

Leicester
City Council

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

DATE: MONDAY, 9 MARCH 2015

TIME: 5:30 pm

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

Members of the Committee

Councillor Singh (Chair)

Councillor Bhatti (Vice-Chair)

Councillors Dr Chowdhury, Corrall, Desai, Gugnani and Waddington

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

Elaine Baker

For Monitoring Officer

Officer contacts:

Jerry Connolly (Scrutiny Policy Officer)

Elaine Baker (Democratic Support Officer),

***Tel: 0116 454 6355, e-mail: elaine.baker@leicester.gov.uk
Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ***

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Further information

If you have any queries about any of the above or the business to be discussed, please contact:

Elaine Baker, Democratic Support Officer on 0116 454 6355.

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

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 meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 26 January 2015 are attached and Members are asked to confirm them as a correct record.

4. PETITIONS

The Monitoring Officer to report on the receipt of any petitions received

5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE

The Monitoring Officer to report on the receipt of any questions, representations or statements of case received

6. NEW LEICESTER CITY COUNCIL WEBSITE

To receive a presentation on the new Leicester City Council website – www.leicester.gov.uk – which is scheduled to go live on 16 March 2015.

7. WORKING WITH THE CITY'S VOLUNTARY AND COMMUNITY SECTOR TO SUPPORT ENGAGEMENT WITH COMMUNITIES - UPDATE

Appendix B

To receive an update report from the Director of Delivery, Communications and Political Governance on working with the city's Voluntary and Community Sector (VCS) to support engagement with communities. The Commission is recommended to note the update and are invited to feed in their views to the further consultation activity.

8. GARDEN WASTE SERVICE - UPDATE REPORT

Appendix C

To receive a report from the Director of Local Services and Enforcement providing an update on the first year of the garden waste collection service and an outline of planned activities and expectations for year two of the service in 2015. The Commission is recommended to note the progress on the launch

and operation of the garden waste service in 2014 and the planned developments for 2015.

9. LIBRARIES SUMMER READING SCHEME IMPACT REPORT **Appendix D**

To receive a report from the Director of Culture and Neighbourhood Services examining the impact of the library service's annual summer reading scheme and outlining the programme for 2015. The Commission is recommended to:-

- a) Note the success of the partnership approach, particularly with Libraries and Whatever It Takes (WiT) in the promotion of the enjoyment of reading amongst Leicester's children and young people;
- b) Note the success of the scheme at a regional level through the annual summer reading scheme; and
- c) Support the experimental approach being taken in 2015, aimed at encouraging more boys and vulnerable readers to join in.

10. WORK PROGRAMME **Appendix E**

The current work programme for the Commission is attached. The Commission is asked to consider this and make comments and/or amendments as it considers necessary.

11. ANY OTHER URGENT BUSINESS



Leicester
City Council

Appendix A

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

Held: MONDAY, 26 JANUARY 2015 at 4:00 pm

P R E S E N T :

Councillor Singh (Chair)

Councillor Dr Chowdhury Councillor Gugnani
Councillor Corral Councillor Waddington

In Attendance

Councillor Russell, Assistant City Mayor - Neighbourhood Services
Councillor Sood, Assistant City Mayor - Community Involvement, Partnerships and
Equalities

* * * * *

35. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Bhatti and Desai.

36. DECLARATIONS OF INTEREST

Councillor Sood declared Other Disclosable Interests in that she was Chair and Trustee of the Leicester Council of Faiths and also Patron for CLASP.

37. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

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

38. LIBRARIES PRINTED MUSIC AND DRAMA SERVICE: UPDATE REPORT

The Director of Culture and Neighbourhood Services submitted a report that

provided an update on work towards developing a new option for the music and drama service in Leicester and Leicestershire.

Councillor Russell, Assistant City Mayor for Neighbourhood Services presented the report and explained that because the council were experiencing funding cuts, economies were needed and the printed music service was one of the areas they were looking at to make efficiencies. The service needed to be sustainable and a consultation had been undertaken with printed music and drama service subscribers. The council had also undertaken to work with Making Music in order to find a solution for a sustainable service.

Approximately 25% of the groups that accessed the service were based in the city and whereas some of the groups had indicated that they would be willing to pay more for the service, some groups, particularly in the city, had said that they would find it difficult to pay an increased charge.

The concept of a regional service was being investigated by Nottingham City Council which would include options for accessing the service. There would be a consultation led by Nottingham City Council to see if this would be feasible, sustainable and would meet the needs of local groups. The options for accessing the service are being consulted on as follows:

- to collect from / return to Nottingham City Centre
- to collect from / return to elsewhere in Nottingham
- for a courier service to another area

The Chair invited Ms Barbara Eifler, Executive Director of Making Music, to address the commission. Ms Eifler made a number of points including the following:

- the inter library loans were very important to the groups that belonged to Making Music as they sourced approximately 70% of their music through their local library. The remaining 30% were borrowed through inter library loans. There were therefore concerns relating to accessibility as it would not be possible for their members to travel far.
- As well as the need to access sufficient copies of music, the other main concern was relating to the ability to book music in advance.
- It was acknowledged that only approximately 25% of registered users lived in the city, however the commission was asked to note that user groups may be city based.
- The commission was asked to consider whether a local solution would be preferable as an alternative to a new Nottingham model.
- The groups would be willing to contribute financially to keeping this service so that it would continue to be delivered by the local authority and available locally.

Assistant City Mayor Russell explained that the council wanted to look at as many different options as possible in order to find a long term solution, but at the same time it was necessary to balance the needs of people in the city with those from outside Leicester, as people from as far away as Cambridge accessed the service. The Head of Libraries and Information Services added that the service placed a particular demand on staff, in particular because of the time it could take to find sufficient copies of music for larger groups such as choirs.

RESOLVED:

that the commission note the report and that Nottingham City Council were due to carry out market research in February 2015

39. NEW HOUSEHOLD WASTE RECYCLING CENTRE UPDATE REPORT

The Waste Service Manager gave a presentation on the Gypsum Close Household Waste Recycling Centre (HWRC), and a copy of this presentation is attached at the end of these minutes.

Members noted that the plans included a Reuse Shop; this would be run by a charity which would pay rent to the council and raise money for itself by selling donated items. The site would also include provision for members of the public to donate unwanted items to the Leicester City Council's Pass It On Scheme.

The site would include weighbridges near to the entrance and the exit, so it would be known how much trade and commercial waste had been disposed of and an appropriate charge raised accordingly. This would bring in an income stream to the council, although it was difficult to estimate how much this would be. There would however be different charges for the different kinds of waste.

Members queried the name for the Reuse Shop and were advised that once the tendering process was complete, the council would work with whichever charity had won the contract to agree on a name. The shop however, would contain the name of the charity, but it was also hoped that the name would include the term 'reuse' or something similar as the public were familiar with the terms 'reduce, reuse and recycle'.

The site was on target to open in spring 2015 and members requested that they be given an opportunity to visit the site prior to its opening.

It was noted that funding for the new HWRC had come from a government grant in recognition that Leicester had continued with its weekly refuse collection. A member commented that the council should be proud of the fact that they had been able to maintain the weekly collections.

The Chair concluded the discussion and stated that he welcomed the HWRC and that it would be a significant facility in the city.

RESOLVED:

that the report be noted.

40. WELFARE REFORM UPDATE

The Director of Finance submitted a report that provided an update as to the welfare reform initiatives which impacted locally, current benefits performance statistics and future developments.

Assistant City Mayor Russell commented that the council were in a position of very limited control but they did what they could to mitigate the impact on the most vulnerable.

The Head of Revenue and Benefits presented the report and explained that the second 'tranche' of the Universal Credit roll out across the country had just recently been announced, but Leicester was not included in that 'tranche'. The city would however see some universal credit claimants if they moved to Leicester from another area.

Members considered the impact of the benefit cap as the number of households affected by this reform had increased. They questioned what could be done to help people in this group and concerns were expressed about children who were living in abject poverty. Views were expressed that those children would be disadvantaged in their future prospects. The Head of Revenue and Benefits responded that they were working to identify the families that were in this group. 27% of the discretionary housing budget had been awarded to homes affected by this reform.

Members considered the Community Support Grant (CSG) and Assistant City Mayor Russell explained that an element of this grant was being used to fund the Pass It On Scheme. Members heard that the feedback from customers illustrated that they were really pleased with the service. Members noted that 1055 people had been refused the CSG in 2013/14 and queried the reasons for this. The Head of Revenue and Benefits explained that some applications would have been refused because insufficient information had been submitted so the need for support had not been demonstrated. However an Appeals Officer was looking into those refusals to make sure that the correct decision had been made. Refusals may also have been made because the Department of Work and Pensions offered support which was more appropriate.

The Chair stated that it would be useful to have further information on the process for agreeing or rejecting applications for the CSG and suggested that a small group of councillors could meet to consider this further. This matter could then be referred to the Overview Select Committee. A comment was made that as the CSG scheme was 'in house', there was some flexibility to change the criteria rules if necessary.

Concern was expressed that people might not know how to apply for help from the CSG. Assistant City Mayor Russell responded that there were a number of advice providers in the City and various organisations could give out crisis vouchers where appropriate.

Members were advised that there had been a Local Government Final Settlement 2015/16 Consultation to which the City Mayor had recently responded. At the request of the commission, it was agreed that the Scrutiny Policy Officer would circulate this response to commission members.

RESOLVED:

- 1) that the report be noted; and
- 2) that a meeting be arranged with a small group of members to consider the process of agreeing or rejecting the Community Support Grant.

41. COUNCIL TAX REDUCTION (LOCAL) SCHEME A YEAR ON (INCLUDING EQUALITY IMPACT ASSESSMENT REVIEW)

The Head of Finance submitted a report that summarised the impact of the Local Council Tax Reduction scheme after one year in operation and which also reviewed its Equality Impact Assessment on protected groups.

The Head of Revenue and Benefits presented the report and explained that any changes to the scheme would need to be approved at full council. Members requested that if there were to be changes to the scheme, the commission should be given an opportunity to scrutinise them first.

RESOLVED:

that the report be noted.

42. WORK PROGRAMME

Members considered the Neighbourhood Services and Community Involvement Scrutiny Commission Work Programme for 2014/15. No changes to the work programme were requested.

RESOLVED:

that the scrutiny commission's work programme be noted.


43. CLOSE OF MEETING

The meeting closed at 6.00 pm.

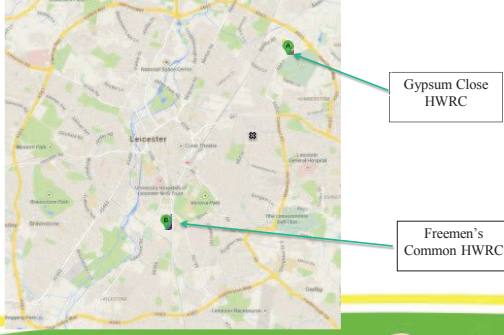
Gypsum Close HWRC (Household Waste Recycling Centre)

Progress Report January 2015

Geoff Soden




Gypsum Close / Freeman's Common – site location




Gypsum Close HWRC


Freeman's Common HWRC





Gypsum Close – site location



Address:
Household Waste
Recycling Centre, 5
Gypsum Close, LE4
9AB.
UPRN: 2465187760



Gypsum Close – schematic




Site entrance





Weighbridge

In (below)



Out (above)



Trade / Commercial Waste



Service Yard



Reuse Shop



Canopy area (Oil, Paint etc.)



Household Waste (customer side)



Household Waste (service yard side)



Report summary

- On target to open in Spring 2015
- Specific opening date tbc (dependant on permit application and recruitment)
- Communications plan is being drawn up
 - Intention to promote the reuse shop, commercial waste disposal and the HWRC (Household Waste Recycling Centre) in one all encompassing campaign
- Reuse Shop; decision on charity partner to run the shop is due mid Jan 2015



Any questions?

Geoff Soden
Waste Services Manager
0116 454 6732
geoff.soden@leicester.gov.uk

Site opening hours to the structure of site staff at all times.

Opening hours
8:00am to 4:00pm April to October*
8:00am to 4:00pm November to March*
*Closed on the 25th (Boxing Day)

This site is open daily except for Christmas Eve (being Day and New Year's Day) and will obviously be closed on Christmas Eve and New Year's Eve at 24th.

Recycled waste only

- General household waste is accepted but must be loaded in before visiting. Please call 0116 404 6730 to arrange.
- All business/industry waste require a permit to use this site. Please call 0116 404 6730 to apply for a permit.

Children and animals must never be on the site or adjacent.

- Suitable footwear should be worn at all times.
- CCTV and Automatic Number Plate Recognition in operation.
- If you require assistance, please speak to the site staff.
- Please read your instructions to using the site well available on each occasion.

No smoking

- Do not exceed the site speed limit of 10mph.
- Pedestrian access is not allowed.
- Do not walk waste onto site.
- Access is tight in places of the site (this may be asked to stop).
- If you do not have a permit you will NOT be allowed to go.

License no. 979. This site is managed and operated by Leicester City Council.



Appendix B

Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: 9th March 2015

Working with the city's Voluntary and Community Sector (VCS) to support engagement with communities – update

Report of the Director of Delivery, Communications and
Political Governance



Useful information

- Ward(s) affected: All
- Report author: Miranda Cannon
- Author contact details: 454 0102
- Report version number: 0.1

1. Summary

This report provides an update to scrutiny on the Voluntary and Community Sector (VCS) review to support engagement with communities. It confirms the position in relation to previous decisions that were taken as part of the review to date and sets out the approach and anticipated timescales for concluding the review. This report reflects the recent decision taken by the City Mayor in January 2015 about this review.

2. Recommendations

The Neighbourhood Services and Community Involvement Scrutiny Commission are recommended to note the update and are invited to feed in their views to the further consultation activity.

3. Supporting information:

3.1 Existing arrangements

The City Council has contracts or agreements with a number of organisations as follows:

- African Caribbean Citizens Forum (ACCF) £43,100 p.a.
- Federation of Muslim Organisations (FMO) £25,000 p.a.
- Gujurat Hindu Association (GHA) £30,000 p.a.
- Leicester Council of Faiths (LCoF) £25,000 p.a.
- Somali Development Service (SDS) £45,400 p.a.
- The Race Equality Centre (TREC) £117,800 p.a.

The focus of these contracts or agreements is to support representation of, and strengthen engagement with, communities in Leicester (either with specific communities of identity or with communities who share a protected characteristic), and to act as a point of contact between communities and the City Council in order to support cohesion and integration. The organisations concerned have either a focus on a specific community of identity (e.g. Somali, Muslim, Gujurat Hindu, African heritage) or act as an umbrella organisation working across one of the protected characteristics as a whole (e.g. race; religion or belief). The focus of this activity has typically involved the organisation with which the City Council has contracted working collectively with other organisations within those communities or protected characteristics (not precluding their collaborating with other organisations which are themselves involved with different protected characteristics, where appropriate).

The agreements with SDS and TREC also include them working directly with individual service users to provide information, advice and guidance. For SDS this involves signposting to mainstream services and support with issues such as benefits and form filling, for not only members of the Somali community, but also, increasingly, for individuals from Eastern European countries. For TREC this work covers support for new arrivals granted refugee status and individuals seeking assistance regarding complaints of racial discrimination or harassment.

3.2 Review to date

The existing contracts / agreements have been the subject of a review which commenced in 2013. This review led to a key decision being taken by the City Mayor on 27 May 2014 relating to the future commissioning approach which was informed by a 12-week consultation that took place between October 2013 and January 2014. This decision was subject to the City Council's "call-in" procedure and subsequently, following the call-in, the City Mayor reaffirmed the decision in a letter to the Chair of Overview Select Committee dated 30 July 2014.

A tender process commenced on 17 July 2014 with the publication of invitations to tender for five specific services as follows:

- Strand 1a (TAN148) Supporting Collaboration and Guaranteeing a Collective Voice for the City's Voluntary and Community Sector
- Strand 1b (TAN159) Providing Infrastructure Support for the City's Voluntary and Community Sector
- Strand 2 (TAN158) Engaging with Key Communities to Support a Cohesive City
- Strand 3 (TAN159) Supporting Volunteers and Volunteering in the City
- Strand 4 (TAN162) Contributing to a Network of Sustainable Support for New Arrivals in the City

During the tender period, the City Council received a challenge to the lawfulness of the decision-making process leading to the decision to commission services related to engaging with key communities to support a cohesive Leicester (referred to in the review and decision as "Strand 2", corresponding to tender reference TAN158), and the consequent decision to commission services contributing to a sustainable network of support for new arrivals in the city (referred to as "Strand 4", corresponding to tender reference TAN162).

Following detailed consideration, the City Council determined that it and the people of Leicester would be best served by ensuring that the decision in relation to Strand 2 is robust and that there are no doubts about its lawfulness.

Accordingly, the City Council:

- Terminated the procurement exercise in relation to Strand 2 (TAN158).
- Terminated the procurement exercise in relation to Strand 4 (TAN162).
- Extended the existing contracts of those organisations that the City Council currently commissions to support representation of, and engagement with, particular communities in Leicester until such time as any replacement commissioning activity as described in this report is completed.
- Continued with the evaluation of tenders and award of contracts in respect of

Strands 1a, 1b and 3 (tender references TAN148, TAN157 and TAN 159 respectively).

In relation to Strand 2, the City Council stated that it would retake the decision dated 30 July 2014 as to how to proceed (if at all) in relation to Strand 2. Any new procurement exercise will only take place following such a fresh decision.

3.3 Award of contracts

Contracts have been awarded in relation to the following tenders and Voluntary Action LeicesterShire were the successful bidder for all three and have been awarded those contracts with a total value of £276,287:

- Supporting Collaboration and Guaranteeing a Collective Voice for the City's Voluntary and Community Sector (2 bidders);
- Providing Infrastructure Support for the City's Voluntary and Community Sector (5 bidders); and
- Supporting Volunteers and Volunteering in the City (4 bidders).

As is the case for the core infrastructure contract that terminated on 30 September 2014, Leicester City Clinical Commissioning Group and Leicestershire Police will continue to make a financial contribution to Leicester City Council for these contracts, specifically £41,556 and £10,000 per annum respectively. Overall these new arrangements deliver a saving to the city council of £71,169 compared to previous arrangements.

3.4 Concluding the remaining elements of the review

In relation to the remaining area of the review which relates to those agreements/contracts listed in section 3.1, it has been agreed that in order to ensure a robust decision for the future which has the confidence of stakeholders, a further phase of consultation is undertaken.

This consultation is planned to start in early March and will run for 12 weeks through until late May. The aim will be once the results have been analysed, to take a decision in June / July about the future approach.

As a result the existing agreements / contracts have been extended for a further 9 month period to allow the consultation to take place and for the resulting decision to be taken and implemented.

As communicated following the legal challenge, it is still proposed that the provision of advice, guidance and support to individual service users which is undertaken by SDS and TREC is not scoped into the review (and therefore not included within the next phase of consultation) and instead will be considered in future as part of a City Council review of advice services.

3.5 Implications for the previous decision

In relation to the above it is important to be clear which elements of the previous decision are impacted and how. The previous decision report and decision notice can be found at <http://www.cabinet.leicester.gov.uk:8071/ieDecisionDetails.aspx?ID=475>

The purpose of the revised approach is to inform the new decision in relation to what was referred to as Strand 2 in the previous decision - how the City Council works with the VCS to support engagement with key communities. This does not impact on the Strand 1- and Strand 3-related aspects of the previous decision which remain as determined on 27 May 2014 and reaffirmed on 30 July 2014 following the call-in (and as informed by the previous Executive decision report), namely:

- (1) To agree the proposed approach to Strand 1 (“Support for the Voluntary and Community Sector”) by commissioning two specific services;*
 - (i) Supporting collaboration and a collective voice for the VCS*
 - (ii) Provision of guidance, advice and training to VCS organisations.*

- (3) To agree the proposed approach to Strand 3 (“Support for Volunteering in the City”) by commissioning a service that will specifically take into account the points outlined in section 3.10 of the previous Executive Report.*

- (4) To agree the indicative funding allocation ranges as follows:*
 - (a) Strand 1a Partnership working and collaboration: £40,000 - £60,000;*
 - (b) Strand 1b Support for the city’s VCS: £100,000 - £160,000;*
 - (d) Strand 3 Support for volunteering in the city: £60,000 - £100,000.*

- (10) To agree the formal extension of the seven current contracts until 30 September 2014; and*

- (11) To note the comments of the Neighbourhood Services and Community Involvement Scrutiny Commission meeting held on 8 May 2014.*

Further to the above the following aspects of the previous decision insofar as they relate to strands 1a, 1b and 3 remain in place:

- (5)(a) To reflect the anticipated indicative savings in the approved budget and budget strategy, and reduce budgets accordingly by the following amounts:*
 - 2014/15 £66,100*
 - 2015/16 £132,200*
 - 2016/17 and thereafter £132,200 per year;*

- (b) To delegate authority to the Director of Finance to determine the specific budget ceilings affected;*

- (c) To note that the indicative budget reductions may need to be reviewed upon conclusion of the procurement exercise.*

- (6) To agree that the contract term will be for two years with the potential for a further year, making a maximum of three years and ending at the latest on 30 September 2017.*

- (7) To support, in principle, the commissioning of Strands 1 and 3 collaboratively with the Office of the Police and Crime Commissioner (OPCC) and the Leicester City Clinical Commissioning Group (CCG), provided they make a financial commitment until*

the end of the proposed contract term.

(8) To confirm understanding of the implications outlined in section 3.12 and the EIA at appendix 3 of the previous Executive Report, and agree the mitigating actions that are proposed.

(9) To agree the procurement approach as outlined in section 3.14 of the previous Executive Report, and the addition of the recommended procurements to the Council's Procurement Plan (as required under Contract Procedure Rules).

The following aspects of the previous decision will be rescinded and a new approach taken following the second phase of consultation:

- *Agree the proposed approach to Strand 2 ("Engagement to Support a Cohesive Leicester") by commissioning representative organisations for the purposes of engagement between the City Council and communities. This approach will focus on VCS organisations working in the protected characteristics of race, religion or belief and on the community of identity and/or interest of Lesbian, Gay, Bisexual and Transgender (LGBT) people (as most directly relating to community cohesion and integration in the city and not being supported in other areas of the City Council's delivery, such as Adult Social Care). This approach will be based on amended criteria, and incorporate actions to support interactions between protected characteristics and between communities. It should also focus on the full range of protected characteristics and on needs and vulnerabilities within the communities represented. Under the criteria, successful applicant organisations:*
 - *can demonstrate an understanding and affiliation with communities in Leicester;*
 - *can demonstrate that they have an established organisational purpose and objectives which relate directly to supporting community cohesion and promoting good relations among Leicester's diverse communities;*
 - *can evidence that they have sound governance and operational structures and that they are working to clearly defined standards (especially in relation to its financial affairs);*
 - *are signed up to the Leicester Compact and support and promote its principles;*
 - *are able to define and demonstrate a robust and evidence based understanding of the community of identity and/or interest which they represent within the city;*
 - *are able to identify and evidence the needs of the community of identity and/or interest which it represents in the city and can demonstrate that they understand the nature and scale of those needs as shown by relevant data including social and economic indicators, and other appropriate evidence;*
 - *can prove that they have the capacity, established mechanisms, and proven ability to facilitate effective dialogue across the community they represent, and also to feedback to the community they represent;*
 - *can demonstrate credibility and buy-in from the community of identity and/or interest which they represent;*
 - *can demonstrate that their organisational make-up and public mission are proportionate and representative of the community they represent; and*
 - *can prove that they provide equality of access and equality of opportunities to the people they serve.*

- *Agree the indicative funding allocation range as follows:*
 - *Strand 2 Engagement to support a cohesive Leicester: £150,000 - £200,000;*
- *The proposal to procure a two-year service to focus on engaging and working with other organisations and volunteers in order to develop a more sustainable network of support for new arrivals in the city (particularly asylum seekers and refugees) and to build up expertise and knowledge within other organisations during a transition period, so that new arrivals are able to access services in a meaningful and effective way in the future.*

4. Financial, legal and other implications

4.1 Financial implications

The total budget for the existing contracts is £286,300.

Contract	Budget p.a.	Contract type
African Caribbean Citizens Forum	£43,100	Funding Agreement
Federation of Muslim Organisations	£25,000	Funding Agreement
Gujarat Hindu Association	£30,000	Funding Agreement
Leicester Council of Faiths	£25,000	Funding Agreement
Somali Development Service	£45,400	Service Agreement
The Race Equality Centre	£117,800	Service Agreement
Total	£286,300	

This review is included in the City Council savings review programme and it is anticipated that savings will need to be delivered from a review of these existing arrangements.

Colin Sharpe, Head of Finance

4.2 Legal implications

There are no direct legal implications arising from this report.

Kamal Adatia, City Barrister

4.3 Climate Change and Carbon Reduction implications

There are no significant climate change implications arising from this report.

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

4.4 Equalities Implications

The proposal to engage with communities to support a cohesive city will assist the council in meeting the 3rd aim of its Public Sector Equality Duty as set out in the Equality Act 2010, “fostering good relations between persons who share a relevant protected characteristic and persons who do not share it”. In order to be able to effectively do so, the council seeks to have different points of contact with our diverse range of communities, to understand their unique perspectives and be able to work with them over time to achieve the shared outcome of cohesion and integration as stated in the council’s Equality and Diversity Strategy.

Irene Kszyk, Corporate Equalities Lead, ext 374147

6. Background information and other papers:

See previous decision report and decision notice at:

<http://www.cabinet.leicester.gov.uk:8071/ieDecisionDetails.aspx?ID=475>

Appendix C

Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: 9th March 2015

Garden Waste Service Update Report

Report of the Director of Local Services and Enforcement



Useful information

- Ward(s) affected: All
- Report author: Luke Crown
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- Report version number plus Code No from Report Tracking Database:

Suggested content

1. Purpose of report

To provide an update report regarding the garden waste collection service launched in March 2014.

2. Summary

This report provides a progress update on the first year of the garden waste collection service and an outline of planned activities and expectations for year two of the service in 2015.

The Neighbourhood Services and Community Involvement Scrutiny Commission previously received a report relating to this matter on 4th December 2013.

The new garden waste collection service is available to households in Leicester. The new service is an optional subscription based service, requiring households to opt-in to the service if they wish to sign up. Customers are provided with a 240 litre green wheeled bin in which to place garden waste (e.g. leaves, prunings, twigs, grass cuttings) and receive a fortnightly collection.

Collections are carried out by Leicester City Council's (LCC) contractor Biffa Leicester, with all administration and marketing of the service conducted by the LCC Waste Management team.

The service is expected to achieve (as planned) a break even position in 2014/15 and current work is focussed on achieving revenue generation at the end of the 2015 service year.

3. Recommendations

To note the progress on the launch and operation of the garden waste service in 2014 and the planned developments for 2015.

4. Report/Supporting information including options considered:

Summary of the first year of service

The Council decided on 4th December 2013 to launch a new garden waste collection service to households in Leicester.

The new service is an optional subscription based service, requiring households to opt-in to the service if they wish to sign up. Customers are provided with a 240 litre green wheeled bin in which to place garden waste (e.g. leaves, prunings, twigs, grass cuttings) and receive a fortnightly collection. Subscriptions operate on a rolling annual basis and collections operate between March and October (inclusive).

Collections are carried out by Leicester City Council's contractor Biffa Leicester, with all management, administration and marketing of the service conducted by the LCC Waste Management team.

A successful promotional discount campaign was run from late December 2013 to 31st April 2014 to encourage customers to sign up to the service – customers applying to the service before the 31st April 2014 were able to obtain a £10 discount on the annual service cost of £30, meaning they paid for year one £20. After this time, customers signing up were charged £30 per year. Over three quarters of customers signing up in 2014 did so during the promotional offer.

The Garden Waste Service was one of the first services to strongly encourage online sign up, rather than signpost customer's to phone the call centre to make payment. In 2014, 64% of sign-ups were made online using a debit/credit card, with the remainder made by cheque or via the customer service and call centres.

A higher than anticipated number of customers signed up to the service in the first year, with 3,998 customers joining in 2014 – it was modelled that approximately 3,250 customers would join in the first year.

Outline of planned development for the service in 2015

The renewal process has begun for 2015 to invoice those customers who joined the service in 2014, inviting them to resubscribe for another year. This year an annual direct debit option will be available, which will be an enhanced payment option that offers greater convenience for customers. As annual subscriptions are offered on an annual rolling basis, invoicing is an ongoing process. At this stage, it is currently too early to know how many existing customers will resubscribe to the service.

A new customer database and online payments portal has recently been launched to streamline administrative processes and provide a robust system in which to handle the renewals process.

The following provides proposals for a communications campaign to encourage further customer sign up in 2015:

Planned Communications	Timeline
Advertising of the service at the new Gypsum Close Household Waste Recycling Centre	April
A5 flyer promoting the service to be distributed with Council Tax flyers	Late February – Early March
Press Release	March
Updates on the Council Website and via social media	January - April

The proposed communications utilise a variety of media to target LCC's audiences to best maximise their impact and provide value for money. Experience has shown from 2014 that the inclusion of a flyer with council tax bills leads to the greatest sign up to the service. It is therefore proposed to repeat this to maximise impact and engagement with residents.

5. Financial, legal and other implications

5.1 Financial implications

An annual charge of £30 per household is in place, with charges for additional bins at £20 per bin. Bin purchase and marketing costs for the service are funded from the Government's Weekly Collection Support Fund.

The service is expected to achieve a break even position in 2014/15 largely covering its direct operating costs, even with running a very successful promotional offer at a discounted annual charge of £20 per household, and is expected to cover these costs in 2015/16 with a further increase in customer numbers. The costs are variable because they are dependent on customer numbers and therefore the number of vehicles required to service those customers also varies.

Amin Girach, Accountant (Tel: 37 4088)

5.2 Legal implications

Section 45 (3) of the Environmental Protection Act 1990 states that no charge shall be made for the collection of household waste except in cases prescribed in regulations made by the Secretary of State; and in any of those cases –

- (a) The duty to arrange for the collection of the waste shall not arise until a person who controls the waste requests the authority to collect it; and
- (b) The authority may recover a reasonable charge for the collection of the waste

from the person who made the request.

The Controlled Waste (England and Wales) Regulations 2012 which came in to force on the 6th April 2012 provides that a Local Authority can charge for the collection of household garden waste.

Katherine Jamieson, Solicitor (Tel: 37 1452)

5.3 Climate Change and Carbon Reduction implications

The Garden Waste Service collected almost 900 tonnes of garden waste in 2015 all of which was composted locally in Leicestershire. We do not expect there to be huge benefits relating to city wide carbon levels, however, as the service expands further it is anticipated that less garden waste will be placed in black bins to be processed by the city council's ball mill.

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

Louise Buckley, Graduate Project Officer (Climate Change), (Tel: 37 2293)

5.4 Equalities Implications

This report provides a progress update on the first year of the garden waste collection service and an outline of planned activities and expectations for year two of the service in 2015.

The design of information in the proposed communications campaign to encourage further customer sign up in 2015 needs to be accessible (in keeping with corporate communications standards) to meet the wide range of needs of those resident's interested in the scheme.

Surinder Singh, Equalities Officer (Tel: 37 4148)

5.5 Other Implications

There are no other implications to be considered.

6. Background information and other papers:

Not applicable

7. Summary of appendices:

Not applicable

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

No

9. Is this a “key decision”?

Not applicable

10. If a key decision please explain reason

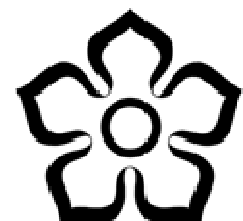
Report to Scrutiny Commission

Neighbourhood Services and Community
Involvement

Date of Commission meeting: 9th March 2015

Libraries Summer Reading Scheme Impact Report

Report of the Director of Culture and Neighbourhood
Services



Leicester
City Council

Useful Information:

- Ward(s) affected: All
- Report author: Adrian Wills: Head of Neighbourhood Services
- Author contact details 39 3541 adrian.wills@leicester.gov.uk

1. Summary

The library service's annual summer reading scheme is a key building block in the city's strategy to encourage children and young people to enjoy reading and through reading to improve their life chances. The impact that the scheme makes has been building over a number of years, particularly since it has been delivered in partnership. Our key partner in delivering the scheme is Whatever It Takes (WiT).

WiT is a partnership which was formed in November 2009 to make a concerted effort to improve reading skills amongst the city's children. It was formed in partnership with the Schools Forum, Leicester City Council's Children's Services, City Primary Heads, Education Improvement Partnership, Trade Unions and others. The initiative was set up and led by the Strategic Lead of City Primary Headteachers and the Director of Leicester Secondary Education Improvement Partnership.

In addition, we have also worked closely with Museums, Sports and Community Services. The support of WiT enables the scheme to be better targeted through schools and enriches the offer with extra elements that make it even more attractive for children and young people. This report outlines the real successes of the 2014 national scheme in Leicester, which had the theme of "Mythical Maze".

Large numbers of children participated and as the figures show in the main report, the impact that Leicester's efforts made were the best in the region for its population size. Details below at 3.2.

Further to the successes of 2014, this report brings the programme for 2015 to the attention of the Scrutiny Commission. The theme for 2015 nationally is "Record Breakers" based on the Guinness Book of Records idea. Its aim is to encourage more boys and reluctant readers through challenges which will involve family members. This is going to be an exciting summer for the programme.

2. Recommendation(s) to scrutiny

- To note the success of the partnership approach, particularly with Libraries and Whatever It Takes (WiT) in the promotion of the enjoyment of reading amongst Leicester's children and young people
- To note the success of the scheme at a regional level through the annual summer reading scheme
- To support the experimental approach being taken in 2015, aimed at encouraging more boys and vulnerable readers to join in

3. Supporting Information

3.1 Summer Success with the Summer Reading Challenge 2014

3.1.1 The Numbers Joining In

A grand total of 7084 children joined the reading challenge to read six books this summer meeting the 2014 Leicester Libraries' target of 7000 Mythical Maze participants. All Leicester Libraries staff contributed to this full team effort.

Significantly, 59.7% (4226) completed the challenge, an important measure of children building a habit of library use and evidence of a longer lasting motivation to read. 43% of those finishing the challenge were boys.

These statistics show Leicester families maintaining a very strong commitment to their children's reading and to libraries as an educational resource within their local community.

The hard work of library staff and strong, creative local partnerships have enabled Leicester Libraries to more than meet the challenges' aims and key elements:

Aims:

- To encourage children to be confident, enthusiastic and independent readers.
- To develop a reading habit and regular library use.
- To prevent the 'summer reading dip'.

N.B. The reading dip is a recognised phenomenon of an on average drop in children's reading abilities in the autumn term compared with their skill level at the end of the summer term. This is due to the children not being involved in school encouraged reading. The Summer Reading Scheme helps to bridge that gap and help prevent that drop in skill levels by engaging children in reading in exciting ways outside school.

Key elements:

- Motivation – through reading incentives and promotional programmes
- Opportunity – community access to books and activities.

3.1.2 The Books Borrowed

The number of children's books borrowed over the summers rose dramatically over July and August showing a rise of 76% in comparison to June 2014. This is consistent with the rise shown in 2013 (75%) and reflects the commitment families make to their children's reading over the summer and the interest raised by Leicester Libraries summer programme.

3.1.3 The New Library Members

The importance of this summer period as a time to engage with families is also reflected in the rise in new junior library members. Both July and August had significantly more new children joining the library service. Over the summer of 2014, the figures were; June 416, July 601, August 591.

3.1.4 Particularly Successful Libraries

Notable libraries were Beaumont Leys, Belgrave, Highfields, Knighton, Central, Rushey Mead, Southfields, St Matthews and Westcotes for increasing the percentage of children completing the reading challenge. Belgrave and Braunstone also performed well in the number of children taking part as a whole.

The new Aylestone Library and St Matthews libraries opened in 2013 and membership and issues dramatically increase across the board. These community resources continued to excel in 2014 with 10 events ranging from craft activities and a story workshop to play scheme sessions at Aylestone Leisure Centre focussing on reading and library membership. Key to this was the positive partnership between library and leisure centre staff.

St Matthews Centre played an important role in encouraging children to compete the 6 book summer reading challenge with an event in September that was part of a national reading drive by charity Save the Children and the TV programme Good Morning Britain. The library had 368 visitors as a result of this family event that included free copies of the best-selling 'Diary of a Wimpy Kid' book for children and Mythical Maze giveaways for children working on completing their 6 book reading challenge.



Diary of a Wimpy Kid event at St Matthews Library.

3.1.5 The Role of Partnerships

Once again, partnerships were a strong feature of the summer's work. Spark Arts for Children acted as key partners with Leicester Libraries in the delivery of the year long Imaginative Spaces project. The 2 artists in residence at Southfields and the Brite Centre developed a uniquely creative programme to support the delivery of the Mythical Maze summer reading challenge.



The Brite Centre's 1st summer reading challenge completer receives his certificate.

Libraries and Museums (Heritage) have worked together for many years. This summer consolidated 2013's pilot project exploring ways that language and reading could be used to promote Leicester's historical settings and heritage. The partnership was extended to include work with a key community based school (Mellor Primary) with links to the Cross Corners arts workshops at Belgrave Hall.

The resulting 'Bel the Giant' project celebrated one of Leicester's local legends explaining the origins of local place names including Belgrave. It involved all of Mellor school's key stage 2 children in a performance for parents and families, a launch day at Belgrave Hall attended by 686 people and 2 summer workshops for children at Aylestone Leisure centre and Beaumont Leys Library.

Library summer workshops in the news.



Lisa Lolly event at Evington Library Centre.



Bel the giant at Aylestone Leisure Centre.

Another part of the summer events programme that always results in a packed audience is the Lisa Lolly shows for under 5's. This year the show was aptly titled 'Amazing!'. Every library in the city played host and all were well attended. Under 5's also had the option of taking part in the reading challenge by collecting stickers on a Mythical Maze card every time they borrowed books to share at home.

3.1.6 The Special Impact of the Partnership with WiT

Whatever It Takes (WiT) continues to provide significant funding to enable much of this creative work to take place in libraries. WiT enabled contact with 180 vulnerable readers and their parents/carers through the Whatever It Takes supported summer reading programme. In addition the transition stage children are provided with a targeted summer book list to encourage reading throughout the summer holidays. WiT also provides, through their Reading Champions, an effective network of school contacts to promote library initiatives such as Mythical Maze.

In 2014 the funding allowed Libraries to offer schools the opportunity to win a visit from popular children's authors Steve Barlow and Steve Skidmore. It is clear that this incentive has increased the impact and participation from Leicester schools. The winning schools, Medway Primary in Highfields and Braunstone Community Primary, were thrilled that all their key stage 2 children could experience the 2 Steves' high energy show and took the opportunity to buy the authors books as well.



Children's authors at Braunstone

Primary School with the Children's Bookbus.

The library summer events programme, with support from Whatever It Takes, exceeded 2013 results and 2014 targets with 110 events citywide. Almost 4000 children participated in the programme, a significant figure demonstrating libraries role at the heart of the community, supporting families during the school summer break. Volunteers worked alongside library staff in delivering a wide range of activities that enhanced the impact of the reading challenge.

3.1.7 The Part the Bookbuses Play

A full programme of promotional visits by the Bookbuses and storytellers throughout the summer to festivals, events and play schemes included the City Festival and local events across the city such as Saffron Fete, Charnwood Gala Day and Braunstone Carnival. These visits provided active reading experiences directly to families in Leicester communities.

Mythical Maze delivered a real reading summer providing, through committed staff and effective partnerships, the basis for children's language and literacy development in Leicester.

3.2 Regional Reading Scheme Statistics

The data below is extracted from the regional statistics for take up and completion of the summer scheme reading challenge in a number of authorities. It can be seen that the partnership work has made a significant difference to outcomes in Leicester.

Lib. Authority	Starters	Completers
Derby	3751	1771
Leicester	7084	4226
Nottingham	3687	1828

3.3 Summer 2015 and Record Breakers

Working closely with WiT, this theme will help to involve more boys and more vulnerable readers in the scheme who have traditionally been harder to reach with reading programmes. The scheme will involve all sorts of challenges to break old and make new records. The sort of books that will be promoted this year will be information and non-fiction books, including the Guinness Book of Records itself. The appeal of books packed with interesting facts and subjects will help the scheme to reach a different audience from the traditional approach using fiction.

The style of the scheme for 2015 will widen its appeal, giving an opportunity to involve other family members in the challenges. Libraries and Community Services will work closely together to include and encourage other groups and members of the community to become involved in the challenges alongside their children. This will provide an excellent chance for librarians and community engagement officers to work together to deliver on one of the key goals for the emerging neighbourhood service, which is to foster and encourage the enjoyment of reading.

4. Financial, legal and other implications

4.1 Financial implications

“The core costs are met from the Libraries budget, with support from Whatever it Takes for enhancements such as story tellers.”

Colin Sharpe, Head of Finance, ext. 37 4081

4.2 Legal implications

“Legal services can provide any advice requested concerning the partnering and funding arrangements referred to in this report.”

Greg Surtees, Legal Services, ext. 37 1421”

4.3. Climate Change implications

“There are no climate change implications arising from this report.”

Louise Buckley, Graduate Project Officer (Climate Change), 372 293.

4.4 Equality Impact Assessment

“From the perspective of equality outcomes, the summer reading scheme contributes directly to education and learning – one of the main equality outcomes identified by the Equality and Human Rights Commission in their equality measurement framework. If a more detailed profile of the protected characteristics of the children taking part, and the proportionate take-up of the scheme by libraries across the city was produced and then compared to known trends in regard to educational attainment, then the effectiveness of the summer reading scheme in tackling educational inequalities would be more explicit.”

Irene Kszyk, Corporate Equalities Lead, ext 374147.

4.5 Other Implications

None.

5. Background information and other papers:

None.

6. Summary of appendices:

None.

7. Is this a private report?

No.

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
WORK PROGRAMME 2014/15**

MEETING	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
9th March 2015	<ul style="list-style-type: none"> - New Leicester City Council Website - VCS Review update - Performance of Garden Waste Collections Scheme - Library Summer Reading Scheme 	<ul style="list-style-type: none"> - Miranda Cannon - Miranda Cannon - Geoff Soden - Adrian Wills 	

