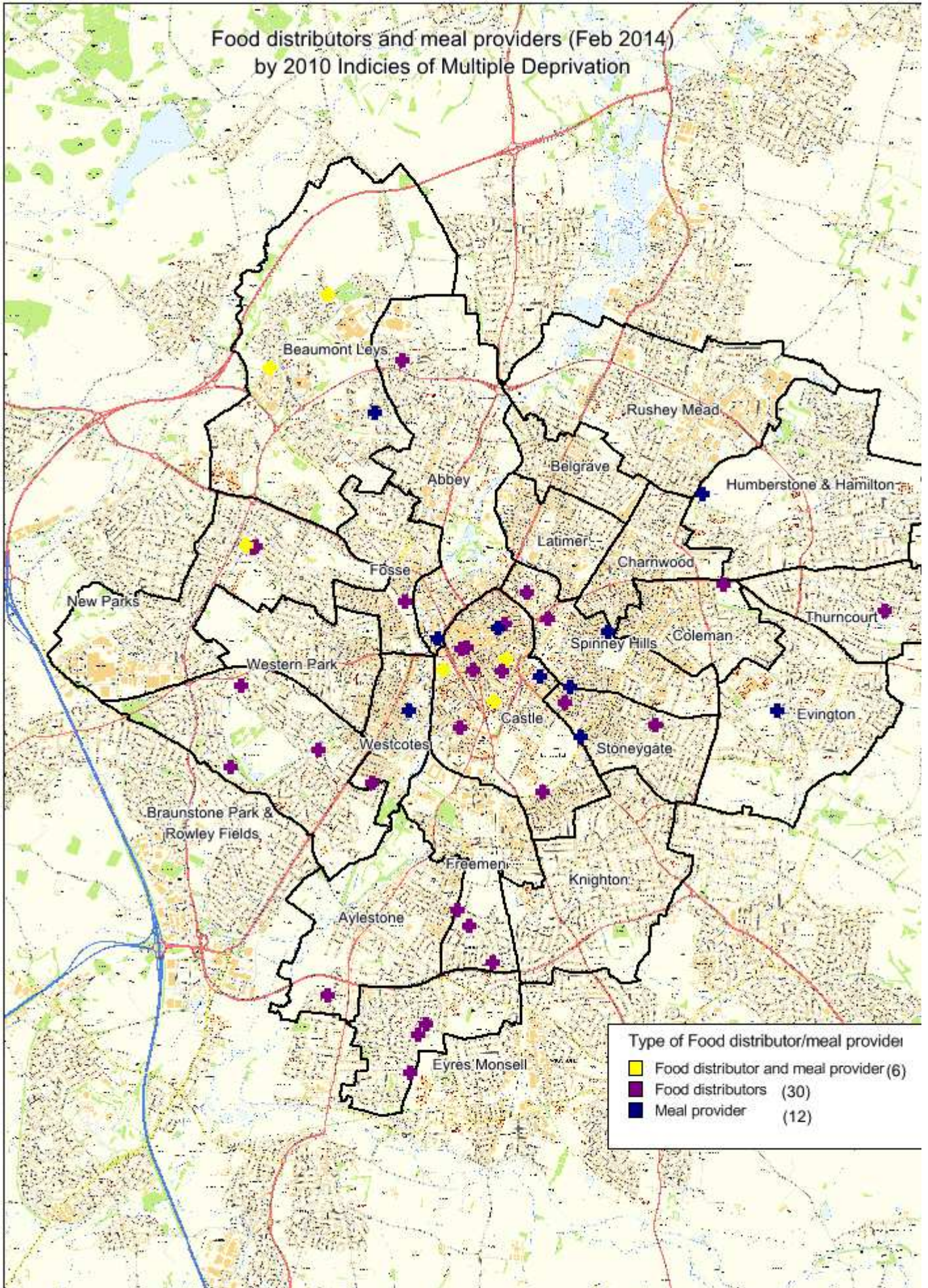


FIG. 6

Demand analysis of referral requests received by LCC-sponsored food bank agencies February 2012 – date.

	New Parks STAR	Beaumont Leys STAR	CSG Team
Feb - Apr 12	3	0	0
May - Jul 12	8	0	0
Aug - Oct 12	16	49	0
Nov - Jan 13	38	51	0
Feb - Apr 13	42	108	0
May - Jul 13	49	121	0
Aug - Oct 13	67	110	126
Nov - Jan 14	77	*260	401

**Beaumont Leys final figures projected, available until Nov'13 only*

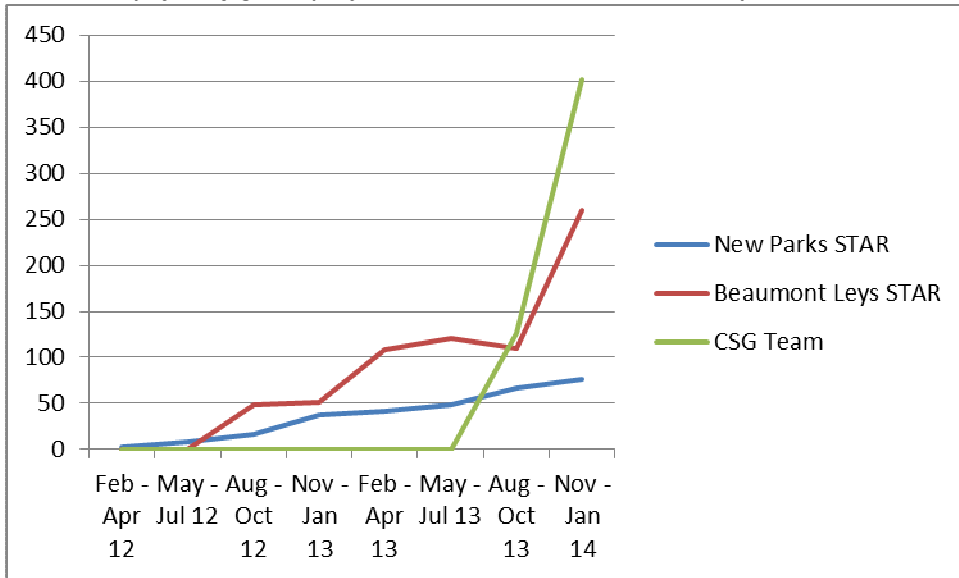


FIG. 7

Analysis of referral requests received by the CSG Team August 2013 to date.

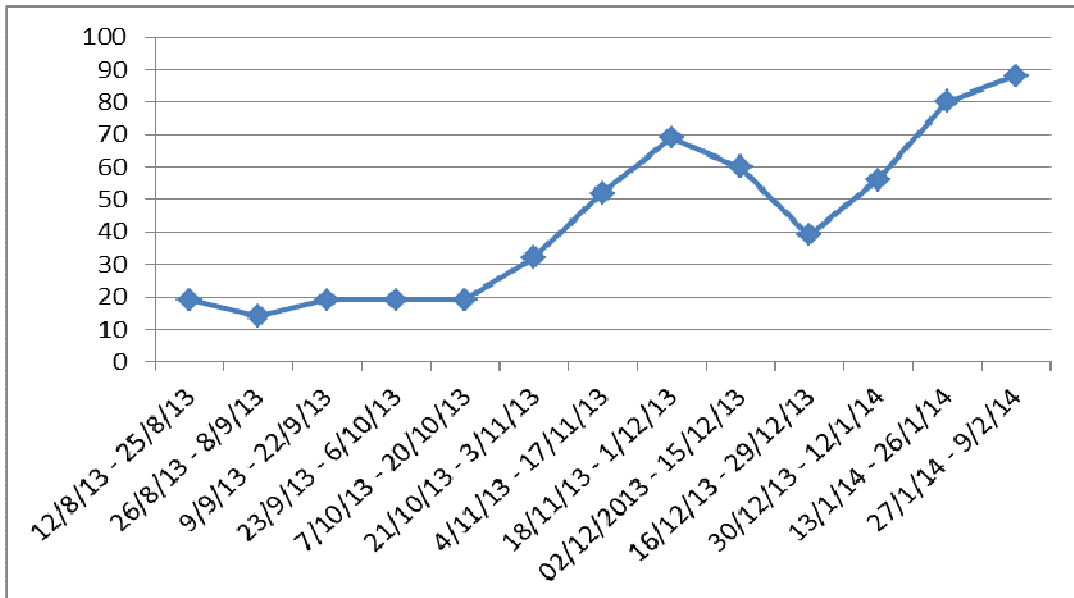


FIG. 8

Analysis of demand compared with current levels of supply.

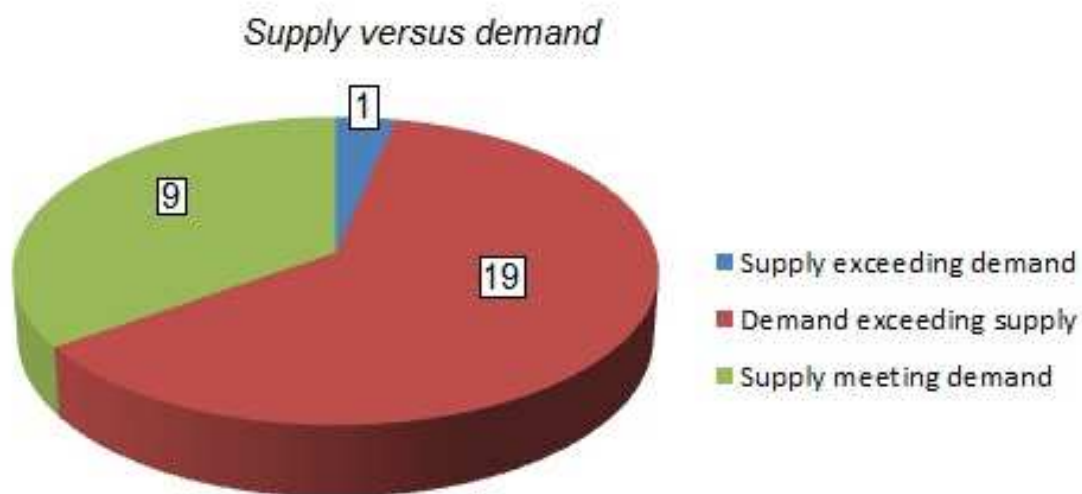


FIG. 9

Analysis of the models of access criteria adopted by each food bank.

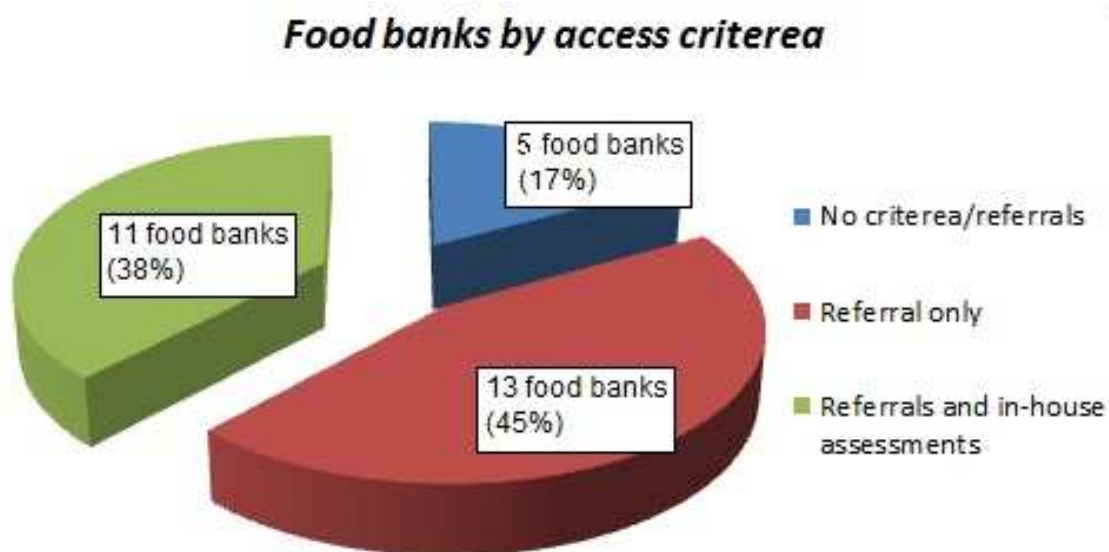


FIG. 10

Average food distribution compared with access model adopted.

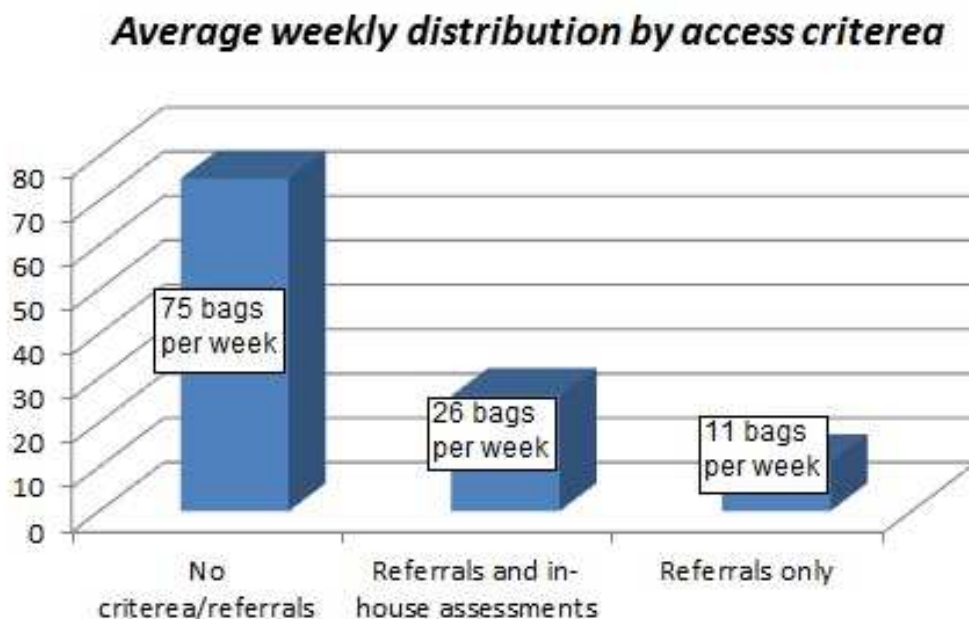
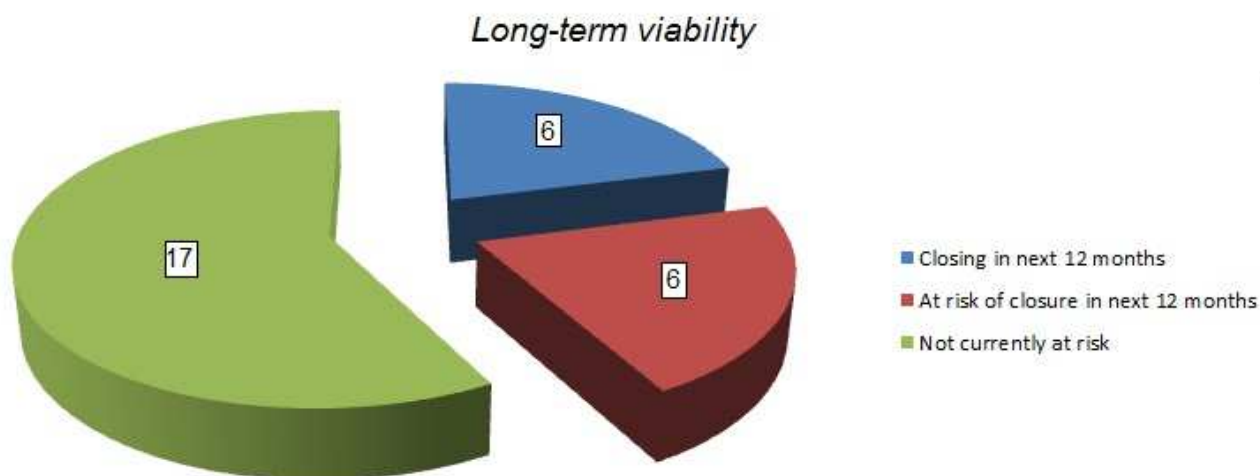


FIG. 11

The viability of current food banks to continue operations in the next 12 months.



From a high point of 34 food distributors at the end of 2013, 2 have now ceased operations due to funding withdrawal and one due to the collapse of a distribution agreement with a local supermarket;

Of 29 food banks polled, 6 were in danger of ending their current operations within the next 12 months. A further 6 centres operating under the Linwood Centre were due to cease in March 2013 due to the redundancy of the coordinator unless another organisation came forward to assume responsibility;

Only four food banks currently operating are not dependent on Fareshare provision, of which two had made enquiries to ask for their assistance. Above queries regarding viability were conducted prior to Fareshare's announcement that provision to food banks would cease in April 2014.

Report to Scrutiny Commission

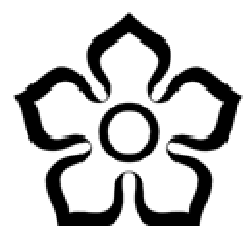
Neighbourhood Services and Community Involvement Scrutiny Commission

Date of Commission meeting: 9th April 2014

City Warden Service

Assistant City Mayor Sarah Russell

Lead Director Frank Jordan



Leicester
City Council

Useful information

- Ward(s) affected: All
- Report author: Malcolm Grange Head of Regulatory Services
- Contact details 0116 454 3111

1. Summary

This update report highlights progress made by the City Warden Service implementing changes arising from a review of enforcement services carried out in June 2013.

2. Recommendation(s) to scrutiny

The views of the Commission are sought on the working arrangements and priorities for the City Warden Service.

3. Supporting Information

3.1 Introduction

At the scrutiny commission on Tuesday 20th August 2013, Councillor Russell, Assistant City Mayor gave an overview of the City Warden Service since its inception in 2008/09 and how it had developed over the years.

This service was established with the aim of improving the quality of the local environment through education, community engagement and enforcement. In particular, City Wardens were empowered to issue fixed penalty notices (FPNs) for littering and other new environmental/ASB offences under the Clean Neighbourhoods & Environment Act. They were also charged with local problem-solving, which often involved working collaboratively with other enforcement services across the council, the Police and other agencies.

On-the-spot environmental enforcement is undertaken by the City Wardens including :

- Fixed penalty notices for littering offences.
- Fly tipping (low level incidents).
- Fixed penalty notices for graffiti & fly-posting offences.
- Fixed penalty notices for unauthorised distribution of free printed material.
- Fixed penalty notices for Dog Control Order Offences.
- Fixed penalty notices re waste receptacle offences (e.g. bins on pavements).
- Nuisance parking offences (i.e. commercial sales or repairing on highway).
- Failure to comply with Street Litter Control Notice (e.g. takeaway litter).
- Failure to produce waste transfer/license documents.
- Removal of unauthorised highway signs.
- Smoke free offences

The half yearly figures for the number of FPNs issued by the City Wardens this year compared to

the corresponding period last year is attached at appendix 1.

There is sufficient budget for 15 City Wardens and we currently have one vacancy which has been externally advertised with candidate interviews proposed for April. Each ward has a named warden but some wardens cover more than one ward. Once the service has recruited and has a full establishment details of which City Warden covers which ward(s) will be provided for local Ward Councillors. To help improve mobility and responsiveness the use of electric bicycles is to be trialled during the Summer months particularly for those wardens working outer city wards.

The Director of Environmental and Enforcement Services also presented a report at the scrutiny meeting on the 20th August 2013, summarising the changes to the City Warden Service following a review he had undertaken in June 2013. The aim of the changes introduced was to build upon the successes of the City Warden Service and to develop the service within a new enforcement model. Significant new work was identified within the remit of City Wardens and these new roles and responsibilities were planned to be rolled out gradually over the year. The progress so far includes :

Highways Licensing Enforcement. Since June 2013 the city wardens have had responsibility for the enforcement of unlicensed skips, scaffolding and hoarding licenses. There had been major problems around non-compliance before this function transferred in to Regulatory Services. Working with the Licensing Team, the City Wardens have raised awareness of the need to license within the trade and undertook nearly 300 unlicensed investigations. Incidents of overflowing and unattended skips have significantly reduced across the city as highlighted in the case study at appendix 2.

Rubbish on private land. Since October 2013 the City Wardens have been responsible for using powers to ensure waste on private land is not left to accumulate but is removed. This includes rubbish dumping, untidy front gardens and low – level “eyesores”. Some 300 investigations have so far been conducted and appendix 2 shows some typical examples of this type of work.

From April 2014 the City Wardens will be entering the final phase of service change as they begin to work proactively to tackle untidy front gardens and alleyways and take on more street activities in the city centre including street traders etc. It is important during this phase that resources are carefully assessed relative to the emerging workload.

A presentation given by the local City Warden at a recent Freeman Ward Community Meeting is attached at appendix 3 as an example of the range of work undertaken at a local level.

Parking Enforcement

The parking enforcement service was brought in-house on 1st February 2013. One of the main reasons for this decision was to enable the service to be integrated more with other council enforcement services and the council's City Warden service in particular. The immediate priority has been to manage the transition of these services to the Division and ensure good working arrangements between the two services, whilst during the same period; the City Warden Service adjusts to its new, expanded remit and working arrangements.

Prior to this transfer, it had already been decided that the parking enforcement service would deal with littering and dog fouling problems as encountered in the course of their patrols and issue Fixed Penalty Notices (FPNs). Three Parking Enforcement Officers have so far been trained and authorised in the use of litter and dog fouling FPNs and this will be extended to the remaining staff once vacant posts have been filled. At this point management will seek to identify and evaluate

any further opportunities for closer working and integration of the two services. The need for City Wardens to undertake routine litter patrols in areas patrolled by the parking enforcement service will also be assessed. However, many areas of the city, including littering hot-spots such as the pedestrianized areas of the city centre, are not subject to parking controls and hence would not be covered by their patrols.

4. Financial, legal and other implications

4.1 Financial implications

There are no significant financial implications arising as a result of this report. The City warden's revenue budgets were recently reviewed and new budgets have been put in place to reflect the new arrangements of the service area.

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4.2 Legal implications

The relevant policies on recruitment and training must be adhered to in the process of expanding and developing the staff groups referred to within the report.

Nicki Agalamanyi

Solicitor

For City Barrister and Head of Standards

Legal Services, Leicester City Council

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4.3. Climate Change implications

Potentially, the expanded role of City Wardens could have a small positive impact on the Council's carbon emissions arising from travel, by reducing the need for different staff to travel to the same area to undertake enforcement work. Similarly, the use of electric bicycles could have a positive impact if these were to be used in place of cars or vans.

Duncan Bell,

Senior Environmental Consultant,

Environment Team.

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4.4 Equality Impact Assessment

The key equality issues facing wardens while delivering the service are potential

language barriers with residents where they do not or pretend to not speak English which makes it more difficult for wardens to pass on information and advice; and offensive behaviour of residents, which at times can be based on their protected characteristics, reflecting the lack of respect for wardens by some people. The team is discussing ways forward on these issues with equalities officers. The service affects residents across all protected characteristics, and has a positive impact in improving the environment of the city for all residents to enjoy.

Irene Kszyk

Corporate Equalities Lead

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4.5 Other Implications

None.

5. Background information and other papers:

None.

6. Summary of appendices:

Appendix 1. FPNs issued by the City Wardens half year 2012/13 & 2013/14

Appendix 2. Case Studies.

Appendix 3. Local ward issues

7. Is this a private report? No

Appendix 1 FPNs issued by the City Wardens half year 2012/13 & 2013/14

FPN figures for September to March		
OFFENCE	2013	2014
Breaching of a Dog Control Order Permitting Dog to Enter Land Excluding Dogs	7	1
Breaching of a Dog Control Order Failed to Remove Faeces	35	9
Breaching notice in Respect to Domestic Waste Receptacles	181	16
Distribution of Free Printed Matter on Designated Land	45	23
Failed to Display a No-Smoking sign in a Smoke free Premise/Vehicle	14	2
Failing to Furnish Documents Requested	4	27
Fly Posting	5	4
Leaving Litter	475	223
Nuisance Parking	5	1
Smoking in a Smoke free Premise/Vehicle	173	62

Appendix 2. City Warden Case studies

Overflowing Skip Oak Street



A complaint was received regarding a skip on Oak Street overflowing into the road. A visit was made to the property to speak to the home owner and to ascertain who the skip belongs to as it was not licensed. The skip company was contacted and written to asking them to remove the skip and the rubbish in the road. The skip with rubbish was removed but no license was received.

The company has since had 19 unlicensed skips out on the highway; all of these have had breaches of conditions such as no lights, coning or insufficient information on the skips and no liability insurance.

The owner has been advised in writing of his responsibilities under the licensing scheme and invited on five separate occasions to meet the wardens to discuss the situation. The wardens are in the process of putting together our first prosecution file.

Devina Road Waste Transfer Station



The wardens received a complaint concerning the storing of skips on the pavement on Devana Road. The wardens visited the site which had numerous skips in a yard and also on the pavements. The warden contacted the owner of the skips to make them aware of the legislation and that any skips left on the highway must be licensed. Further checks were made by the wardens to ensure that the site was licensed as a waste transfer station with the Environment Agency. Due to the warden's work it was found to neither be licensed nor registered with the Environment Agency. The warden contacted the Council's Planning to make them

aware and it transpired they did not have planning permission and that the site should have had two houses on it.

The site no longer has the skips there nor the transfer station and our Planning are still dealing with the site.

Untidy Land Syston Street East

Before



After



The empty land on Syston Street East had been left untidy for nearly 4 years and was getting worse. Upon inspection the surrounding fencing had been damaged and vehicles had driven onto the land and dumped rubbish, it was also very overgrown.

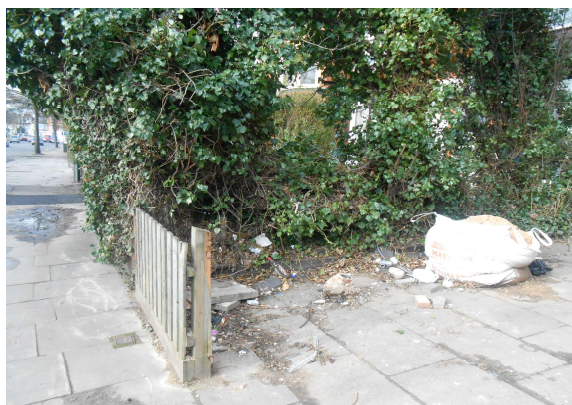
A land registry search revealed ownership and they were written to with copies of all of the photographs taken. No work had been started within the required deadline, so with help of Planning a warning letter was issued and two weeks later the owners started work to clear the site.

Untidy Front Garden Uppingham Road.

Before



After



A complaint was received about an untidy front garden on Uppingham Road. A land registry search revealed that it was a private land lord who owned the site. The warden wrote to him including photos of the site. He telephoned the office and apologised stating that he did not know what the land was like and offered to get it cleared up. The site was cleared a couple of weeks later without any enforcement action having to be taken.

Dannett Street Alley Way

Before



After



This alley way was brought to the wardens attention at the Ward Community meeting as it was unstable, being used for anti-social behaviour and was also accumulating litter. All of the residents who backed onto the alley way were consulted and the dangerous wall removed and new alley gates installed using the Street Scene Environmental fund.

CITY WARDEN SERVICES



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Facebook: Leicester city wardens

Twitter: City wardens

City Wardens,
Block A4,
New Walk Centre,
Welford Place,
Leicester,
LE1 6ZG

These are the main issues that the

City Wardens can help with:

- Educating the public and raising awareness of environmental crimes
 - Work within schools
- Enforcement work on the following issues:
 - Littering
 - Dog fouling, dogs on leads, dogs exclusion from land
 - Bins on the street (domestic and commercial)
- Free distribution of printed material
 - Fly posting
 - Small scale fly tipping
 - Graffiti
- Vehicles for sale on the road
- Repairing vehicles on the road
- Failure to produce waste transfer documents
 - Street litter control notices
 - Highways obstructions
 - Untidy land

FREEMEN WARD

CITY WARDEN SERVICES

Freemen Ward



General patrols throughout the ward and following complaints:

Asplin Road – washing machine dumped on street.

Boundary Road – rubbish on the street, bins on streets, bird feeding.

Cavendish Road – bulky items left out including in front gardens.

Clifton Road – rubbish on the street and in alleyway, commercial bins.

Freemen's Common – rubbish on private land.

Greenhithe Road – mattress dumped on the street.

Heathcott Road – rubbish on private land and one incident of fly tipping investigated.

Helmsley Road – rubbish on private land.

Kingsley Road – rubbish on private land.

Knighton Fields Road East – items on pavement.

Lansdowne Road – bulky waste and problems with bins.

Lothair Road – bulky waste and rubbish on private land.

Park Avenue – unlicensed skip.

Richmond Avenue – side waste.

Sheridan Street – bins on street.

Welford Road – bins on streets, side waste.

Wordsworth Road – litter.

CITY WARDENS WORKING WITH YOU TO IMPROVE THE CITY'S ENVIRONMENT

Putney Road West



Before



After

Babington Row



Before

After

**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	- Bill Knopp	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 six 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	Actions Agreed
Agenda Meeting – Monday 18th November 2013 at 4.00pm			
Wed 4th Dec 2013 at 5.30pm	- Community Centres Charging Scheme	- Steve Goddard	
	- Transforming Neighbourhood Services	- Liz Blyth	Briefing sessions to be held for ward councillors in future when the Transforming Neighbourhood Services Programme is rolled out into their area.
	- Garden Waste Collection Service	- Adrian Russell	Recommendation to roll the scheme out was endorsed by commission members.
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams	Further information was requested around the aims and objectives of the scheme, evaluation of work done to date and detail of the transitional arrangements for the next meeting.
	- Voluntary and Community Sector	- Miranda Cannon	Consultation findings to come back to the commission.
Agenda Meeting – Tuesday 17th December 2013 at 10.30am			
Tues 7th Jan 2014 at 5.30pm	- “Pass it on” Re-use Trial	- Adrian Russell	A report to come back to the commission when the pilot is complete. Currently scheduled for 4 months’ time.
	- Community Governance	- Steve Goddard/ Liz Blyth	The commission members will make visits to those groups that have entered into partnership agreements with a view to how they are progressing.
	- Ward Community Meetings Pilot Scheme	- Miranda Cannon/ Grace Williams	The commission recommended that all councillors are informed of progress asap, that best practice is sought, that there is clarity of transitional arrangements and it is rebranded not to be called an improvement project. Feedback and suggestions were also given on the Councillor Guide.
Agenda Meeting – Tuesday 21st January 2014 at 10.30am			
Thurs 6th Feb 2014 at 5.30pm	- General Fund Revenue Budget 2014/15 to 2015/16	- Lead Directors	It was requested that future reports to the commission also capture the Community Involvement element of spend, particularly around Ward Funding and VCS.
	- Welfare Reform	- Caroline Jackson	The commission noted that the sanction of people on Job Seekers Allowance was higher than the national average. It was suggested to have someone from Jobcentre Plus to come and speak to the commission about it.
	- Census data analysis	- Miranda Cannon/ Jay Hardman	It was suggested that each councillor is sent a copy of the statistics relating to their ward, neighbourhood and the city.
	- Update on Equalities	- Irene Kszyk	Officers to clarify details of employees groups on the website to commission members.

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

Meeting	Meeting Items	Lead Officer	Points to be considered
Agenda Meeting – Tuesday 25th February 2014 at 10.30am			
Thurs 13th Mar 2014 at 5.30pm	- Update on Citizens Advice Bureau	- Akbar Sameja/ 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
	- Community Centres	- Liz Blyth/ Steve Goddard	<ul style="list-style-type: none"> • Six month impact assessment of charging scheme • Cumulative impact of changes/reviews in community services
	Standing Items		
	- Transforming Neighbourhood Services	- Liz Blyth	<ul style="list-style-type: none"> • Update on the findings of the consultation and draft proposals
	- Ward Community Meetings	- Miranda Cannon/ Grace Williams	<ul style="list-style-type: none"> • Final Evaluation • Transitional Arrangements
Agenda Meeting – Wednesday 26th March at 11.45am			
Wed 9th Apr 2014 at 5.30pm	- Update on Neighbourhood Policing	- Rob Nixon/Bill Knopp (Police)	<ul style="list-style-type: none"> • Update on current position • Are there any Key changes to neighbourhood policing?
	- Welfare Reform – Food Banks	- Caroline Jackson	<ul style="list-style-type: none"> • Locations of food banks • Amount of usage
	- City Warden Service	- Malcolm Grange	<ul style="list-style-type: none"> • Update on progress
Agenda Meeting – Thursday 8th May 2014 at 5.30pm			
Thurs 8th May 2014 at 5.30pm	- Partnering Agreements in Community Centres	- Chair	<ul style="list-style-type: none"> • Update on findings from visits to groups that have entered into a partnering agreement to manage community centre
	- Voluntary and Community Sector Review	- Miranda Cannon	<ul style="list-style-type: none"> • Update on the findings of the consultation and draft proposals

**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 (27 th March 2014)	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.
Department of Work and Pensions (Job Centre Plus) – Separate Briefing for all Members	Kelvin Irons	<ul style="list-style-type: none"> Update on JCP policy delivery for sanctions relating to people Job Seekers Allowance
Update on Libraries (May/June 2014)	Adrian Wills	<ul style="list-style-type: none"> What are the usage numbers for each library comparative to last year? How do the libraries support elderly people? Is the management system working effectively? How are libraries being factored into the TNS programme?
Pass it on Re-use Trial (May/June 2014)	Steve Weston	<ul style="list-style-type: none"> Evaluation and findings from the trial after 6 months
Council Tax Collection Figures (June 2014)	Caroline Jackson	<ul style="list-style-type: none"> Update on current figures/trends What are the changes and how has the service coped with them?
Welfare Reform – Support Services (June 2014)	Caroline Jackson	<ul style="list-style-type: none"> What support services are available? Locations of the services
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
Council’s Website Review (June/July 2014)	Miranda Cannon	<ul style="list-style-type: none"> Scope/objectives of the review Improvement of the Council website
Ward Community Meetings Update (Sept 2014)	Steve Goddard	<ul style="list-style-type: none"> Progress of transition to Community Services Update on changes/planned changes

