



Leicester
City Council

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

DATE: MONDAY, 8 SEPTEMBER 2014
TIME: 5:30 pm
**PLACE: THE OAK ROOM - GROUND FLOOR, TOWN HALL,
TOWN HALL SQUARE, LEICESTER**

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.

For Monitoring Officer

Officer contacts:

(Julie Harget Democratic Support Officer):

Tel: 0116 454 6357, e-mail: julie.harget@leicester.gov.uk

Jerry Connolly (Members Support Officer):

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Further information

If you have any queries about any of the above or the business to be discussed, please contact Julie Harget, **Democratic Support on (0116) 454 6357 or email Julie.Harget@leicester.gov.uk** or call in at the Town Hall.

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

The Minutes of the previous meeting of the Neighbourhood Services and Community Involvement Scrutiny Committee held on 30 June 2014 have been circulated, 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. PASS IT ON - REUSE SERVICE

Appendix A

Members of the commission will receive a presentation on 'Pass It On' – Leicester's Reuse Service. A copy of the presentation is attached in Appendix A.

7. TRANSFORMING NEIGHBOURHOOD SERVICES PROGRAMME - WEST AREA

Appendix B

The Director of Culture and Neighbourhood Services submits a report that provides an update on the Transforming Neighbourhood Services (TNS) programme and the engagement work that has been carried out in the West Area of the city. The report also sets out the proposals that the City Mayor and Executive are minded to implement in relation to the West Area of the city. The Scrutiny Commission is invited to note the progress made to date and invited to comment on the proposals made in relation to the West Area prior to confirmation of an Executive decision.

8. POLICE AND CRIME COMMISSIONER'S COMMISSIONING PLAN

Appendix C

The Scrutiny Commission is asked to note the Chair's observations on the Police and Crime Commissioner's Commissioning Plan. The plan is attached, along with the Chair's response and a response from the Deputy City Mayor and some of the Assistant City Mayors.

9. WORK PROGRAMME

Appendix D

The scrutiny commission's work programme is attached for Members' consideration and comment.

10. ANY OTHER URGENT BUSINESS

Pass It On

Leicester's Reuse Service

Waste Management Team

&

Revenue and Benefits Service



Contents

- Background
- Pilot scheme
- Key figures
- Success so far..
- The difference we've made..
- Next steps
- Links and future development

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Background

- The 'Pass it On' reuse scheme was developed to:
 1. Provide our residents in crisis, essential goods through the Community Support Grants (CSG).
 2. Divert good quality furniture and household goods away from landfill.
 3. Save money



Pilot scheme

- Original 3 month trial started in Oct 2013
- Initial success saw the trial extended for 6 months until June 2014.
- The scheme utilises 1 x warehouse; 1 x Luton van; 2 x driver loaders; 1 x supervisor.
- Waste is diverted from the bulky waste service by Customer Services.
- Up to 30 calls a week are diverted for reuse.
- Items are collected, cleaned and minor repairs made.
- Items deemed unsuitable are disposed of.
- Items are delivered in to homes.

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Key Figures

Figures are based on 9 months of operation from October 2013 – June 2014:

- Number of phone calls made in relation to CSG **2864**
- Number of CSG applications submitted **671**
- Number of CSG claims awarded **373**
- Number of Applicants supported by Pass it On **267**
- Number of deliveries made by Pass it On **297**
- Number of items reused **1082**
- The % of CSG applicants supported by Pass it On **72%**

5

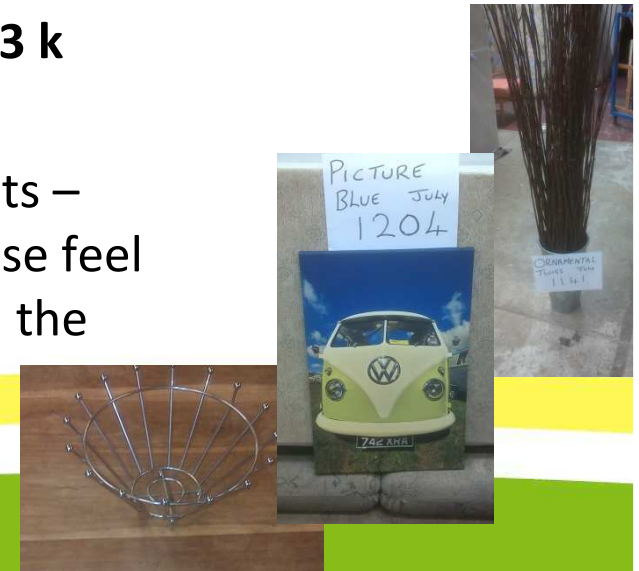


Success so far...

The scheme has delivered clear environmental benefits and cost savings to LCC so far:

- **1082 items** diverted from our Household Waste and Recycling Centres.
- **12 tonnes** (approx.) of waste diverted from landfill at a saving of c. **£887** in landfill tax.
- Saved Revenue & Benefits gross expenditure of c.**£80k**
* cost of items if procured directly through another partner.
- Saved Revenue & Benefits net expenditure of c.**£13 k**

The scheme has also provided added value to our residents – items such as pictures, mirrors, rugs etc. help make a house feel like a home and are which not normally available through the CSG.



The difference we've made...

Whilst the environmental benefits and cost savings are clear, the scheme also helps to improve our resident's quality of life in a time of crisis– the following demonstrate how the scheme is helping:

Case study 1

A customer who was a single, full time student, pregnant with twins applied for support grant. She was living in a hostel and was unable to carry out her part time job.

Due to the customer's exceptional circumstances she was granted items through the 'Pass It On' scheme and we were able to supply a chest of drawers, single sofa, wardrobes, rug and coffee table.



The difference we've made...cont.

Case study 2

A single female customer, aged 28, had a severe fire at her property. She had to be rehoused along with her 3 children. She had no household goods or clothes for herself and her children. The customer was in receipt of Income Support and receives Disability Living Allowance and had little surplus income.

The customer was awarded a support grant to provide all of the essential furniture items via the 'Pass it On' scheme.

- ∞ Even non-essential items such as mirrors, a Hoover, cups and saucepans, small coffee tables and baby chairs were provided.

The customer was *“very grateful for the support provided to help make her new home a more pleasant place to live in.”*



Next steps

Our priority is to expand the service to enable us to meet more of our residents' needs :

- Recruitment of a Supervisor and 2 Driver loaders on temporary contracts until 30th June 2016.
- Double our warehouse capacity.
- Work with Customer Services to increase the number of items diverted from bulky waste for reuse.
- Install IT infrastructure in the warehouse and develop stock monitoring systems.
- Develop new online customer interface to allow residents to choose the items they want.



Next steps cont.

Once the service is established, we will look to expand further, by:

- Doubling our collection/delivery capacity by hiring a second van.
- Employing two temporary staff to support the driver loaders.



With expansion comes increased efficiencies and cost savings.

It is estimated that the reuse of c. 2885 items (2014/15) will:

- Divert approx. 31.5 tonnes from landfill and save c. **£2.5k** landfill tax.
- Save Revenue & Benefits gross expenditure of c. **£218k**
- Save Revenue & Benefits net expenditure of c. **£63k**.



Future development and links

Due to diminishing funding, it is essential that this scheme looks for ways to become sustainable:

- accepting referrals from other organisations
- sale of high value or unsuitable donated items
- Work with third sector partners
- Links to the new HWRC reuse shop (third sector operated)
- Links to other LCC departments to provide environmental and cost benefits.



The scheme also has the potential to provide additional local social benefits, such as:

- Volunteer and training opportunities



Neighbourhood Services and Community Involvement Scrutiny Commission Report

**Transforming Neighbourhood Services Programme
West Area**

8th September 2014

Assistant City Mayor, Councillor Sarah Russell

Lead director: Liz Blyth

Useful information

- Ward(s) affected: All
- Report author: Liz Blyth
- Author contact details: 37 3501
- Report version number: 1

1. Purpose and Summary

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

The second aim is to set out the proposals that the City Mayor and Executive are minded to implement in relation to the West Area of the city.

2. Recommendations

The Scrutiny Commission is invited to note the progress made to date, feedback and lessons learned regarding the engagement activity in the West Area.

The Scrutiny Commission is invited to comment on the proposals made in relation to the West Area prior to confirmation of an Executive decision.

3. Supporting information including options considered:

3.1 Background

The TNS programme is scoped to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach whereby the city is divided into 6 geographical areas and these are investigated sequentially to identify methods by which the service delivery model can be transformed through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers four service areas:

- Community Services
- Libraries
- Adult Skills and Learning
- Neighbourhood based customer services

It is recognised that other services within the council deliver services in the neighbourhoods and although these are not in scope directly (i.e. Housing, Children's Services etc.), they have been involved in the development of this model where they form a part of the future delivery, for example, by sharing locations.

This report, and supporting appendices, describes a model for the second area investigated, which is the West area of the city (currently equivalent to the area covered by the Braunstone Park and Rowley Fields, Fosse, Westcotes and Western Park wards prior to changes due to the Ward Boundary Commission Review).

The scope of the west area includes the following buildings:

- Braunstone Grove Youth Centre
- Braunstone Oak Community Centre
- Brite Centre
- Cort Crescent Community Centre
- Fosse Centre
- Manor House Community Centre
- Newfoundpool Community Centre
- Westcotes Library
- West End Neighbourhood Centre
- Winstanley Centre
- Woodgate Resources Centre

3.2 Development of the model

In order to develop a model the following activities have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process was carried out in March and May 2014 within the West area specifically (although residents from other areas could contribute via an online form) through meetings with stakeholders, focus group sessions and a form for people to complete
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which was presented to the City Mayor and Executive in June 2014
- Consultation on the draft model in July and August 2014
- Refinement of the model into that proposed in this report following results of consultation and further detailed design work on the proposed projects

3.2.1 Engagement Activity

Details of the previous engagements between April – July 2013 and March - May 2014 have been previously reported. The main outcomes of these previous exercises were:

- Good support for the principle of retaining services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed
- Support for the retention and improvement of Westcotes Library, which was the only building specifically mentioned in this manner

A full report of the consultation carried out in July and August is attached to this document as Appendix A.

Following the previous report in June 2014, a consultation exercise has been carried out on the draft proposals that were presented to the City Mayor and Executive at that time. Views were sought on the suitability and practicality of those proposals.

A number of meetings with stakeholder groups, community groups who currently use the buildings and informal meetings and conversations have been held and an on-line consultation form was made available throughout the duration of the exercise.

The form was also available on-line to receive comments from 2nd July to the 13th August 2014.

Consultation Outcomes and Alterations to the Proposals

In total, at the closure of the consultation on the 13th August a total of 97 completed response forms have been received. The following points provide a summary of the outcomes of the consultation:

- There is a general concern that training, guidance and support is needed for groups to understand expectations and requirements placed upon groups when entering into asset transfer arrangements
- There is good support for elements of the proposals, improvements to Westcotes Library (although concerns raised that introducing self-service equipment has been interpreted as meaning reduction in staff), retention of Fosse Library and the Woodgate Resources Centre
- Concerns raised about the potential to conclude with no local community facility in the north area of Braunstone
- Concerns raised around the consequences for existing groups should centres be managed by outside organisations

Lessons Learned

The following are a summary of the lessons learned from the engagement and consultation process:

- The method of engagement with the groups has resulted in a high quality level of response, particularly given the ability to tailor conversations to answer specific concerns when meeting groups individually
- There has been a reduced response rate to the previous engagement in the West area of the city. This could be due to the quality of the first engagement period and having taken on board all messages received
- The overall approach of involving stakeholders and members of the public early has been good as it helps to ensure that all concerns are heard, and provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has led to good co-operation between stakeholder individuals and groups, as well as other services
- A similar model of engagement will be used for the other areas of the city
- The process has highlighted the potential staffing impact on staff whose primary base is one of the sites proposed for closure and/or asset transfer and the need to commence an appropriate change consultation process

Impact of Consultation on Model

Following the consultation the following amendments have been made to the proposed model for the West Area:

- The proposals have been amended to ensure that good access to youth and community provisions in the north area of the city are retained following implementation
- Inclusion of community space provision to the alterations already proposed within the Westcotes library
- An intention to commence discussion with Council cleaning staff and unions within this area of the City on the potential impact for cleaning staff where changes are proposed, leading to formal consultation where required

3.3 Proposed model for the West area

This section describes a summary of the overall model for the West Area.

3.3.1 Principles of the model

The following principles have been used to develop this model:

- Retention of locality based services are a higher priority than the retention of specific buildings
- A key principle of shared buildings providing multiple services
- A reduction of around 30% of current spend is to be achieved
- The services provided should remain and where possible be enhanced
- At this stage the model is based around the use of the buildings only. The programme intends to commence consultation with relevant staff with regards to the potential for a review of staffing at a suitable later stage. This may take

place in stages dependent on the job roles and potential effect of any proposals.

- Opportunities for alternative use should be investigated for buildings identified as surplus to requirements

3.3.2 Model summary

The overall model is to retain the Brite Centre, retain and invest in alterations to the Fosse Centre and Westcotes Library, and reduce the number of other, smaller buildings by combining the services provided into fewer, multi-purpose centres. The process of reducing the number of buildings will be facilitated by enabling assets to be transferred under the council's asset transfer policy. The principle of the proposals is that services or activities provided are maintained wherever possible.

In order to meet the required financial savings for the area, a total of 5 buildings will need to be transferred (including the already transferred West End Neighbourhood Centre see below), and if no suitable proposals for transferring ownership of the buildings are received then assets will be either sold on the open market or demolished to allow the construction of affordable housing where appropriate.

In evaluating bids to take over the running of the buildings, consideration will be given to the suitability of the groups and the impact they may have on the wider community and community cohesion. Terms and conditions of asset transfers will vary depending on the type of organisation involved and the services they intend to provide. The terms and conditions will also determine staffing implications for the cleaning staff associated with a building.

During the engagement a number of groups expressed interest both formally and informally in taking over the operation of buildings as community centres.

The following section describes the proposed model in relation to each building in the area.

Westcotes Library

(The initial proposal to alter and retain this building received strong support during the consultation phase)

- Install self-service library equipment
- Invest in the building to:
 - improve the flexible use of space, enabling community groups to meet and facilitate adult education
 - increase the IT provision
 - reduce the counter space to encourage self-service usage.

Brite Centre

(The initial proposal to retain this building received support during the consultation phase)

- Transfer the STAR office currently located on Guthridge Crescent into the centre. The existing STAR offices will then be converted into housing.
- Work with individual groups to identify the best location for them to operate,

based on individual needs, should relocation from other sites be required.

- Improvements to the building already being carried out through “New Deal” funding to build upon the existing successful multi-use arrangements the building provides.

Braunstone Grove and Braunstone Oak Centre

*(Initial proposal to explore community asset transfer amended following consultation feedback to ensure continued youth **and** community provision in the north of Braunstone. Also, during the consultation phase interest has been shown in both buildings by community groups in relation to potential asset transfers)*

- Children’s Services to move the existing early years’ provision from Braunstone Oak Centre to Braunstone Children’s Centre, as this will allow the service to be extended to 2 year olds
- Explore community asset transfer (this can range from a lease arrangement to full ownership) of the buildings that would enable continued community and youth provision. Should the transfer not be achievable then other disposal methods will be pursued
- Work with individual groups to identify the best location for them to operate, based on individual needs, should relocation be required

Cort Crescent Community Centre

- Make the building available for asset transfer, for community groups in the first instance. If this is unsuccessful then the building will be demolished to enable construction of affordable housing
- Work with the individual groups to identify the best location for them to operate, based on individual needs, should relocation be required

Winstanley Community Centre

- Make the building available for asset transfer, for community groups in the first instance. The current group using the centre have shown interest in this. Should the transfer not be achievable then other disposal methods will be pursued

Fosse Centre

- Invest in the building to improve access into the current library space and look at the rest of the layout of the building to maximise flexible, community space. Also to identify available space to allow services to be accommodated. Works required will be developed in conjunction with the council’s planning and conservation officers as this is a Grade II listed building, and as such will require formal consent to be gained.

Newfoundpool Community Centre

- Explore community asset transfer of the building that would enable continued community use. Should the transfer not be achievable then other disposal methods will be pursued
- Work with individual groups to identify the best location for them to operate, based on individual needs, should relocation be required.

West End Neighbourhood Centre

- This building has already been transferred to Leicestershire Centre for Integrated Living (LCIL) under a long-term lease agreement, from 1st April 2014.

Woodgate Resources Centre

- No proposed change.

Manor House Community Centre

- The centre is costly to operate and has constraints such as no disabled access to the first floor. The options that have been suggested through consultation so far do not present a solution; therefore, work will be carried out with property services and the Management Group to explore how the costs of running the centre can be reduced or other alternative options.

The proposals stated above represent the best view of the project team at the time of writing this report. Should alternative combinations of transfers and disposals become apparent that would still achieve the required savings from the area, whilst retaining the intended buildings (Fosse, Westcotes, Brite) then these will be considered.

It is also intended that a full staffing review of community services, front of house, and library services staff should commence at a later date across the whole City.

3.4 Costs and Benefits

3.4.1 Current Costs

The budgeted running costs (based on financial year 2012 / 13) for buildings in the West area are shown in the following table:

Building	Budgeted Building Running Cost
Braunstone Grove Youth Centre	£53,900
Braunstone Oak Community Centre	£33,300
Brite Centre	£84,600
Cort Crescent Community Centre	£10,700
Fosse Centre	£93,500
Manor House Community Centre	£43,500
Newfoundpool Community Centre	£26,900
West End Neighbourhood Centre	£43,700
Winstanley Centre	£17,100
Westcotes Library	£19,550
Sub Total	£426,750
Woodgate Resources Centre	£8,000
Grand Total	£434,750

Note: the figures in the table above relate to the running costs of the building only and do not include staffing costs.

The budget figures for 2012 / 13 have been used for consistency, as these were previously presented, and were used to calculate savings available. They are also used as an aid to avoid double counting of efficiencies that have already been earmarked.

3.4.2 One-off costs

For the implementation of this model initial visual building surveys have been carried out to estimate the costs required to carry out the alterations required. The following table shows indicative capital costs to carry out the work required:

Building	Estimated Costs
Fosse Centre	£130,000
Westcotes Library	£135,000
Client Contingency	£70,000
Grand Total	£335,000

The costs stated specifically do not include for:

- Decanting costs
- Demolition costs of buildings if required. It is suggested that a separate reserve fund is earmarked for potential call off should this be required i.e. buildings cannot be transferred.
- Fittings, furnishings and equipment (self-service kiosks are included)
- ICT and wireless points
- Professional fees – allowance of 15% included for feasibility costings
- Allowance for further investigation
- Asbestos removal and carrying out associated refurbishment and demolition
- Asbestos surveys
- Statutory fees for Planning and Conservation Area Consent require for external works
- Statutory fees for Local Authority Building Control Approval required for all works
- Legionella
- Access audits
- Fire risk assessment

In terms of funding the capital elements of the works required, monies have previously been set aside from the corporate Service Transformation Fund and this will be called

upon.

Alongside this there will be one-off revenue based costs to carry out moves of furniture and equipment, however, these are expected to be minor and will be paid for through existing service budgets.

3.4.3 Financial Benefits

At the point of releasing the buildings the following financial benefits will be available from reduced running costs and not including any staffing reductions (full year basis):

Building	Braunstone Grove Retained	Braunstone Oak Retained
West End Neighbourhood Centre	£43,700	£43,700
Winstanley Community Centre	£17,100	£17,100
Newfoundpool Community Centre	£26,900	£26,900
Cort Crescent Community Centre	£10,700	£10,700
Braunstone Oak Community Centre	£33,300	
Braunstone Grove Youth Centre		£53,900
8Total	£131,700	£153,300

Comparing the total savings shown in the table above (£132k - £153k) with the total premises costs of the area (£435k) shows that this is in line with the principle of the programme of aiming to reduce costs by 30%.

A cost / benefit analysis shows that the payback period for the investment is expected to be 3 – 4 years. However, it should be noted that this payback period does not take into account any savings from staffing costs, which will be used in addition to the savings on building costs described in this report.

In terms of realising these savings, this can only happen once the building in question has been transferred, demolished or sold, depending on the action. The following table shows when it is expected that efficiencies will start to become available:

Building	Efficiency Commencement
West End Neighbourhood Centre	April 2014
Winstanley Community Centre	September 2015
Newfoundpool Community Centre	September 2015
Cort Crescent Community Centre	September 2015
Braunstone Oak Community Centre	September 2015
Braunstone Grove Youth Centre	September 2015

The table above is based upon the completion of the projects as shown in section 3.3.2 above, any changes to these projects may have an effect on the availability of the savings and the date from which it can be realised.

3.4.4 Non-financial benefits

There are a number of non-financial benefits that apply to this model as follows:

- The result would be protection of services while achieving a 30% reduction in spending
- A reduction in energy use of approximately 30% and associated carbon dioxide savings that will contribute towards achieving corporate environmental improvement objective to reduce the council's greenhouse gas emissions
- The model is in line with the majority views received from the engagement process i.e. retention of Westcotes Library, Woodgate Resource Centre, protection of services.
- Convenient, co-located services, new services and some longer opening hours
- Potential for additional services to be provided independently by community groups
- Multi-service centres improve the opportunities for communicating a wider amount of information surrounding community activity to a wider audience
- Using multi-service centres allows for longer opening hours, which enables more people to engage
- Enables a new model of operational management to be implemented, incorporating community groups and stakeholders into the planning and running of programmes of activity
- Multi-service centres will provide more opportunities for volunteers to get involved in a wider range of services
- Investment in multi-service sites ensures the longer-term viability of the services in the area
- The addition of a self-service library in the area will increase library usage, contributing to all of the benefits that are associated to this type of service (literacy etc.)
- Customer use of multi-service centres has proven to be higher than having individual services operating from single buildings from previous work carried out i.e. Aylestone Library, St Matthews Centre

3.5 Risks and Dependencies

The following list describes the risks and issues currently identified

- The overall model is dependent on the credibility, acceptability and quality of the offers made by other organisations to take over the costs and management of the buildings made available, as this will form the basis of the efficiencies available. Support sessions for community groups will be made available from an organisation called “Locality”, which are aimed at providing advice, guidance and support in relation to managing community asset transfers and the expectations and requirements made of the community groups.
- Potential implications relating to cleaning staff could financially impact on some Community groups dependent on the service provision they intend to offer. This should be explored at the support sessions stage
- The projects included in the model are multi-faceted and will require the input, expertise and ownership from numerous different areas of the council
- For all improvement works the identification and remedial actions required arising from the presence of asbestos may increase the costs and delay completion of any works
- The efficiencies are predicated on the ability to dispose of / demolish the assets that will no longer be used.
- The Fosse Centre is Grade II listed and therefore the proposed improvements to the building are subject to gaining Listed Building Consent. Preliminary discussions have taken place with conservation and planning officers and whilst at this stage there are some issues which still require resolution, there is nothing to indicate that proposals will not be supported, however the risk of this not being gained is still recognised
- Capital costs are estimated at this stage based on the methodology described in section 3.4.2, these are currently being refined

The following list describes the dependencies that have identified to this point:

- Any changes to the Youth Service provision at Braunstone Grove could have an effect on the proposed usage of this building and an impact on the usage of buildings in direct scope where close proximity exists
- The move of the existing early years’ provision from Braunstone Oak Centre to Braunstone Children’s Centre, to be carried out by Children’s Services
- The completion of the projects will rely significantly on other support services within the council, particularly property, planning, and, housing.

4. Details of Scrutiny

The TNS programme has been regularly reporting to the Neighbourhoods and Community Involvement Scrutiny Commission, over the previous twelve months.

This report is being considered by the Neighbourhoods Services and Community Involvement Scrutiny Commission on 8 September 2014.

5. Financial, legal and other implications

5.1 Financial implications

‘On-going revenue savings of circa 30% of building running costs (excluding staff) are sought, which would be achieved by the proposals in this report for more efficient ways of working and better use of buildings, whilst protecting service quality. The capital costs of altering and improving the buildings as specified in the report would be financed from the corporate Service Transformation Fund. Capital receipts may be received from any sale of land and buildings that are released from their current use and not subject to a Community Asset Transfer, although these would be nominal if sold for affordable housing.

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

5.2 HR and Legal implications

“Legal advice on consultation and decision making has been provided to Culture and Neighbourhoods Division. The recommendation in this Report to progress the presented model into implementation will follow the requirements to provide stakeholders with: sufficient reasons for the Council’s proposal, to allow their informed consideration and response; and a proportionate and realistic timeframe to allow them a sufficient period of time to respond. The product of the consultation should then be conscientiously taken into account by the Council before a decision is taken concerning the proposals outlined.

Greg Surtees, Legal Services, ext. 37 1421 ”

“This report recommends a remit to take decisions with regards to restructuring the delivery of community services and libraries and acknowledges that this has the potential to impact on staff. Therefore, it is recommended that legal/HR advice is taken with regards to commencing consultation with the workforce as appropriate to ensure employment law requirements are met.

Caroline Woodhouse, Supervisory Solicitor, Legal Services, Ext 454 1429

Nicola Graham, Human Resources Team Manager, Ext 454 4334”

5.3 Equality Impact Assessment

Guidance for meeting the Public Sector Equality Duty places emphasis on exercises such as this being transparent and open to change following ‘meaningful’ consultation with relevant stakeholders. The process described, the resident feedback and the resulting changes to the proposal detailed in the report fulfils this requirement.

The feedback describes some potential negative impacts of the proposed changes in

that some residents may have further to travel to take up relocated services, but this is offset by the mitigating action, endorsed by all who participated in the consultation, of keeping services on offer to local people. The concern expressed was mostly in relation to age and disability.

Another area of concern was the unknown impact of different groups managing local centres and whether this would change community access to these facilities. The report states in para. 3.5 that support sessions will be offered for community groups aimed at providing advice, guidance and support in the management of community asset transfers, as well as ensure that in the evaluation process for bids, consideration will be given to the suitability of groups and the impact they may have on the wider community/social relations within the wider community. These actions will help in mitigating the unknown impact of the transfer of community assets. The consultation feedback captured the importance of and benefits received from the activities provided through these community centres to local residents.

Irene Kszyk, Corporate Equalities Lead, ext. 374147

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

Environmental Impacts

“The Council has a corporate carbon dioxide (CO₂) reduction target of 50% of the 2008/09 level by 2025/26 and the consolidation of neighbourhood buildings and the co-location of services will contribute towards achieving this target. It is estimated that a 30% reduction in energy use and associated carbon dioxide emissions could be achieved through implementation of the proposed model. The corporate Energy Cost Reduction Fund should be considered as a source of funding for energy efficiency improvements in the retained buildings. Transferring assets to the community will displace CO₂ emissions from the council’s carbon footprint but they will still remain within the City’s carbon footprint. The council should therefore provide energy management advice to any community group taking on responsibility for a building.”

Mark Jeffcote, Environment Team (x372251)

6. Background information and other papers:

7. Summary of appendices:

Appendix A: March – May Consultation Report – TNS West Area

Appendix B: July to August Consultation Report – TNS West Area

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”?

Yes.

Transforming Neighbourhood Services

West Area Engagement

Findings of the focus groups and public consultation
As at 16th May 2014

Prepared by:

- *City Development & Neighbourhoods*
- *Research and Intelligence*



This report provides a summary of the findings of the focus groups and public consultation.

It includes information about:

- *The issues and options under consideration;*
- *The consultation method;*
- *The public response and views expressed;*
- *The proposals made in light of what was learnt.*

EXECUTIVE SUMMARY

This report summarises the outcomes of the focus groups and public consultation in order to develop proposals for the reorganisation and consolidation of building stock in the West area of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation form used for the exercise is included at the end of this document.

This period of engagement is part of a longer period of such activity as follows:

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- Focussed engagement with residents and service users in the West area of the city to help develop draft proposals for the transformation of the area (**subject of this report**)
- Draft proposals will then be developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals will be held prior to any decisions being made

The engagement period ran from 31st March 2014 until 16th May 2014 and was carried out in two main parts:

- A series of focus group meetings based on locality and age group
- A form available in various locations across the area and online for people to provide individual responses and comments

In general responses and comments received were all supportive of the buildings that each individual used, however, a general agreement is apparent that the services provided are more important to people than the buildings from which they are currently provided.

A total of 59 people attended the focus groups and a separate session was held with the representatives of the Young People's Council, for which c. 25 people attended.

The main messages drawn from the focus groups are that:

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- Significant support for the retention of the library buildings in the area

A total of 466 completed form responses were received and people were asked to identify which buildings they used and the reasons for it. The main reasons stated were:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available

- Free internet access

People were also asked for ideas in terms of reorganising the services in the area in order to save money. The suggestions drawn from these responses are summarised as follows:

- Amalgamate services into fewer buildings, based on location and proximity of other sites
 - Transfer the ownership of the buildings to community groups
 - Better advertising to increase usage and income
 - Increase room hire charges and other charges
 - Enable rooms to be hired for private events
 - Ask for voluntary contributions from users of the sites
-

BACKGROUND

Transforming Neighbourhood Services – West Area

The TNS programme aims to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach through which the city is divided into 6 geographical areas and these are explored in turn to identify ways to transform services through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers four service areas:

- Community Services
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

It is recognised that other council services deliver services in neighbourhoods and although these are not in scope directly (i.e. Housing, Children's Services etc.), they have been involved in the development of this model where they form a part of the future delivery, for example, by sharing locations.

The scope of the West area includes the following buildings:

- Braunstone Oak Community Centre
- Brite Centre
- Cort Crescent Community Centre
- Fosse Centre
- Manor House Community Centre
- Newfoundpool Community Centre
- West End Neighbourhood Centre
- Winstanley Centre
- Westcotes Library
- Braunstone Grove Youth Centre
- Woodgate Resources Centre

CONSULTATION METHOD

Objectives and techniques

This consultation builds upon previous development and engagement work undertaken for the TNS programme with the goal to develop a model for the West area of the city. Overall, the following activities are planned and have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process carried out between 31st March 2014 and 16th May 2014 to collect suggestions and comments from service users and residents (**subject of this report**)
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which will be presented to the City Mayor and Executive in June 2014.
- Consultation on the draft model following this

Details of the previous engagements between April – July and September and October 2013 have been previously reported. The main outcomes of these previous exercises were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed
- Support for the retention and improvement of Southfields Library

The engagement period ran from 31st March 2014 until 16th May 2014 in two parts:

- A series of focus group meetings based on locality and age group
- A form available in various locations across the area and online for people to provide individual responses and comments

The details of the meetings held are as follows:

- Stakeholder meeting, Braunstone Leisure Centre, 31st March 2014
- Focus Group Sessions, Fosse Community Centre, 28th April 2014
- Focus Group Sessions, The BRITE Centre, 29th April 2014
- Focus Group Sessions, Manor House Community Centre, 30th April 2014

Alongside this a number of informal meetings have taken place with individual stakeholders and groups to discuss the proposals.

A leaflet containing details of the proposals and a ‘tear-off’ response form was used to gather opinions on the proposals. These were widely distributed in the area, and a total of 2,000 leaflets were circulated.

The form was also available on-line to receive comments from 31st March 2014 to 16th May 2014.

PUBLIC RESPONSE AND VIEWS EXPRESSED

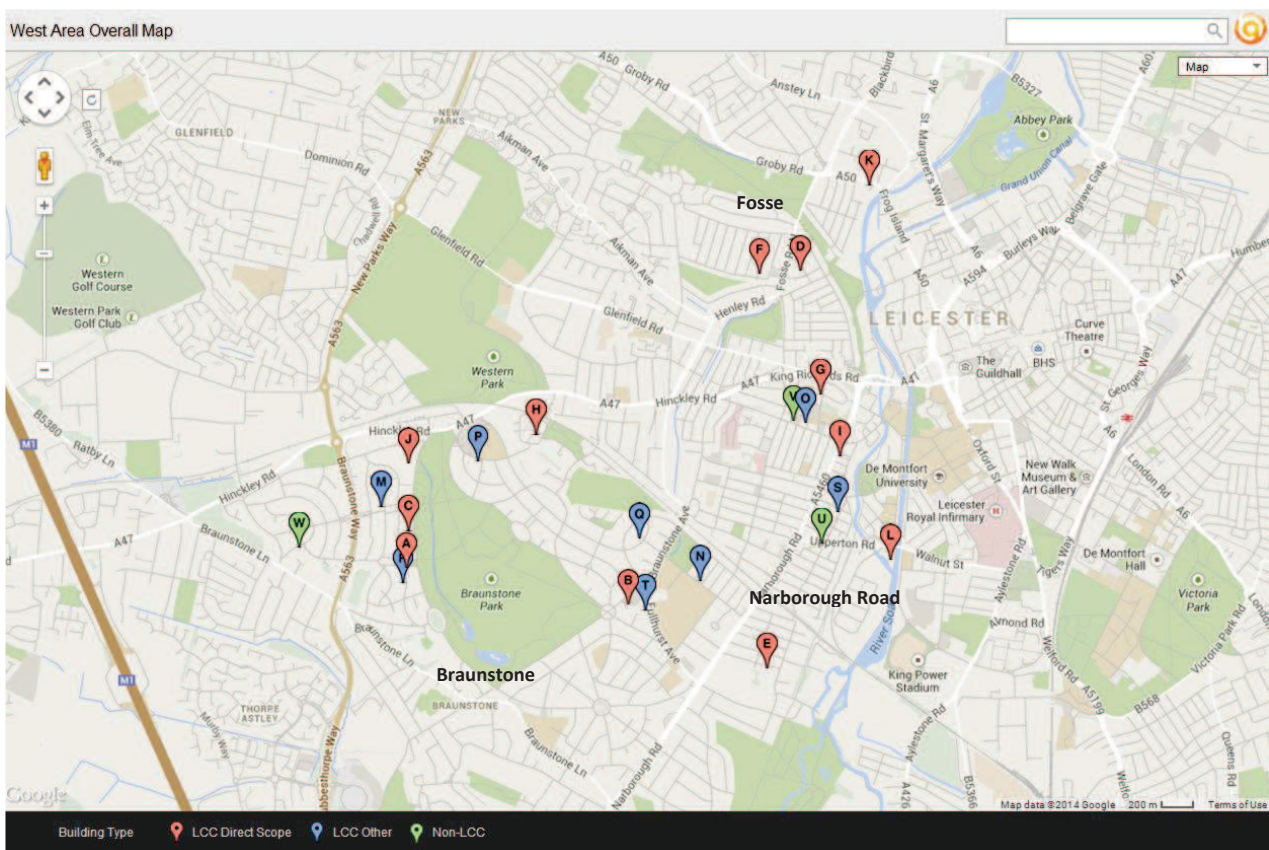
Focus Groups

One of the lessons learned from the engagement exercise in the South area of the city was that the engagement method used, a series of public drop-in sessions, proved to be very resource intensive. A different approach has therefore been taken for the West area engagement through the use of focus groups.

The focus groups have been identified based on where people live and how old they are. Three separate age ranges were identified:

- Children and younger people
- Working age people
- Older people

The West area of the city can be subdivided into three smaller geographic areas. The following map shows these subdivisions, which have been labelled as Braunstone, Narborough Road and Fosse



A total of nine focus groups were set up, one for each age group in each geographical area.

Due to difficulties in attracting younger people to focus groups, a separate meeting was held with the Young People's Council representatives. This was not a focus group as such as the meeting was held with representatives from all areas but it provided very useful input. However it led to an agreement that the Young People's Council will be involved in future TNS engagements.

People volunteered to be part of the focus groups.

Meetings were held, in a workshop format, for each of the focus groups in order to get opinions, based on responses to the following questions:

- Which centres do you use and why? Which centres do you not use and why?
- Would you use another centre if yours closed and why?
- What are your key concerns for the services in your area?

Focus Group Views and Comments

General Queries and Views

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- Older people are resistant to relocating the services if their favourite centre was to close
- Younger people would be happy to relocate to a different building to access services
- Significant support for Libraries and the functions they perform and likewise the activities in community centres are important for local areas.

The BRITE Centre (29th April 2014)

Older People

- Access and parking (particularly for people with disabilities) is a key issue for this group
- Support for the use of the BRITE centre as a multi-service centre
- General support for each of the buildings that the members of the group currently use
- Support for the continued use of buildings for the benefit of young people

Young People

- View that combining services into fewer buildings, and therefore allowing longer opening hours is a positive step
- Support for the use of the BRITE centre and the Braunstone Grove Centre and their potential to be used to deliver more services
- General support for each of the buildings that the individual members of group currently use
- Interest in community groups taking over the running of buildings

Working Age People

- Interest in taking over the running of buildings by an existing group whose sessions are becoming over-subscribed. Of particular interest was the Cort Crescent Community Centre.
- Interest in the purchase of existing buildings
- A number of attendees were members of a church group who would be willing to move their provision should their current location be no longer available

Manor House (30th April 2014)

There was not a group for Young People on this date. This was held separately with representatives of the Young People's Council. Comments arising from this meeting are included later in this document.

Older People

- Ask for membership fees or donations from users of sites in order to generate income
- Good support for Westcotes Library from all members of the focus group
- Suggestions for increasing usage at existing sites such as enabling public access to the computer

room at the BRITE centre when not in use, and out of hours access to classroom at Westcotes Library

- Need to increase advertising about what is going on at the centres
- Suggestions made in terms of altering use of assets to create more income for example converting parts of Westcotes library to leased as flats whilst maintaining library downstairs.

Working Age People

- Improving promotion/ information on services at the sites
- More needs to be done in community centres to make them into a community hub i.e. more activities
- If buildings were to close and services move to different locations, people would be willing to relocate to continue to use services
- Need at least one community centre in each area and keep the libraries open. It is possible to merge community centres together and there are ways to facilitate better use of buildings
- Solution needs to be so that services complement each other and are not in competition or duplication

Fosse Centre (28th April 2014)

Please note that there was not a group for Young People on this date. This was held separately with representative of the Young People's Council. Comments arising from this meeting are included later in this document.

Older People (8 attendees)

- General view that Fosse was a good choice to relocate services to in the area should existing sites close. However, individuals would not necessarily attend a different centre should the one they use close.
- Approval for investigating increased usage of Fosse Centre, with a potential to invest in the building to improve access
- Better use of publicity to advertise what is going on at the centres

Working Age People (4 attendees)

- Agreement from all that they would use another centre if necessary
- Strong support for increased use of Fosse centre as a multi-service site with recognition that improvements should be made to the building, for example the lift
- Support for forming a community group that could assist in the running of buildings (in particular the Fosse centre)
- Need to improve community engagement and work more with schools eg to promote activities via book bags.

Evaluation of Focus Groups

Attendees of the focus groups were asked to complete an evaluation form about the focus group. The key points made were:

- All attendees indicated they found the groups useful and appreciated the openness, transparency and willingness to listen to and answer questions from the community
- Some comments received indicated that larger groups would be better to gain more opinions and in some cases more notice of events and improved communication was required
- All but one attendee indicated that the groups were a positive experience. The other attendee was undecided noting "it's the same people that are always involved"

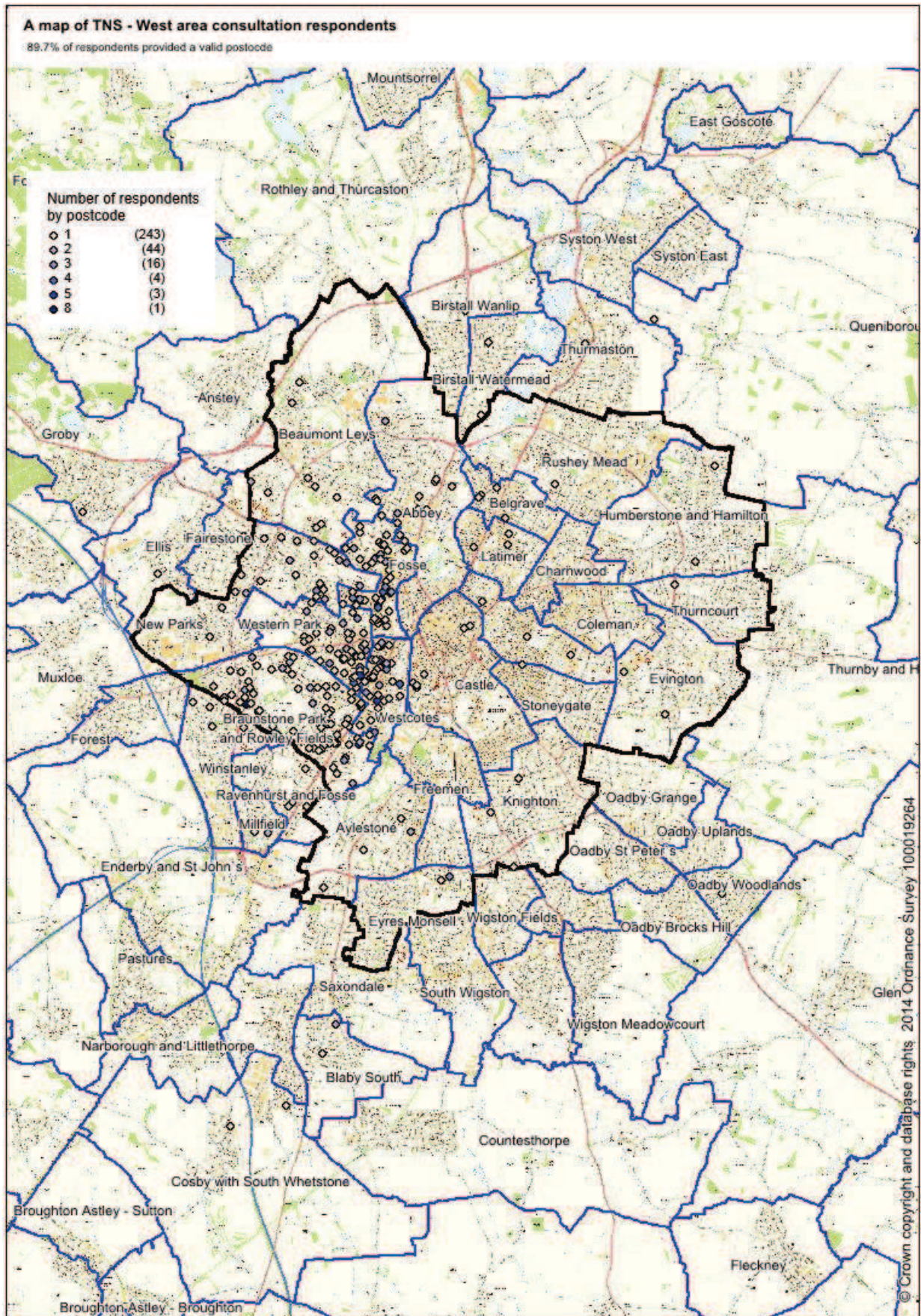
Written and Online Comments and Responses

In total 466 responses were received up until the closing date of the consultation.

The following table shows a breakdown of the wards in which respondents live:

Ward	Neighbourhood	Number of respondents	Ward	Neighbourhood	Number of respondents
Braunstone Park & Rowley Fields	West	103	Evington	East	2
Fosse	West	70	Humberstone and Hamilton	North East	2
Western Park	West	64	Rushey Mead	North East	2
Westcotes	West	55	Cosby with South Whetsone	Not within City boundary	2
New Parks	West	32	Birstall Watermead	Not within city boundary	2
Abbey	North West	16	Charnwood	North West	1
Beaumont Leys	North West	11	Stoneygate	East	1
Castle	Central	6	Thurncourt	East	1
Aylestone	South	5	Ellis	Not within city boundary	1
Ravenhurst and Fosse	Not within city boundary	5	Fairestone	Not within city boundary	1
Belgrave	North East	5	Stanton and Flamville	Not within city boundary	1
Eyres Monsell	South	4	Birstall Wanlip	Not within city boundary	1
Millfield	Not within City boundary	4	Queninborough	Not within city boundary	1
Winstanley	Not within city boundary	4	Thurmaston	Not within city boundary	1
Knighton	South	3	Earl Shilton	Not within city boundary	1
Latimer	North East	3	Groby	Not within city boundary	1
Spinney Hills	East	2	Ratby Bagworth and Thormton	Not within city boundary	1
Blaby South	Not within City boundary	3	Oadby Woodlands	Not within city boundary	1

Neighbourhood	N	%
West	324	69.5
North West	28	6.0
North East	12	2.6
South	12	2.6
Central	6	1.3
East	6	1.3
Not within city boundaries	30	6.4
No valid postcode provided	48	10.3
Total	466	-

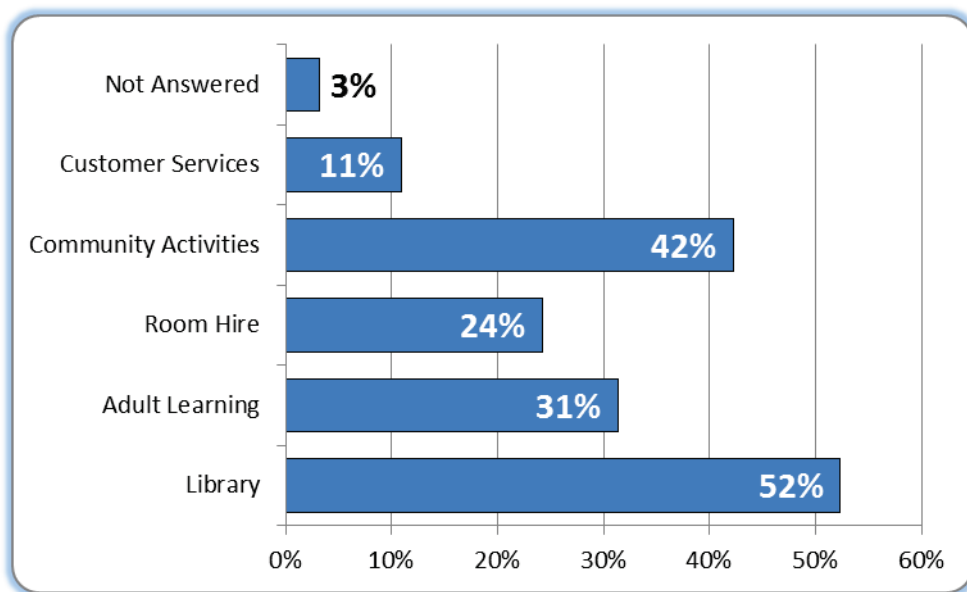


Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A to this document.

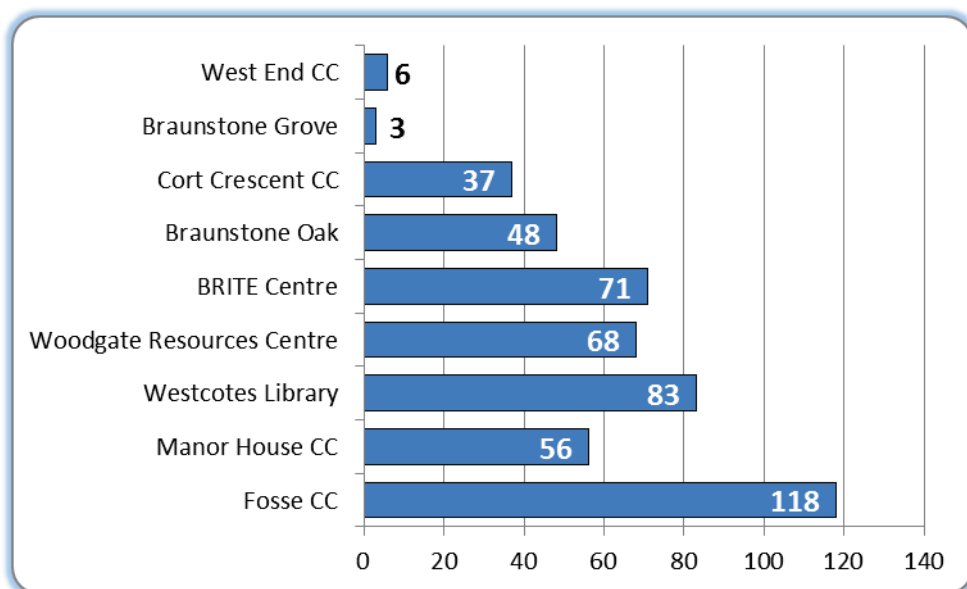
Q.1. Which neighbourhood services do you use?

A total of 451 respondents provided an answer to this question (97% of a total of 466 respondents). Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option:



Q.2. Which centre(s) do you use to access these services and why?

A total of 459 respondents provided an answer to this question (98% of a total of 466 respondents). The following chart shows the number of responses for each centre:



Respondents also provided the reasons why they access services at particular buildings. In summary, the reasons given were as follows:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available
- Free internet access

Specific responses to this question, where respondents included the reasons for using particular buildings, are shown verbatim below:

"Fosse Centre - local services within walking distance. Wide choice of activities (adult learning, Library, etc). Friendly staff with good local knowledge."

"Westcotes library essential local service for internet access"

I believe the WRA has run this WRC very well over that period. It has done so despite a reduction their original grant of about 75%. It has been proactive in the developments during this period and it has upgraded the Centre at very little cost to the Council despite the Council owning the building. This included a £100,000 grant ten years ago from the Lottery and other funders (it was one of the first five winners of the Environmental City Buildings award). Voluntary organisations running have a very good chance of getting grants from elsewhere which not only enhances their organisation but brings in income to the city including employment."

"Westcotes library. Well located on accessible road"

"Need for these services in order to maintain/develop interests. Qualified and friendly staff greatly benefit the services the City provides."

"Westcotes Library - not only is it very near to where I live but it is open on Sunday and have very helpful staff who love books."

"I use Westcotes library every day to use the COMPUTERS as I do not have one. this is very important to me because I am looking for work. I also borrow books. The library is local to me within a few minutes walk from where I live. I have used central library but found the environment un inviting. I have found the staff at Westcotes library welcoming and so friendly the customer service is outstanding."

"Westcotes library, fosse centre. Good service, friendly staff"

"brite centre, friendly staff, easy access"

"Fosse Neighbourhood Centre, Mantle Road & Newfoundpool Community Centre, Pool Road"

"Brite Centre for the library - close to where I live within walking distance. Manor House - again close to where I live and accessible for all activities"

"Main city library and Beaumont leys - ease of access, books and magazines"

"Fosse library and neighbourhood centre. Ease of access, helpful staff."

"Fosse Neighbourhood Centre - I use this very good library because it is within walking distance of my home."

"Westcotes library, for ease of access, nice children's area and nice staff. Manor House Community Centre, for classes and room hire - good value room hire, good playgroups and lovely staff."

"Westcotes library because it's closest to my house. I don't have a car so don't want to carry books a long way home. Occasionally I get cook books from the central library as they have a bigger selection & I like to browse before choosing. I only take one at a time."

"Leicester central libraries due to convenience of location"

"Fosse, because it is close to my home, it has good access, it has a large room that has been used as a library for many years."

"Brite Centre as it's local to me"

"Westcotes library. Ease of access and location near to home and work. My children both love books and relish love delving into the book boxes and shelves for something new to them. The central library is too far and inaccessible, and you can't just pop in for half an hour so a local library is invaluable. The building is small and friendly. I also love reading art, craft and cookery books myself so its great for that to. We have been to childrens story telling & craft morning which we all enjoyed. Staff are nice. Please keep it open!"

"Mantle Road - closest to my home at the time. Frankly, some of the staff should not be in the 'service sector' if they do not have adequate people skills! I have experienced rudeness and unpleasant attitude from staff at this library on occasion which has put me off using the library."

"Brite and Westcotes library - local libraries to me"

"Brite centre, easy access by foot and car. Lovely new bright building. Good community feel. Staff are friendly, knowledgeable and helpful."

"Westcotes library, manor house. Locality of buildings and offer of service"

"Westcotes library..I have been using Westcotes library for all of my 60 yrs! Its part of my life! It is and always has been a valuable resource for the schools and community of the West End of Leicester.Its a beautiful building and it would be a crime to see it sold or used for anything other than the purpose for which it was built for.The staff are amazing! really friendly and helpful.I live in North Braunstone now and find it a struggle to get to the Brite centre libray, in the winter, as it is a long walk across the park."

"Westcotes - good location on Narborough road. Some staff are brilliant & very helpful. A few are the opposite!"

"Fosse Centre because it is the closest to me and as I am visually impaired this is very important. the staff are also very helpful with finding are ordering books."

"1.Westcotes Library 2.West End Sure Start 3.West End Community Centre 4.Woodgate Resource Centre(not as often). Reasons; Ease of access, we dont have a car. Friendly staff, Good Service."

"West cotes, city and free mantle libraries because they are close, easy to use and friendly."

"I use the Manor House centre as it is very close to home and convenient. It is a excellent facility situated in lovely grounds and has a safe and well lit car-park. They have a fantastic photography group who are currently building a darkroom, which I am certain will bring more people to the centre.They also have a

fantastic art studio space which could be put to great use."

"Braunstone Library and Westcotes Library for books, newspapers, job-hunting, local and community information, contact with others - all essential to me since being made redundant. Also adult ed classes at Wellington St and previously in Fullhurst"

"opening hours of the central library"

"Manorhouse, it's near my house & the staff are really nice & also the other people that come here."

"Manor Centre - for family play, Thursday play group, planning for a religious group, training & "men behaving badly" group for the future."

"Manor House for the Thursday playgroup. It is near my house so convenient as can just walk here. The staff are all really helpful and friendly. The facilities are good and clean."

"Manor House. We lived in the area and have now moved out other area. We drive every week back here as the staff/group etc. is so good. Arthur for king!!!"

"Manor house: friendly, access for pushchairs, disable friendly, playgroup friendly."

"Manor House, Haddenham Road. Ease of parking. Friendly people. Beautiful buildings. Plenty of room. Very good for pensioners."

"I fought for this building years ago to keep it for the people of this area and anyone who wanted to make use of this beautiful building. It's so useful for all ages and the friendship is so nice staff and users."

"Manor House Neighbourhood Centre, Haddenham Road. Very friendly atmosphere. Easy parking. Plenty of room for various activities."

"closeness"

"Manor House Neighbourhood Centre. Good parking, spacious rooms, well cared for very nice staff & volunteers."

"Manor House. It's the only one in the Rowley Fields area. It's handy. It satisfies my requirements. Great for meeting people for chats etc. I use this centre for 4 different uses every week."

"Manor House Haddenham Road. Beautiful surroundings, friendly staff. Easy parking. Very relaxing."

"Manor House Centre - it's very convenient, on our doorstep and very friendly."

"- Manor House Community Centre. Only local amenity, Friendly staff, Pleasant location"

"Manor House. Only one in ward, Good staff and volunteers, Sense of community"

"Manor House CC. Room Hire. Winstanley Centre. Brite Centre: Library, Local history group."

"Brite Centre - it's local, has everything in one place, for all ages."

"The Manor House community centre. As a founder member of a Leicester based photography group which has been active since 2011 (Leicester Lo-fi) I have been very pleased to find the Manor House in my neighbourhood. They have been very supportive in aiding Leicester Lo-Fi members in our plans to open a darkroom facility to the public in the near future, as we aim to promote analogue photography as an art form in Leicester and surrounding areas."

"Westcotes Library easy access for disabled, which is used often; friendly and very helpful staff, couldn't find better."

"We use 3 rooms on Thursday evenings. We run Healing Rooms Meetings. We find the rooms very comfortable and suitable for our use. The staff are very friendly and helpful."

"Manor House, the location of this building is easily found, is on a bus route and the staff are always friendly and helpful."

"Manor House. Staff friendly & room hire flexible."

"Manor House Community Centre - Member of Leicester Healing Rooms which hires three rooms every Thursday evening to pray for the sick in Jesus' name."

"Manor House Neighbourhood Centre. Hire of 6 rooms weekly, friendly staff - good access. Winstanley Centre. Brite Centre - friendly staff good access, Local History Group meetings"

"Manor House community centre, ease of access, friendliness of staff and so on."

"Library on Narborough Rd. Easy access and very useful."

"The Manor House. As part of Leicester Lo-Fi Photography group we are currently refurbishing the Darkroom with the hope to run classes in the near future."

"I use Fosse Library as it is easy to access, local, staff are friendly & helpful, I have used this library for nearly 10 years & I am really fond of it. I sometimes use Westcotes as that's local to me."

"Fosse centre. Friendly, helpful. Good supply books."

"I currently use the Manor House community centre as I attend a photography group there. The groups are monthly but they are hoping to run them more frequently. They are in the process of building a darkroom which will be an excellent facility."

"I always come to the library on Monday afternoon for Sure Start, my children have come from birth they love it and I really enjoy coming as it's the same friendly faces."

"I use the library because it is close to where I live, and my son prefers this one as have tried other play groups. It is also useful as we can look at the book in the library."

"Fosse Centre, for access Friendly staff Range of activity"

"Mantle Road Centre it is easy to access the staff are friendly and it is great socially. These bowling sessions are very well attended."

"Fosse - Nearest for bowls. West End - Nearest for room hire"

"5+10 libraries - accessible, convenient, 11 - yoga - nearby - good tuition. Affordable. 7+11 Meetings, councillors surgeries etc. Consultations - for essential information in area. 3 Training course/s."

"Mantle Road Helpful staff Suitable facilities"

"New Parks Library. Access, range of activities and good child awareness."

"Fosse Library - I use the library & am taking 2 functional skills courses here currently. New Parks Library - I come here with my children, have taken courses here & used to use the cafe before it closed + have done 1

course at the Central Library. All staff friendly."

"Mantle Road for library. Helpful staff."

"Fosse Neighbour Centre. Access, Friendliness, Activities & plenty of books for all ages."

"Fosse Neighbourhood Centre (staff/activities), Library (staff)."

"I use the library because I go on the computers helps me keep up to dates with my emails and keeps me contact with friends/family. The people in the library are friendly and helpful."

"Fosse Centre. Helpful staff & parking easy. Good selection of books."

"Library use the computer facilities. Staff are good."

"Mantle Road its ease of access and the staff always helpful and polite."

"Fosse Neighbourhood Centre - local, within easy walking distance. Number of activities/services under one roof."

"Fosse Library in the Neighbourhood Centre. An excellent local library with friendly and helpful staff."

"Have been to the library for a few years and have always been treated with help and courtesy. Would miss it very much if it were to close."

"I use Fosse Library because it is near to me. I like the people who run it. They are professional and friendly. Very helpful."

"Westcotes Library - longer opening hours than the Central Library and it's closer"

"Cort crescent forward in faith Church . . It's easy access"

"City Crescent and Oak Neighbourhood center, Forward In Faith Church -ease of access - no time constrictions - central location - easy access to public transport - safe for children to play"

"Cort crescent and Oak neighborhood. It's close to home. It's safe for children to play. No time constriction"

"Cort crescent and Oak neighbourhood centre for ease of access and as young people the venue will always be available for us to use whenever we need to."

"Court crescent and oak neighbourhood church we are forward in faith church. The place allows us freedom to exercise our faith. The place is in our community"

"We use Cort Crescent and Oak neighborhood. We are Forward in Faith. This place is close to where I live"

"Cort Crescent and Oak neighbourhood centre for Forward in Faith Church Ministries. We are able to hold our youth services without rushing and being kicked out, and the staff are friendly as well as the place is accessible."

"Cort crescent and Oak neighborhood centre. FORWARD IN FAITH. Easy access. Friendliness of staff"

"Cort crescent and Oak neighbourhood centre. Its easy access for people; its easier to run it. The young people get to get involved in the different activities; which makes the young people want to attend church"

"I am from Forward in faith ministries. We are looking at oakwood community centre and Cort crest. We are a self funding church"

“Cort Crescent, ease of access & good environment”

“Cort Crescent & Oak Centre in Braunstone. Kids, teenagers, Men & Women groups, get together activities, ball games at the Grove. Church & Counselling services.”

“1) Westcotes Library - a fantastic facility open long hours with brilliant staff. I attend a book group there monthly. 2) Newfoundpool Neighbourhood Centre every Friday for the lunch club.”

“Westcotes Library for the Turning Pages book club which meets once a month. This building is very well used:- by extra activities for children and of course computers for adults. The staff are very friendly.”

“I use Westcotes Library because it is convenient and a very pleasant place to come to, also the staff are very obliging and pleasant.”

“Narborough Road. I need this library it helps me so much with my learning difficulties.”

“Westcotes (library Narborough Road) I use the computers every day for job search at Westcotes Library.”

“Library - to borrow books!”

“Narborough Road library. Staff very friendly, and helpful - couldn't wish for more. Thank you.”

“Westcotes Library is very convenient for us. We can take free books for driving, for kids, free class computer, use computers. Kids can go for get books and go for play.”

“Westcotes Library. Staff are so helpful & it's convenient for us.”

“- Belgrave Neighbourhood Centre for my course. Westcotes Library (close to my home)”

“Westcotes Library I am retired & I am using library a lot.”

“Westcotes library. Because my son is using the library because its convenient friendly and staff are helpful.”

“Ease of access and as I am unemployed I do not have to pay bus fares. Staff are friendly. Open when I need to look for jobs online.”

“Westcotes Library, the staff is friendly and service is quick.”

“I use to Westcotes Library which I found the best books with easily of access of internet in the library absolutely. Why I like to use it? Two things. The library opens sever days a week, so people who are busy they can take to join the week. It is very quiet area to learn.”

“Westcotes Library, ease of location - handy to pick up books and DVD and return.good staff.”

“Westcotes Library. Shopping Centre location is very convenient for books and shopping and food. Easy walking access along cycleway to the library.”

“I use the library because there is a wide range of books and the staff are friendly.”

“I use [illegible] local (Westcotes Library) on very regular basis. It provides a [illegible] range of services and advice. A very friendly and helpful place to visit.”

“Westcotes Library. The staff are very friendly always ready to help, go out of their way to find books you are looking for. The library is a great part of my life I love books.”

“Westcotes Library. The library is within walking distance. The staff are very kind & friendly, they are helpful.”

Nothing is too much trouble for them. Reading is very important to me & as am getting older even more so."

"Westcotes Library, Brite Centre Library, (Knighton for Ancestry) - mainly for use of computer, research for a biography. I spend 1-2 hours daily."

"I use the Westcotes Library. It is our community library in Westcotes and I do not want it to close. The staff are friendly and efficient, the computers help me as a [illegible] and the library is of historical importance."

"Library - essential for me. Westend Neighbourhood Centre. East/West community centre. Used to use block A & B services, not used new one yet."

"We are employed by a small local school and we love visiting the library with children. We can walk here because it is so near and the staff have been really friendly and helpful. Having access to these facilities has really helped improve our children's reading."

"Good friendly staff all round plus easy access for disabled people"

"Westcotes Library- very close and friendly and free. Fosse Neighbourhood centre- fantastic craft opportunities when home-educating my daughter."

"Fosse Centre-brilliant knowledgable staff at pottery studio, all abilities catered for, a real exceptional space"

"Local and friendly service, very helpful staff and volunteers."

"Manor House. Amicable staff. Room big enough for committee meetings"

"Newfoundpool Neighbour Centre. Aapka Centre Leicester LE3 9GH. Because only the facilities in the area for elderly gives"

"Newfoundpool Aapka Centre. Ease of access, friendliness of members and staff & happiness it brings to elderly people"

"Fosse Library staff very helpful. Good cross section of books. Can order any book of my chose. Also good book group & monthly meetings."

"Manor House Neighbourhood Centre because its all we have in this area!"

"Manor House Haddenham Rd Leic. In our allotment meetings it is very convenient and friendly staff."

"Manor House - allotment comtt. Meeting - staff are great & without it we would have to find an alternative or build our own building!"

"We use the library. As our school is very near, we bring classes in to the library to read as well as extend their knowledge in subject area."

"Westcotes Library Job search contact with the kids learning staff - couldn't find better, very helpful."

"Westcotes Library. This is a truly brilliant library. it has all the resources I need for pleasure - and also studying (I am doing an MA in childrens illustration @ Cambridge) so the access to childrens books is a vital resource. Also, the staff's assistance is invaluable."

"I use the Westcotes Library each day for a) looking for jobs online b) applying for jobs using the computers. I participate in community writing workshops (i.e. Three the Hard Way creative writing workshop). I use the library on Sundays in particular."

"Manor House Neighbourhood Centre. Staff very friendly. I use it for Bowls, Allotment Society room hire, lunch club, art club, zumba, yoga."

"Newfoundpool centre. Friendliness of group, good facilities & lunch club"

"Newfoundpool centre. It gives all facilities, Luncheon club, exercise, games & activities"

"Newfoundpool neighbourhood centre. Luncheon club, minibus facility"

"Fosse Centre for the following reasons. Ease of access, and lift to 1st floor. Parking facilities. Friendliness and helpfulness of staff. Nearness to home. Suitability of activities on offer."

"Friendliness. Peace of mind"

"Newfoundpool neighbourhood centre Aapka centre for variety of activities for elders to live their late life in happiness"

"New Found Neighbourhood Centre. Good access, food, activities"

"Ease of access, lot of friendly elderly people to forget loneliness which is very important for those left home alone"

"Maya group, Maya wellbeing, meeting everyone, Learning from each other, Exercise, Crafts, Religious activities"

"Westcotes library because it's convenient. Manor house because it's convenient."

"We attend dinner clubs twice weekly, have a card game, also play dominos, play bungs. Very good for older people."

"New Parks Library/ Woodgate resources centre 36 Woodgate LE3 9EB. Rent reasonable & walking distance of home."

"Woodgate Resources Centre 36 Woodgate Leic LE3 5GE. Centre is within walking distance from my home."

"I use the Woodgate because of the friendliness. when you live on your own you look forward to the company. They are very nice people. Something we older people deserve, a bit of consideration."

"WEst end neighbourhood centre - local to me. Woodgate resource centre- local to me, and interesting activities; WEStcotes library - local to me"

"Oak and Brite Centre because the activities and area are convenient to me"

"Brite Centre staff excellent use it for library and meeting often and events. Cort Crescent staff excellent use it for meetings. Oak Centre staff excellent use it for meetings."

"Brite, Oak, Cort Crescent. Staff at each very good."

"Brite Centre. Braunstone History Group meeting. Wonderful staff, nice atmosphere."

"The Brite Centre for history group meetings."

"Woodgate Resource Centre for me being physically disabled. It is right by my house so it is easy for me to get to as this is the only chance I get to socialise."

"Woodgate Resource Centre. Teach yoga at centre."

"I tend to use the following local libraries: 3) Brite Centre 5) Fosse 10) Westcotes and would miss any one of them! Fosse is my nearest and easily walkable for me. But between them they provide me with the out of hours opening that I require. I also use 11) Woodgate Resources Centre for a regular yoga class which I really value - and again I can walk to this centre, and I use Fosse Centre for sewing classes and crafts."

"Woodgate Resource Centre. It offered the yoga class I wanted without having to wait too long to start."

"Woodgate Resource Centre - good access - close to where I live - good community facilities/services - helpful/approachable staff - unique - no other similar facility nearby"

"- Woodgate Resource Centre – yoga - local, easy access - staff and services very good."

"Woodgate resource centre - Yoga - an excellent exercise for improving the wellbeing of seniors or young adults. Sue is a skilled practitioner. I don't have to use transport, the centre is within walking distance."

"Woodgate - Welcoming, friendly venue, Friendly - staff are friendly, helpful and knowledgeable, Convenient - I am able to walk to centre from home, Attending the centre provides me with the opportunity to make new friends from within my neighbourhood."

"Woodgate Resource Centre Luncheon Club, ease of access, friendliness of staff, getting about and not enclosed in four walls."

"Woodgate Resource Centre. For music lessons for my daughter. It is close to where we live, friendly and helpful."

"Woodgate Resources Association. My two daughters are learning music lessons here. If it is outside, quite expensive. So I choose this centre."

"Woodgate Resource Centre. For music lessons for 3 children. Staff and teachers are brilliant! Access is good & secure."

"Woodgate Resources Centre. Ease of access and staff friendliness."

"- Woodgate Resources Centre -Childs piano lesson. - great location, teaching and cost."

"Friendly Good afternoon out Meeting people"

"Woodgate Resource Centre Nice to meet people Bingo, dominos, friendly to every one."

"Woodgate Resource Centre. Monday senior citizen's group And Abbey ladies group 2nd Wednesday each month."

"Woodgate for Abbey Ladies meeting. Woodgate Thursday Lunch Club, senior citizen's club Mondays."

"I use Woodgate myself for 2 clubs, but most people use 3-4 times week a very good centre to use a very good way of meeting people of all ages."

"Woodgate Resouce Centre. For ease of access"

"Woodgate. Well organised, friendly and efficient activities run by enthusiastic members of the community - well done!"

"I use Woodgate due to activities. Staff are very efficient."

"Local centres. Always helpful."

"We rent the room for our NA meetings and really enjoy coming here and using the centre as it clean and tidy everytime we turn up."

"Woodgate resources, due to friendliness of staff & access"

"Woodgate Resource Centre Use for NA meetings"

"Woodgate resources centre for piano and guitar lessons. It is brilliant."

"Woodgate Resource Centre. New Parks Library. Easy to access, save time and money"

"Woodgate Resources Centre. My children's piano lessons take place here, they really love it."

"Woodgate resource centre, it's easy parking, friendly and very productive. My girls loved it here. Affordable piano lessons and it's amazing!"

"We use Woodgate residence centre for learning violin and keyboard. It is easy for us to reach and the staffs and teachers are very friendly and easily approachable."

"Woodgate resource centre for the keyboard lesson, for my daughter."

"Woodgate Resource Centre: Staff are friendly and welcoming, helping us feel comfortable while being in the building or in an activity. The place is conducive for learning aside from the convenience of coming to the place."

"Use for childrens music lessons. Staff are very helpful and professional."

"Westcotes Library Woodgate resources centre - violin and piano lessons"

"Woodgate Resource Centre - music lessons for two children - invaluable resource! - easy access - brilliant staff - no other opportunities like this anywhere else in Leicester! Fosse Neighbourhood Centre - Library, plus I work there with [illegible]. Wonderful spaces for art and music and good parking and easy access, massively important for the community. Again, wonderful staff, also good disabled access."

"Woodgate Resource Centre - children have their piano lessons. The centre is fit for purpose, easy to access, instructors are really keen and lessons are very cost effective."

"Fosse Library for adult lessons, library for getting books. Woodgate for (music) piano & guitar lessons"

"Woodgate Resource Centre we use, my daughter learns her keyboard and violin at this centre. The access is on the bus route from my home. Staff are friendly and has a community feel with Christmas show that is put on by the staff and students with family members attending."

"Manor House Easy access, car parking, friendly environment. Keep fit events, using the car boot facilities."

"Manor House. Volunteer on committee IT class. Friendliness of all user groups, car parking, open space, public events."

"A library near to my house, local shops to do shopping, temple. Do singing, schools and near to the library. Friendly staff, welcoming atmosphere, etc."

"Westcotes Library. I have been using the library for 40 years as a borrower, attending sessions with toddlers, visiting authors, writing/reading groups. Books are regularly updated, staff are friendly and helpful. the library is always busy, accessed by people of all ages, backgrounds, ethnic groups."

"Westcotes. The staff is efficient and friendly."

"Westcotes because the staff are kind and I live close to the library."

"I live close to the Westcotes library and the staff are helpful and kind."

"I go to the library because I like to read and going on the computers (Westcote library in Leicester)."

"Westcotes Library/Narborough Rd. - Access – walkable - friendly staff"

"Library - free internet access as cannot afford to have at home."

"Narborough Road Library. - friendly staff - easy access - local resources."

"I have been using Westcote Library since last 42 years all the staff are friendly and helpful. So many of my friends who passed away they were using this library while reading books, newspapers and magazines you get lot of knowledge of this world."

"Westcotes Library. Reading newspapers & Asian papers Very friendly staff & peaceful Library always full, great atmosphere"

"Westcotes library. The staffs are very helpful. I learn the use of computer my children have access to library books. It's really good."

"I AM A MEMBER OF FORWARDING FAITH MINISTRY AND I HAVE ACCESS TO BRAUSTONE OAK COMMUNITY CENTRE ,I PREFER THIS CENTRE BECAUSE IT IS CONVENIENT,EASE OF ACCESS FOR MY FAMILY AND ALSO THERE IS THE COMMUNITY FEEL."

"Cort crescent community centre. Use the services for church meetings."

"Westcotes: Convenience, friendliness, multi-culturally inclusive, thriving & busy suitable for individual focus, and group activities (some informal, some formal eg reading/writing groups). Situated on a busy, multi-cultural street, with shops, cafes and good bus routes, it is very approachable in that the large windows allow potential users to see in advance what the setting is like. They see an ad hoc group of users reading newspapers round a big table, occasionally smiling & talking with each other. It's shape with the central desk allows good overview of users so that any less social behaviour is spotted before it becomes a problem. Generally helpful and co-operative atmosphere minimise this as an issue, healthy mix of ages too."

"westcotes library - convenient and close to us. Manor house centre - has good classes and events. The Grove - we do sessions there for the young people. Brite Centre - library (accessible for my disabled mother - she can't get to town or other libraries as she needs to park close). Also use it for events for work"

"Westcotes Library, Central Library, Fosse Library, New Parks Library, Brite Centre Library, for book loans, reference, computer use - occasional talks/presentations. New Parks Leisure Centre: gym, swimming pool - for health reasons - I have medical issues which require exercise."

"I use Westcotes library maybe 2 or 3 times a week, mostly for borrowing books but also maps and my husband reads the papers. Staff are friendly and efficient. It is a multi-cultural hub, a working example of how things can work in a society where resources are shared. I should also commend the patience of staff in difficult situations."

"Fosse Centre. I can walk here (saves me money and less time to get to college). Good range of courses. I use the library to study and have now doen several courses at this centre."

"Fosse neighbourhood centre. Easy for me to get here, close to home. I'm coming here to learn English and

math."

"Fosse Centre, because it was previously near my home before I moved away but my children still attend school nearby. Also my children all attended the preschool here. I am currently doing maths and English skills for life course with Leicester College."

"Fosse Centre. Reason to come this centre is: [illegible] good of learning and time suit within my lifestyle. Completing my level 2 English and maths."

"Fosse neighbourhood centre, availability of parking, friendliness of staff."

"Fosse - Mantle Road Neighbourhood Centre. For maths classes level 2 and use for level 1, access very good as local area, easy to get to from home. Staff very friendly. Would like building to stay open."

"Fosse Neighbourhood Centre, Mantle Rd, easy to get to, staff friendly."

"Westcotes library - brilliant opening hours, great selection of books, very near my house"

"Adult maths class. The teaching is excellent and very personal."

"Brite centre library and computers. Fosse neighbourhood centre. Adult learning, maths."

"I use adult learning and the library. It is nearer from where I live and the library is useful for studying."

"I use both adult learning for my English and maths. I also use the library to borrow some books and read."

"Fosse neighbourhood centre because it was recommended and the best thing the small classes."

"Fosse neighbourhood centre - friendly environment - walking distance - small group"

"Fosse neighbourhood centre To learn English Friendly atmosphere small group teachers are good"

"Fosse neighbourhood centre. Friendly place, near walking distance. Small group. Now know the people here."

"Fosse Neighbourhood Centre. Because staff are friendly and because am down this area. Because class are small."

"Fosse neighbourhood centre. Friendly atmosphere, near, small group, suitable for my age group. We know the people here."

"Fosse neighbourhood centre. near, recommended, good staff, friendly."

"Fosse neighbourhood centre. Newfoundpool centre. It is near, friendly."

"Fosse neighbourhood centre. I come to Fosse neighbourhood centre it is a friendly and it was recommended to me. Good staff."

"Fosse centre. Small classes. Recommended. Friends. Some good staff."

"Fosse neighbourhood centre. Near, friendly, recommended, good staff, good teacher, small classes, teaching good."

"Fosse neighbourhood centre. Friendly, good staff. Recommended small classes."

"Fosse neighbourhood centre. Near small class. Open day"

"I use Fosse Centre for adult learning classes. It's suitable for me as it's a evening class as I work in the day."

"I go to Fosse Centre. Come for adult english classes. My daughter goes dancing at Fosse Centre. Use of the library. Daughter uses Woodgate resource centre for music lessons."

"I go to Fosse centre for Adult English classes, in the evening. It's suitable for me as it's only a 10 minute walk."

"Fosse centre - adult learning for English classes. The staff are very friendly and always willing to help. It is easy to get to very local and withing walking distance."

"Fosse centre for maths and english classes the staff are friendly."

"Fosse Close to home"

"I use Fosse Neighbourhood Centre, which is really useful, for me as it is walking distance. I do my English and Maths lesson here, also go in library and take my daughter to Surestart (toddlers group). My daughter really enjoys going to the toddlers group."

"Nursery downstairs. Fosse neighbourhood centre. New Parks community centre."

"Fosse centre. I am attending the English and Maths skills for life classes."

"Fosse - it's close to my home, I can come here because it's so near to my home and I can do this whil my daughter's at school. Both math and english classes are on the same days as I have off work."

"Fosse neighbourhood centre. Because it is near to me where I live and it is friendly and recommended."

"Fosse - closest, most convenient, good choice of books in library and other groups to attend."

"I use the Woodgate Resources Centre on a weekly basis and sometimes more. I use the music services tere as well as hiring the venue for private parties or meetings"

"Woodgate Resource Centre - this is where the Bubba Beats baby music group meets."

"Woodgate Resource Center - Location"

"Wood gate resource centre we have been going weekly since our son was 6 months old hen is now two, we have attended many parties there, it's a fantastic venue to cater for all types"

"The Oak Centre – proximity - ease of access - staff friendliness (but managers do not encourage our requests for additional hiring of rooms)!!"

"Oak Centre because of their professional manner in which they look after my group. Nothing is too much for the staff, always friendly and helpful and support our group of girls."

"Oak Centre, baton twirling. Brite Centre, library. Winstanley Centre, training."

"Oak Centre - sew 'n' so's craft group. Friendly staff, easy of access especially for mobility impaired members. Libraries but not just in this area."

"Oak Centre. Community Centre Cort Crescent. Easy access as I have trouble walking."

"Oak Centre - ease of use, location, the rooms facilities, relationship with staff members. Summer's Cafe - location, relationship with the staff, the sense of community."

"Cort Crescent – Art Oak Centre - knitting sew so Brite Centre - food share"

"The Oak, Bendbow Rise. Braunstone Sew'n'sos craft group. We meet there Friday mornings 10-1pm. The staff are wonderful, access is good, easily accessible for wheelchairs."

"I use the Braunstone Oak Centre because I can get there on my own it gives me a break once a week from the rouse I go on Friday 1-am-1pm I love it I cannot walk I go on my scooter because it is near and the people are lovely and it is good access."

"Braunstone Oak CC. Bring daughter to baton twirling training twice a week - Mon + Weds eve."

"Brite Centre for library and a cup of coffee after a walk on the park with grandchildren. Oaks Centre. Craft group. Easy access friendliness of group. Participants. Helpful staff. I look forward to Friday when our group meets."

"The Oak for ease of access for disables, friendliness of staff & a good and nice group of people a lovely meeting place for wheelchairs."

"I use the Oak Centre. I used it because it is the place where my son get support for his studies."

"It is very useful and important place because our children gets a lot of support for their studies and sports. The centre I use is located at Benbow Rise, The Oak Centre. It is also place where children play area."

"The Oak Centre because it is easy to access and our Math club can not continue without it. Staff at the Oak Centre are very helpful and support us."

"Braunstone Oak Centre. Close by and staff are friendly and welcoming."

"The Oak Centre and Brite Centre. They have lovely staff members."

"Fosse Centre - adult learning, library. Excellent staff, very helpful. A good resource. Westcotes library. Convenient. Helpful staff. Brite Centre - library. Excellent staff, a good resource."

"Fosse - Walking distance, flexible of computer use, no parking charges, friendly staff, nice centre."

"All West End centres used. The service profile is overall positive. We know how tight and insecure people's positions are, esp. as they become replaced by book matt machines. Privatisation of courses for adults who sometimes need gentle encouragement could be utilised [illegible] within council service."

"Fosse neighbourhood centre. I go to learn English in the centre."

"I use Fosse Neighbourhood Centre. I go there because I have learing disabilities and I feel I need to learn more. It is close by and the staff are friendly."

"I use the Fosse Centre as I go there for adult learning and it is very easy to access for me. Fosse is very popular and a lot of people use the building."

"I use Fosse Neighbourhood Centre because it is close to where I live and I find the staff very helpful and friendly."

"Westcotes Library - an excellent well resources and used local library. The Sunday opening is inspired - if only other services could acknowledge the working week."

"I always use library for friendliness of staff to read the newspapers & books"

"Westcotes library - close to home so I can pop in with the kids."

"From library you get more knowledge while reading news paper and books"

"Fosse Arts Centre. It has fantastic facilities and staff."

"Fosse arts - Mantle Rd. Ceramics & art facilities here are great."

"Fosse Arts Fosse Neighbourhood Centre Fosse arts offers just what I am looking for."

"Fosse Library, Westcotes Library and Central Library. I use Fosse Library for convenience as it's the closest to home but without fail, each and every member of staff are extremely friendly and helpful. I use both Westcotes and Central libraries to help locate specific books and therefore do not know the staff quite as well, however all staff have been helpful."

"I use the ceramic studio at Fosse neighbourhood centre. It is a marvellous facility, caters from small children to pensioners, able bodied and physically disabled and people with special needs. It has wheelchair access. it is a wonderful place people of all races and faiths get on favourably. The whole centre caters for preschool and special needs, provides opportunities in art, ceramics, needlework, it has a choir and a library. The local community public office is situated there. It would be a travesty to close this centre."

"The library at Mantle Rd. Lots of books and staff are very friendly and helpful."

"The Fosse Centre. I have regularly used the library for many years and have always found the staff extremely helpful and friendly. It's a shame to see the new machines that have been installed and that they mean staff may lose jobs. Since retirement I have attended the Art Centre and painting class on Monday mornings. This is an excellent group. It is within walking distance from my house so I don't want it moved."

"Fosse neighbourhood centre and Westcotes library."

"Bright Centre - library. Fosse neighbourhood centre - learning"

"Fosse neighbourhood centre for maths and using the library."

"Westcotes Library - excellent library - very friendly staff. Used by a variety of the community - so a very inclusive centre. Good position. Brite Centre - good position for that part of Braunstone. Welcoming, good facilities and v. friendly. Cort Crescent community centre - well placed, summer cafe - excellent - good variety of events. Mel - very friendly, motivated, kind. Reaching out to a range of people - very inclusive."

"Westcotes Library - has big children's library, my children go there to work - good public space for study. Very friendly staff, used by a mixed community."

"Manor House - convenient & nice grounds. Fosse Centre - convenient & friendly staff. Westcotes library - always multicultural service users and friendly staff."

"Woodgate Resource - music lessons & plant sale & [illegible] force very friendly. Brite Centre - teaching assistant course. Westcotes library - books, computer, after school activities, toddler time when run by library staff. Fosse - poetry workshop, playgroup. Manor House - sound book, wodcraft."

"Westcotes - ease of access and proximity to big new Tesco, Jak's stationers (for photocopying), International supermarket; extended opening hours including Sat & Sun; helpful staff with a friendly yet firm approach; lovely old building with good use of open-plan space; customer toilet. Please consider providing non-leaky headphones and/or banning personal ones (music stops other users concentrating)."

"Westcotes Library, for many reasons. Superb staff - knowledgeable, accommodating, informed. Very

encouraging and supportive of my childrens reading dev. The main road location is a real plus - visible, accessible space. Offers other activities and support events, proactive in stimulating library use. A few beaten up comfy chairs would be nice but keep books and staff. If you overestimate the "appeal" of "scan and go" (like Tesco) for libraries you're very much mistaken."

"Westcotes library. Close by. Books for children. Toddler time."

"Westcotes library - easy to get to, very welcoming atmosphere. I really need the computers to apply for jobs & to make travel reservations."

"Fosse Centre - Mantle Rd. Reasonably close to walk to (some disability). Helpful staff. Interesting craft courses. Westcotes library & city library for music. Staff are wonderful always. Near my home."

"Westcotes library (98%), Brite (2%). Ease of access (wider and more consistent opening hours than Fosse), computers, helpful staff, useful social contact for retiree."

"Westcotes Library Manor House Centre West End Neighbourhood Centre"

"Leicester, big and spacious, friendly and helpful staff. Space to do workshops."

"Brite Centre. Ease of access (disabled parking). Staff helpful, knowledgeable & friendly."

"Brite Centre Learning computer skills"

"Brite ease of access"

"Brite Centre for attending diploma course (daytime). Adult learning."

"The Bright Centre. Is so well used by all ages. And it is new."

"Brite, Cort Cres Com, Oak"

"Brite Centre. A fabulous modern building, parking & very helpful staff."

"The Brite Centre - ease of access."

"Braunstone Crown Hills Judgemeanow"

"The centre is near to me and there are a good range of courses & diversity of activities."

The Brite Centre. It's local and it's a really good resources centre. The staff are always friendly and helpful.

"the Braunstone Oak community centre. I attend a craft group on a Friday 10-1pm called Sew'n'So's. I have also used the Brite Centre, library, cafe and customer services. They are easily accessible, staff are friendly and helpful. Both are near to where I live."

"Brite, very close to my house, it is spacious and lively. Better to close the Westcotes library because it is too small, crowded, no toilets and lots of inconveniences."

"Brite Centre and Braunstone working is somewhere I use regular friendly and helpful staff and find the things I do in these places are important in my life."

"Multi Access Centre: I have known the people there for over three years and have given the support and help I really needed. Brite Centre: visiting there during jobsearch every Friday."

"Braunstone Working as its local to use the computers and because I trust the staff. Brite Centre Braunstone

for the library services and computer facilities and the job club."

"Brite Centre. Friendliness of the team is outstanding. I have been helped with all ways to try and find work."

"Brite Centre. Easy to get to and the staff are friendly."

"Brite Centre - adult learning On site parking"

"I use the Brite Centre for weekly jobclub and the library, also the cafe. It is close to home and the staff are helpful and friendly."

"Brite Centre, B-working, are places I get CV and cover letter help, also help with job applications, interview help and the job centre said I must do"

"Manor House Brite Centre - for adult college - use of library - ease of access - friendliness of staff – café - near to children school."

I mainly use the library. Staff very helpful.

"Winstanley Centre - armchair aerobics. Cort Crescent Community Centre – bingo. Shirley and Tony Russel have run Cort Cres. Community Centre for 30-40 years and they deserve some recognition for their hard work."

"Fosse Centre – nearest. Friendly staff. Accessible on a Saturday"

"Fosse Library. Excellent/friendly competent staff"

"Brite Centre library for books and papers, customer services for information."

"Brite Centre - library & history group. Staff are great. Adult learning room is v. good. Cort Crescent Community Centre - have back room for ladies group. Cate v. good. Staff excellent. The Oak Centre - community group/room hire. Staff v. helpful, room excellent."

"Mantle Road Library Friendliness of staff and how they get books we need."

"Cort Crescent Community Centre. Hire room for wow group. Brite Centre food share."

"Fosse Library - brilliant staff. Children love the library."

"It's local, good place to meet people. Brite Centre"

"The Library good contact centre. Food share is good"

"Leicester Council help in housing. 3 times collecting food share bag at the library - useful but not all of the content."

"Library - job searching. Foodshare good as unemployed for 3 yr."

"Westcotes Library to use the printer. I have used this service many times and always found the staff very helpful."

"Brite Centre - easy access to computers for job search - help with CVs and emails also use of printing machine, plus did maths course there. Again use of computers."

"Fosse Library - very friendly and helpful"

"Brite – library Cort Cres Comm Ctr - socialising"

"Fosse Library. Nearest, know the staff"

"Fosse Centre for ease of use. Friendly staff"

"Oaks Centre - sew & so. Cort Crescent - cafe. Easily accessible by wheelchair. Friendly staff and welcoming. If these close I would have no outlet for crafts and meeting people. Also easily accessible by bus as we do not drive."

"I use the Oak Centre when they hold events. It's easy to get to as is the Community Centre. The Brite Centre is so far away to walk I always get a lift to the library."

"Brite Centre, Community Centre, Oak Centre. Easy access."

"Community Centre. Near to me, friendly."

"Oak Centre. Cort Crescent community centre. Ease of access and close by."

"The Oak Centre sew n so. Cort Crescent (Summers cafe). Easy access for myself when with my wife who is using a wheelchair. Very friendly and helpful staff, easily accessible because we use public tpt - no car."

Q.3. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?

A total of 223 respondents answered this question out of the total of 466 (48%). This was an open question and did not put any restrictions on the respondent as to how to answer. In a general sense, the following are key points that are raised within the responses:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer the ownership of the buildings to community groups
- Better advertising to increase usage and income
- Increase room hire charges and other charges
- Make rooms available for hire for private events
- Ask for voluntary contributions from users of the sites

Specific responses to this question are shown verbatim below:

"Move facilities from smaller, less-used centres (such as Woodgate) to larger buildings like Fosse Centre."

"I appreciate that the Council has to make cut backs following the reduction of funding from the government and that some community facilities are under used. I do believe there are ways of keeping some of the Centres opened by getting voluntary groups and/or users to take responsibility for the Centres/facilities they are using. At the WRC all regular groups have keys to the building as there is no staff or volunteers present at all times. It is up to each group to ensure the building is looked after and that it is secure when they leave. This has worked for over twenty five years with very few problems."

"Community facilities, especially neighbourhood centres, need to be more proactive especially in their advertising. Each year we deliver 6,000 ""Whats On"" leaflets in the area plus twice a year pay for adverts in the Western Gazette, all this at our cost both in money and time. I never receive anything from either the Fosse or Newfoundpool Neighbourhood Centres, the two nearest me. Therefore I think there needs to be a re think as how community facilities should be run including by voluntary organisation. However these organisations need a fair funding package, support from the Council and not too much paper work attached to the funding."

"Shared buildings, facilities and resources, where possible ..Library services - shared arrangements with Leicestershire County Libraries, where practicable: E.g.. Shared cataloguing services, selection and purchase of stock,(books, DVDs etc), staff training, free inter-library loan service, joint promotion of Library services to children and adults, and other arrangements between the City and County to help support and develop the library services."

"Provide services for people who pay council tax and do not live in social housing - far too many facilities in Braunstoneb yet none in Western Park where people pay the most in council tax and cannot afford to have lots of children."

"Job cutting does not help. Possibly work with other organisations in the area and involve the local communities to volunteer."

"Merge 1, 2and 4 into 4."

"Close underused small centres and amalgamate with larger centres in the area ie Newfoundpool with Fosse and amalgamate the Braunstone centres"

"Sharing buildings as you suggest"

"The Fosse ward has very few neighbourhood services. They are all vital for this area of high density population."

"i would say keep buildings that are easily accessible by public transport, if you can merge services into the same building and it saves money do that but dont cut services as there is hardly anything available as it is in leicester city, especially for young people"

"The most obvious answer would be to reduce the number of buildings, but my concern with this is that it's no longer a community location - some people would have to travel into a different community. Could resources be pooled with schools at all? e.g. room hire."

"Merge services. Have automated lending and return facilities. Open during most popular hours and days."

"There seem to be a lot of activities in the Newfoundpool neighbourhood centre that people are bused in too. Are these people local? Better advertise the space. No signage to Fosse from Fosse road! Rent rooms out for activities , again by advertising to local community"

"Place one easily accessible, well resourced library facility in each ward. Keep opening times varied to allow a wide group to benefit"

"A library has to be within walking distance or on a commuting route for me to use it regularly. If you rationalise your libraries too severely i.e. close a lot of the local branches some people will not use them so much. What would be good in any new style service: better opening hours; broader, more up to date selection of books etc; happy staff"

"The brite centre has a lovely new and modern building. Locate services to this building to vary its use."

"I agree with co location or offering single sessions from other buildings without having a permenant base there"

"Less centres, you seem to have quite a few clustered close together in some areas."

"Fosse Centre is a large building and does host many activities. I'm sure more could be made of the facilities there, instead of in small single use buildings. . Perhaps Westcotes Library could move in to the Fosee

centree as the building it currently occupies is not used for other activities it could then be closed."

"Services in the West End are very useful and always have lots of people using them. It is a very densely populated area. People and businesses in the West End pay Council Tax and Business Rates. It is not a nicely maintained area the enviroment and street and road surfaces are poor, traffic management is abysmal. It is dirty polluted and covered in dog fouling. The few things the council provide and get right should be supported. Any reorganisation should not effect services."

"I think libraries are a very important part of every community, so maybe moving Westcotes library into Manor House may work. This would be preferable to losing the library altogether."

"You could make much better use of the East/West Community Project building. It's room hire overpriced and it is rarely used except as a lunch club, mainly for people who no longer live in Westcotes. It is not clear why the Westend Neighbourhood Centre is on your list as it about to be sold to LCIL. Please do not try to close down Manor House again as I am fed up with protesting about it."

"Our services are needed, especially by the less well-off in our city, and I do not think making cuts is acceptable. The government will only be encouraged to make further cuts in future if we go on like this"

"Ask for unwanted books to be gifted to the library. this will save the cost of buying books."

"Advertise more, decorate the building & get more toys etc."

"Shift services from Sure Start building and use the energy savings etc. to keep Manor Centre open!!!"

"Keep the money coming to Manor House!"

"Open centres & buildings to private companies for activities or allow centres to manage their spaces to gain extra income."

"Don't close them down. Advertise what neighbourhood puts on."

"May do better with more advertising."

"Advertise the building more. Playschemes (affordable) you did it years ago why not now? Gardening club. Sports and social club. If you take our centre we will have nothing."

"Advertise activities more."

"close EW centre- it does not appear to have any function"

"We need to continue to advertise the centre and get more use of ALL rooms. Continue to develop the outside space and get more people aware of the facilities."

"If transport could be arranged a few more elderly folk would come to our CC for meals."

"More advertising would be beneficial."

"More advertising would be beneficial to get more people and classes in. Not everyone has home computers."

"- Better publicity of events being held at centres - Data base of all users so email of events cold be sent to them"

"More events Language courses in Spanish for beginners."

“Currently, Leicester Lo-Fi members have been renovating an old darkroom in the Manor House. We have paid for materials (paint/wood) ourselves. We have provided our own equipment (enlargers etc.). We have charged nothing for our time. We will hire the room that we have renovated and made functional at the going rate in the near future. I know that staff at The Manor House appreciate savings made through the investments of Leicester Lo-Fi members, and look forward to revenues made from the use of its community darkroom facility in the near future.”

“Keep one community centre/youth centre open in each area.it can also be let for hire, this would leave westcotes library,as the main library for the whole area.”

“Better publicity for events.”

“Ask for public funds”

“We should not be saving money by reducing neighbourhood services. It will only cost more money than it saves in the long run. I resent that this has been advertised and promoted ans an opportunity for us to get involved in improvements to the local facilities when it is really just an to get an idea of which facilities can be shut down with the least fuss. At least be honest about it. We are not stupid. Mostly.”

“LCC make very little effort in promoting neighbourhood centres and all the good things they do. Make people aware of these centres and the possibilities they offer. Get them used, activity approach groups for potential new users, get more rent in and certainly don't mothball buildings after refurbishing them.”

“I think getting volunteers to help run some of the groups would be a good idea and it gets the community involved.”

“Have help with homework for children - would bring more in to centre.”

“I would be very disappointed if the Leicester Lo-Fi photography group no longer ran as there are no other groups in the vicinity. I also use Westcotes library. I think libraries are a very important part of the community.”

“Ask parents to bring equipment which kids can play.”

“Ask for donation from parents.”

“May be the money could be wisely spent on the library instead of noise pollution.”

“2-4-1 on map should be combined! ? Woodgate Centre, because no parking - so not so attractive.”

“By restarting computer classes which are very helpful to keep the older people up to date, recent cut backs have axed these and considering that the computers are already in the centre its a shame that they can't be used and I am sure people would pay for these classes.”

“Learning computers.”

“Hire out the Hall for functions (? weddings) Have sporting functions there (badminton?)”

“Close as few centres as possible. I use the first 2 libraries above as they are close to where I live. If my local libraries closed, I'd be less likely to go to centres further away if it created more inconvenience. Sharing premises is a good way to consolidate resources.”

“Move more activities into Mantle Road.”

“Where do the millions go from the noise pollution budget.”

“Concentrate services in larger buildings such as Fosse, rather than spread across several smaller sites, Wood Gate, Newfoundpool, etc.”

“Bring more activities into the Fosse Neighbourhood Centre. Maximise the facilities available in the centre.”

“Hold more event days to raise money. Regular Biscuit and book mornings. Poetry and story telling venues. Library celebrating events of past and present.”

“I would think that if you can give them over to community groups to run and then council retains the role of oversight, you can save money by empowering the communities to do the job for you. In addition, communities will also have a sense of ownership and they will most likely be inclined to look after those buildings as their own.”

“My proposal: Our group Forward in Faith Church wants to take over the running of Oak Neighbourhood Centre and we will incorporate the other groups, but we promise to engage all the other groups in the area. We hope by doing this we will reduce the bill to council because we will be running it. The other proposal is to consider selling one of Oak, Cort or the Grove. Sell it to community groups that can afford so that you can save money.”

“I suggest giving community groups to community centres reporting to council.”

“By allowing such organisations as churches to take over and run the centres. Cort Crescent community centre. I am a member of Forward in Faith church and we are hiring Cort Crescent community centre for church activities. Apart from the council saving money by allowing a church like ours to run the centre, our church activities will contribute to a better community by offering pastoral services, working with the youth as our church has several youth workers, helping individuals who abuse drugs and substances and we will continue to work together with local people who already use the centre and welcome new groups.”

“My idea is that these centres should be given to competent community groups who can run them. We are one such group, group Forward in Faith using Cort Crescent and we are able to self run it. We have the zeal, means & experience of running it. So that is my suggestion. Let council sublet & you will reduce your bill.”

“- We can take over the running of the building as Forward On Faith is a self propagating church - Money is fully available”

“We can have groups that's can use them we can have functions raise money we can have groups that can help the community”

“To rent them out on long term contracts.”

“The council can give groups to run the centres in an inclusive nature to accommodate the whole community which would help to enhance community cohesion & integration. AsAs members of Forward In Faith we have the capacity to run a centre financially which would save the council money and at the same time continue to provide the much need services in Braunstone to curb crime rate.”

“Yes just give to our church to run and continue to allow other groups to use the facilities”

“Each centre must be well used. Sorry I do not know about the other centres. Westcotes area is very multicultural and it would be a shame to lose this library.”

“Please keep the library open, I feel it is central to all the community in the area. Also I used to come to the coffee mornings, also I attend the computer sessions.”

“Don't take my local library away, we enjoy spending time at this library.”

"Get rid of some of the community centres, and keep our Westcotes Library. I really rely on the services in our library, and my son too!!!"

Don't close this library. Thank you.

"- some community activities can take place in libraries or churches or schools - some adults learning classes can also be delivered in libraries."

"Government should think what action they will do because if we think twice we can get solution."

"Less opening hours. Brite Centre seems a good idea - combining services but Westcotes Library on main st. Should remain open as so accessible and visible to public. An important resource for many."

"To keep our library (Westcotes) open it'll benefit local community & lots of users visit library. One of the options would be to library merging with other local services."

"As there is generally no money I cannot think of anyway that LCC could save!"

"The library could have regular book sales. Creative writing and other workshops could incur a charge. The library could host groups and events for a small fee."

"Keep one community centre open in each area, which can also be used as youth clubs and for private hire. Also as Westcotes is the only main library. This should be kept open. which is well and truly used."

"I think all the buildings and staff must be kept open and running and services promoted and expanded if they are currently under-used. I think the city council needs to consider very carefully where and how money needs to be saved. Closing centres which provide a haven for the most vulnerable and needy people in our community is a soft and callous option."

"cut the Braunstone ones, they have too much anyway!"

"Solar panels on council buildings"

"Heating could be turned down at times too warm."

"Look at geographical location/proximity of buildings in relation to one another and wider context of region. Current are too close to one another."

"Keep the largest library open and close the smallest"

" Do room hire more @ Manor House? * Look to other places for cross funding e.g. arts council to help fund activities, e.g. residencies etc."*

"No more neighbourhood centres"

"Make full use of Fosse Centre."

"Friendliness, access is comfortable. Happy environment."

"Not too many centres according to races"

"Investment in capital assets that will bring in long term revenue flows"

"Cut some buildings and move the activities to other buildings."

"Ascertain which are the most popular classes, and close some of the least popular, so less buildings are

used.”

“Get sponsorship from the supermarket chains.”

“Raise more money by organising more events - table top sales, events for families, fetes etc. Charge a little bit more for classes. More classes. Have something to sell here all the time - plants etc.”

“Ones that are not being utilised should reviewed for cost saving. Not Woodgate Resource Centre as it allows and gives children to opportunity to learn music in a safe & well taught environment.”

“These centres are key to communities, many people and families rely on them. Maybe try saving money in different areas.”

“Look at what is going on at all the services and how well utilised the buildings are and amalgamate as necessary.”

“More funding from groups”

“The centre should do some fundraising organise by groups of volunteers from different sectors. It should be good especially summer is on its way.”

“Fundraising activities Donations raised from recitals, etc.”

“Allow the centre to be used by private groups to run classes which generate money through fees.”

“I would agree to merging the facilities as long as it does not impact on classes children attend. Look at capacity & activities of each facility and maintain all activities but reducing the facilities.”

“Put customer services at Westcotes Library. Allow cooking classes, dance, arts and crafts classes to run at Westcotes. Close all less used centres & save money.”

“Is it possible to use the same building for a number of purposes, e.g. accessing other council services in a one-stop venue? The local nature of services is vital for people who can't drive, have disabilities, or those with young children. It also promotes a sense of community in a very diverse area.”

“I think you should sell the building that less people are going and keep the one that lots people go to”

“Restructure the middle management. From my experience they spend far too much time in meetings & training sessions which are not cost effective in terms of outcomes.”

“Remove senior management & delegate local responsibilities & budget to local staff and community. Increase accountability.”

“The only thing you can do is to cut down working hours.”

“Put a volunteer donation box at the counter lots of sincere peoples in this world of volunteer help”

“give the groups to run them sell the buildings to interested groups. work together with interested groups.”

“I THINK THE COUNCIL CAN SAVE MONEY BY GIVING COMMUNITY GROUPS SUCH AS OUR CHURCH THE CHANCE TO RUN OR BUY THESE CENTRES.”

“Brethren i suggest that the council can save money by giving community groups such as our church the chance to run or buy those centres.”

“Maximise the potential of facilities like Westcotes with its heavy use and 'buzzy' atmosphere to generate

and feed into potentially larger facilities so that it functions as a 1st stop/hub for the area. Perhaps run taster sessions (eg ESOL), advice and other council services. Consider modernising and maximising the back of West cotes library to improve and extend facilities. Promote library services in places where people regularly go who do not generally use the library service, and are less aware of what it can offer. Book kiosks in doctors surgeries & other places (eg local pubs, coffee bars & cafes) could be Quick Reads, as these encourage reluctant readers and are not too costly as stock. Recognise the energy inherent in a location, not just its size, when making decisions. Rent out rooms in over-large/under-used facilities. Consider developing part of larger buildings into other financially viable projects eg housing."

"I think you should reduce money from central services - many people need access to their local neighbourhood services - older people, families etc. I think you should reduce services in areas where people are better off - not in the areas where there is a lot of deprivation and poverty. There are several community centres but only 2 libraries - perhaps you can add the community centre function to the libraries. evaluate which ones are most used and where you might be able to increase hire costs. you need to realise that the changes to the city centre make it very inaccessible for many people - disabled, blue badge holders, families etc - so neighbourhood services are more important."

"Think long term... thinking in the short term leads to spending more long-term in unforeseen ways."

"If Newfoundpool was closed, they could use spare rooms at Fosse. They are less than 5 minutes away from each other so would cause little disruption to the users."

"Close the smallest centres, move everything to biggest centres."

"Move activities from smaller centres to bigger centres."

"They should close the small centre then put them in the big centre instead and in Fosse there is space available."

"Hold fewer classes, with more students per class. Students to pay trivial amount of fees."

"Merging services into shared buildings."

"Involve local people."

"I think you could charge a bit more to rent DVDs."

"Room hire and learning activities."

"Maybe you can save money by switching off lights during the daytime in classes."

"Advertise room available to hire."

"You could hire one off the rooms for childrens parties."

"Braunstone has too many centre near each other. Braunstone Oak four rooms and Cort Crescent has only three rooms. The new Brite Centre has a number of rooms for hire. I think Braunstone Oak and Cort Crescent could be closed and moved to the Brite Centre."

"You could close Braunstone Oak and Cort Crescent Centre down, for there is plenty of other centres in Braunstone for use. The two in Fosse could be Newfoundpool Centre Woodgate Resource Centre could move to the Fosse Centre seeing there is room for all the activities to go ahead."

"Cort Crescent community centre and Braunstone oak are very close together. Lower ceilings in higher buildings."

“Encourage more outside groups to hire the places. Volunteer to open the library or other rooms. Advertise rooms and how spacious it is. Hold craft fairs or events in the big rooms.”

“Advertise the rooms for hire in Leicester Mercury. Volunteers.”

“Charge more for room hire - costs here seem quite low compared to other places. I like the new library system for taking out books using the machine”

“In respect to music, I think using the venues to provide adult music lessons would be a good way of making money for the venue as there seems to be a lack of this service anywhere else. I'm not sure it's about saving money, perhaps it's about using the space to be more accessible and available for hire or to make money from it. Pop up food festivals / local produce promotions. Pop up markets etc would all encourage the local community to get involved and spend money locally.”

“Get the resource centre sponsored by local business, encourage open days to get community more involved”

“By cutting the hourly rate you may get existing users using the centre more. Other groups would hopefully take advantage of cheaper rates. The increase has made it difficult for groups.”

“We have already tried to increase our hours at the Oak but were refused because of lack of staff!! The Oak would lend itself to a majority of groups from other locations giving the layout of the building.”

“Reduce rom hire per hour fees? May encourage to hire out room for longer.”

“Amalgamate groups such as craft, keep fit maybe cookery courses where people could take advantage of more learning hours.”

“I think this centre is useful for the people of Benbow Rise area and would be awful if this building closes How about the Brite Centre that is not suitable for small groups & youths.”

“Let local community organisations have a stake in the runing of the centre working in conjunction with the council”

“Hire the hall out every weekend and discount prize.”

“To turn down heating in the summer.”

“Hire the hall out for parties etc. to bring in income.”

“- Refuse to implement government cuts. Set an illegal budget.”

“Cut down the working hour.”

“I think Mantle Rd. Centre could be made into one big centre for the neighbourhood, instead of 2 buildings, to incorporate the Neighbourhood Centre on Pool Rd.”

“Use suitable rooms for hire for weddings, parties, etc.”

“Provide more services in the same building.”

“Having used Fosse library in the past, I feel it's lost ground to Westcotes and may be superfluous to local requirements.”

“Sack bureaucrats”

“Could the library be used (after it closed in the evening) for adult learning?”

“Good financial investment - should spend more money on this library as Westcotes Community Centre - this saves money on crimes, ie policing - mental health, so on & so on.”

“Use people who are unemployed to man certain jobs for council.”

“Community Centre. Accommodate all types of mental health etc.”

“More weekend activities. More religious and learning connections.”

“The Brite Centre. For adult learning and I bring my children to the library.”

“Centralise more groups into local areas”

“Within the Braunstone and Rowley Fields area are 6 buildings. These need to be at least halved to save money. The groups using the buildings need to be moved into the buildings left open. Access for people using wheelchairs also needs to be considered. I would like to see the Oak and Brite Centre left open.”

“Keep the Brite Centre open to help people find work. It's a really valuable service.”

“Cut down on the top management at the top and cut your office/admin costs and put them into the services. Slash the wages of the top fifty percent of wage earners. Cut the staff at the mayor's office and cut the expenses of councillors who are using their positions as a full time income.”

“Close rent place and move to Oak Ctr. Can use houses for renters or convert to 1 bed flats.”

“Better use of space -Some rooms empty - groups need cheap areas to hold meetings etc”

“Leave the Library OPEN. Have more courses for evening as I work, after 6pm”

“Move several buildings such as Star, The Oak & Cort Crescent into one, i.e. The Oak. The cafe could fit in to where the nursery used to be. The kitchen might need updating.”

“I would really like to see Fosse Centre used more and things being advertised so people know what is going on. Unfortunately people dont know where it is as there is no signpost from the main road. Maybe the room upstairs could be hired out for childrens parties.”

“Have a neighbourhood centre.”

“My only idea is to have the library open longer hours, but this wont save money.”

“Integrate council services into neighbourhood centres with terminals. Allocate grants to more computers for community use. This will utilise community local assets.”

“Keep services this side Braunstone - cos of access not many can get across park to Brite.”

“Have 1-2 key members of staff to oversee running of places - day to day stuff by volunteers or those wanting work experience in that field.”

“Have them open alternate days.”

“Get volunteers to run it - could be linked to an educational course. Have them unattended centres. Make available for evening groups - more rent, people groups in more.”

CONCLUSIONS

The outcomes of this engagement have been used to help develop draft proposals for transformation of services in the West area of the city.

The method of consultation using focus groups has been very well received by the community and staff. The key messages to be taken forward from this engagement period are:

Factors to consider for buildings used:

- Ease of access, including long opening hours
- Friendliness of staff
- Convenience of location
- Good facilities and / or good accessible book stock
- Range of activities available
- Free internet access

Community suggestions for saving money:

- Amalgamate services provided into fewer buildings, based on location and proximity of other sites
- Transfer ownership of the buildings to community groups
- Better advertising to increase usage and income
- Increase room hire charges and other charges
- Allow rooms to be hired for private events
- Ask for voluntary contributions from users of the sites

Community suggestions for future use:

- Majority of people supportive of the buildings they currently use
- The Fosse Centre, BRITE Centre, Westcotes Library and Manor House are suitable for multi-service use.

Lessons Learned from the Engagement

- The focus groups have been very positive and a good method of engagement with the public
- There has been a much higher response rate to the engagement than in the South area of the city
- The overall approach of involving stakeholders and members of the public early has been good as it helps to ensure that all concerns are heard, and provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has led to good co-operation between stakeholder individuals and groups, as well as other services
- A similar model of engagement will be used for the other areas of the city

Consultation Form

4. What is your post code?

.....

Please hand this form in to any Leicestershire City Council library, community or leisure centre, or post to Transforming Neighbourhood Services, A12 New Walk Centre, Leicestershire City Council, Leicestershire LE1 6ZG

The closing date is 16 May.

leicestershire.gov.uk/tns

Neighbourhood buildings: West area

1. Braunstone Oak Community Centre
 2. Braunstone Grove Youth Centre
 3. Britz Centre
 4. Cart Crescent Community Centre
 5. Fosse Centre
 6. Manor House Community Centre

7. Newfoundpool Community Centre
 8. West End Community Centre
 9. Winstanley Centre
 10. Westcotes Library
 11. Woodgate Resource Centre

Changing neighbourhood services in your area

West: Braunstone and Rowley Fields, Fosse, Westcotes and Western Park

We will be moving services together so we have fewer buildings – and we want to work with you to make these services fit for the future.

leicestershire.gov.uk/tns

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Why are services changing?

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

How do we make changes?

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

Options

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

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

How you can get involved

We are inviting the local community to find out more about this programme and make suggestions for the West area by 16 May 2014.

1. Find out more from staff in your local centre.
2. Submit your views online: leicester.gov.uk/tns


or

3. Fill out the form on the back of this leaflet.

What happens next?

We will consider all the ideas that people put forward and then hold a public meeting to feed back with proposals for change in the area. This will form part of a full public consultation in summer 2014.

If you have any questions please email tns@leicester.gov.uk



Your views

1. Which neighbourhood services do you use? (Please tick)
 - Adult learning Library Room hire
 - Community activities (such as cooking, crafts, dance and so on)
 - Leicestershire City Council customer services
 - None
2. Which centre(s) do you use and why? (For example: ease of access, friendliness of staff and so on)
3. Do you have any ideas or suggestions about how we could reorganise neighbourhood services to save money?

Transforming Neighbourhood Services

West Area Engagement

Findings of the focus groups and public consultation
As at 13th August 2014

Prepared by:

- *City Development & Neighbourhoods*
- *Research and Intelligence*



This report provides a summary of the findings of the focus groups and public consultation.

It includes information about:

- The issues and options under consideration;*
 - The consultation method;*
 - The public response and views expressed;*
 - The proposals made in light of what was learnt.*
-

EXECUTIVE SUMMARY

This report summarises the outcomes of the focus groups and public consultation on draft proposals for the reorganisation and consolidation of building stock in the West area of the city, being managed as part of the Transforming Neighbourhood Services (TNS) Programme.

A copy of the consultation form used for the exercise is included at the end of this document.

This period of consultation is part of a longer period of such activity as follows:

- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- Focussed engagement with residents and service users in the West area of the city between March and May 2014 to help develop draft proposals for the transformation of the area.
- Draft proposals were then developed based on the evidence received along with factual information collected from the relevant services and information around future usage from service providers and funders.
- A further period of consultation following completion of draft proposals has been held prior to any decisions being made (**Transforming Neighbourhood Services: West area**)

The consultation period ran from 2nd July 2014 until 13th August 2014 and was carried out in two main parts:

- A series of meetings, by arrangement and request, with various resident groups, community groups and voluntary organisations who use the facilities being investigated by the review
- A form available in various locations across the area and online for people to provide individual responses and comments

In general responses and comments received were all supportive of the buildings that each individual used, however, a general agreement is apparent that the services provided are more important to people than the buildings from which they are currently provided.

The main messages drawn from the meetings held with groups are that:

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- Concerns raised about costs of using buildings increasing, particularly if they are transferred to other organisations.

At the closure of the consultation on the 13th August 2014, a total of 97 completed form responses were received and people were asked to identify if any of the proposed changes would result in them no longer accessing services. The majority of responses were neutral or positive (meaning they would continue to access services). The main reasons stated for not continuing to access services were:

- A perception that the installation of self-service library facilities will replace the staff currently working at the library
- Greater distance to travel to access services, unwilling to relocate to another centre
- A perception that services will no longer be available if they were to relocate to a different centre

People were also asked for any other comments relating to the proposals. The suggestions drawn from

these responses are summarised as follows:

- Support for the continued use of Woodgate Resource Centre
 - Support for the investment in Fosse Centre, Westcotes Library
 - Comments raising concerns over consequences for existing groups should buildings be managed by a different organisation
-

BACKGROUND

Transforming Neighbourhood Services – West Area

The TNS programme aims to identify different ways of organising how services are delivered within the neighbourhoods of the city of Leicester, with a view to reducing the costs of delivery by around 30% while maintaining the quality of our services.

The programme has identified an approach through which the city is divided into 6 geographical areas and these are explored in turn to identify ways to transform services through opportunities to co-locate services and make better use of the assets available.

The scope of the programme covers four service areas:

- Community Services
- Libraries
- Adult Skills & Learning
- Neighbourhood based customer services

It is recognised that other council services deliver services in neighbourhoods and although these are not in scope directly (i.e. Housing, Children's Services etc.), they have been involved in the development of this model where they form a part of the future delivery, for example, by sharing locations.

The scope of the West area includes the following buildings:

- Braunstone Oak Community Centre
- Brite Centre
- Cort Crescent Community Centre
- Fosse Centre
- Manor House Community Centre
- Newfoundpool Community Centre
- West End Neighbourhood Centre
- Winstanley Centre
- Westcotes Library
- Braunstone Grove Youth Centre
- Woodgate Resources Centre

CONSULTATION METHOD

Objectives and techniques

This consultation builds upon previous development and engagement work undertaken for the TNS programme with the goal to develop a model for the West area of the city. Overall, the following activities are planned and have taken place:

- Data collection exercise to identify the buildings in scope, costs associated, services provided (both internally and commissioned through voluntary sector organisations), usage statistics, historical information
- An initial engagement exercise was carried out between April and July 2013 to raise awareness and gain an overview of the general views and attitudes of residents towards neighbourhood services
- A more in-depth and focussed engagement process carried out between 31st March 2014 and 16th May 2014 to collect suggestions and comments from service users and residents
- Analysis of the data collected and the responses received through the engagement exercises to construct a draft model, which was presented to the City Mayor and Executive in June 2014.
- Consultation on the draft model following this (**subject of this report**) in order to present a final draft for approval to implement to the City Mayor and Executive in August 2014 for a decision in September 2014

Details of the previous engagements between April – July and September and October 2013 have been previously reported. The main outcomes of these previous exercises were:

- Good support for the principle of prioritising services over buildings
- Strong support for the co-location of services, providing busy places from which multiple services can be accessed
- Support for the retention and improvement of Southfields Library

A separate report is also available concerning the engagement period that ran from 31st March 2014 until 16th May 2014. The main outcomes of this engagement were as follows:

Focus Groups – key outcomes

- People attending the groups were protective of the buildings that they currently use, but there was a general acceptance that locality based services are more important than individual buildings
- Older people were more resistant to the relocation services should their preferred centre close
- Younger people were happy to relocate to a different building to access services
- Significant support for Libraries and the functions they perform
- Significant support for the activities held in community centres/ community buildings

Questionnaire Responses – key outcomes

- Part 1 – respondents' reasons for accessing services at particular buildings:
 - Ease of access, including long opening hours
 - Friendliness of staff
 - Convenience of location
 - Good facilities and / or good accessible book stock
 - Range of activities available
 - Free internet access

Appendix B – July – August 2014 Consultation Report

- Part 2 – respondents’ suggestions for reorganising neighbourhood services
 - Amalgamate services provided into fewer buildings, based on location and proximity of other sites
 - Transfer the ownership of the buildings to community groups
 - Better advertising to increase usage and income
 - Increase room hire charges and other charges
 - Allow rooms to be hired for private events
 - Ask for voluntary contributions from users of the sites

This period of consultation has been carried out in two main parts as follows:

- A series of meetings with residents groups, community groups and voluntary organisations who use the facilities being investigated by the review
- A form available in various locations across the area and online for people to provide individual responses and comments

The details of the meetings held are as follows:

Date	Time	Organisation / Stakeholders	Location
11 July	10am	Sew and Sews	Oak Centre
17 th July	6pm	Braunstone Boxing Club	Oak Centre
18 th July	1pm	Manor House	Manor House
23 rd July	2pm	Grove Stakeholders	Grove
24 th July	1pm	Knit and Natter	Brite Centre
28 th July	6.30-8pm	Consultation Event	Brite Centre
30 th July	1-3	Youth	Fosse
31 July	1-3	Youth	Fosse
31 July	1-2	Focus Group	Brite
1 st August	1pm	Youth Council representatives	Brite Centre
4 th August		Taragh Twirlers	Oak Centre
4 th -7 th August		Outreach consultation Western Park Braunstone Park Westcotes	
5th August	5pm	Braunstone Ward meeting	Oak Centre
12 th August		Braunstone Neighbourhood Management Board	St Peter’s Church

Alongside this a number of informal meetings have taken place with individual stakeholders and groups to discuss the proposals.

A leaflet containing details of the proposals and a ‘tear-off’ response form was used to gather opinions on the proposals. These were widely distributed in the area, and a total of 2,000 leaflets were circulated.

The form was also available on-line to receive comments from 2nd July 2014 to the 13th August 2014.

PUBLIC RESPONSE AND VIEWS EXPRESSED

Group Meetings

A series of meetings were held with a number of resident groups, stakeholder groups and community organisations who use the buildings in scope of this asset based review.

This is based upon feedback received and multiple requests for meetings from individual groups and associations in order to discuss the implications of the draft proposals and their acceptability.

General Queries and Views arising from meetings

- There was a general agreement with all of the groups that the services provided were more important than particular buildings
- People attending the groups were protective of the sites that they currently use, but there was a general acceptance that locality based services are more important than particular buildings
- Concerns raised about costs of using buildings increasing, particularly if they are transferred to other organisations.

There now follows some detailed points raised and discussed during individual meetings with groups, these are listed by which centre the groups currently use.

Manor House

A response to the consultation was provided as a result of the meeting held. This has been included in full at the end of this document following the consultation form.

Oak Centre

Sew and Sews

- Reluctant to move, but if have to, ensure good access for disabled users e.g. for mobility scooters
- Any relocation would need to be in the same area of Braunstone
- Ensure enough space for craftwork with storage available for sewing machines
- Concerned about cost of usage increasing
- Group would not have the capacity to take on managing the building

Boxing Club

- Concern over moving, as easy access to separate room whenever needed
- Any relocation, if needed, would need to be in Braunstone
- If no access to a dedicated room, would need a hydraulic boxing ring (costly) and pre-set locations to hang up punch bags
- Cost of hire would need to be no greater than now as finances of club very stretched to manage current commitment

Grove

- Preferred option is for a community group to take up running of the building on a lease
- If lease is offered, stated that would like some improvements to the building first
- If lease is offered, suggested that no adult activities transferred from Oak or Cort Crescent so could use the space for youth related offer that would complement what community group do
- Suggested that activities from Cort Crescent be transferred to The Oak and not to Grove

Brite Centre

Knit and Natter

- Ensure disabled access if need to change buildings
- Glad that Brite to continue
- Keep open public library space free for groups like this
- Help with using public computers would be appreciated for older people
- If Westcotes to be used by more groups, parking remains a problem around access. Could more parking be agreed for library use?

Stakeholder Meeting, 28th July 2014 Comments

- Groups require advice and support in understanding the requirements / expectations on them when entering into agreements to take on the management / running of buildings
- Focus on the conversation was around particulars of how a building would be transferred
- Concerns raised that costs of using buildings may increase if they are transferred to other organisations
- A desire to be included and communicated with more as the process continues

Ward Community Meeting, 5th August 2014

- No specific comments raised

Braunstone Neighbourhood Management Board, 12th August.

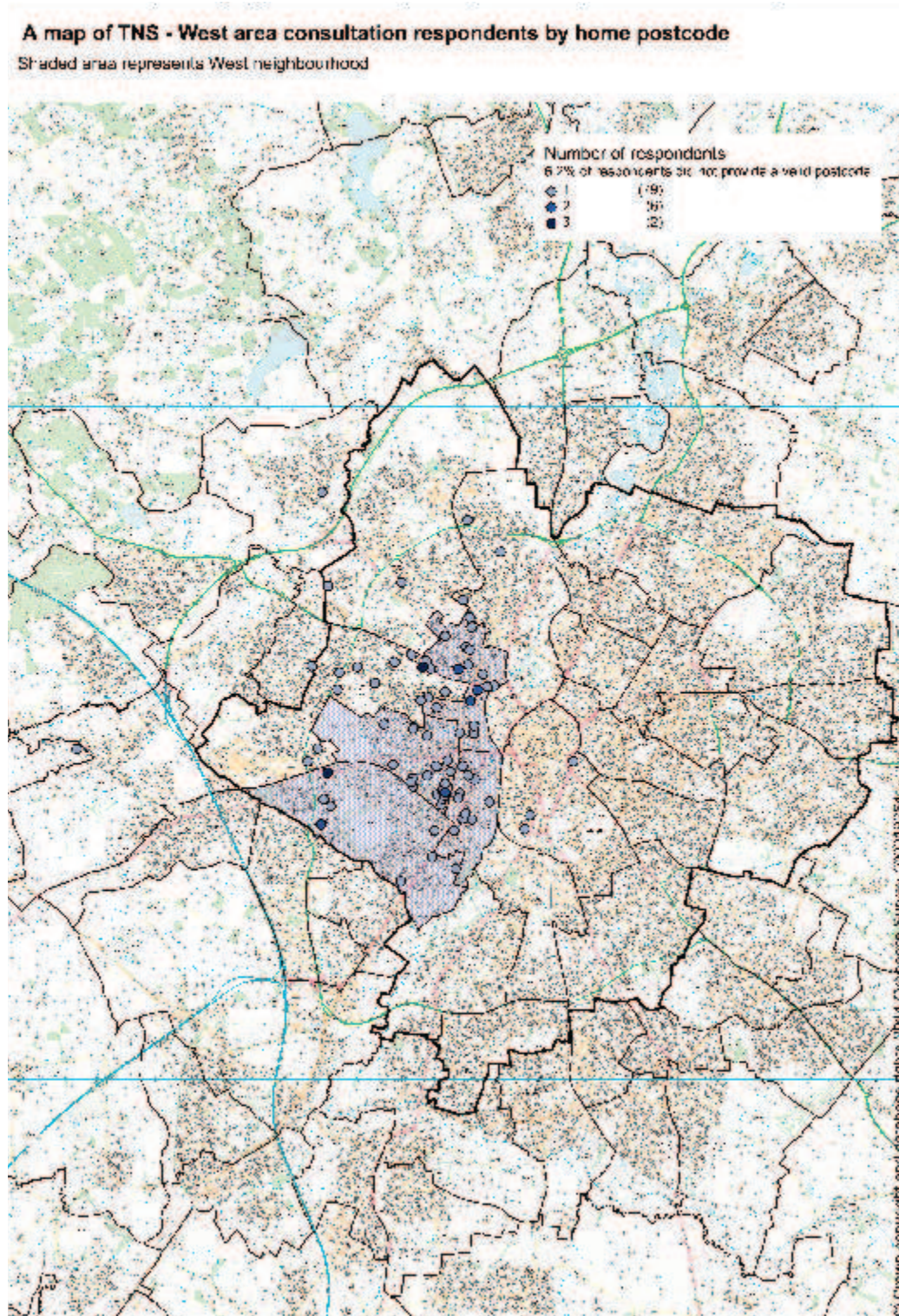
- Key message, please keep the Oak for north of the estate as well as Brite for South of the estate. Grove should be just for young people as not accepted as an adult venue.

Young People's Outreach Work

- Three Sessions occurred during the w/c 4th August in Braunstone Park and Rowley Fields, Western Park and Fosse Wards. Feedback from these sessions are included at the end of this document

Written and Online Comments and Responses

In total 97 responses were received up until the closing date of the consultation. The following map shows the locations of respondents where provided



The following table shows the breakdown of responses by their resident wards:

Table 1.1: Number of respondents by ward, inc. neighbourhood for inner-city wards

Inner-city wards			Out of city wards	
Ward	Neighbourhood	Number of respondents	Ward	Number of respondents
Braunstone Park and Rowley Fields	West	11	Anstey	1
Fosse	West	19	Fairestone	1
Westcotes	West	10	Markfield Stanton and Fieldhead	2
Western Park	West	21	Newbold Verdon with Desford and Peckleton	1
Abbey	North West	4	Shepshed East	1
Beaumont Leys	North West	2		
Castle	Central	3		
New Parks	North West	15		

Table 1.2: Proportion of responses by neighbourhood

Ward	Number of respondents	Proportion of all respondents (%)
West	61	62.9
North West	21	21.6
Central	3	3.1
Not within city boundaries	6	6.2
No valid postcode provided	6	6.2
Total	97	100.0

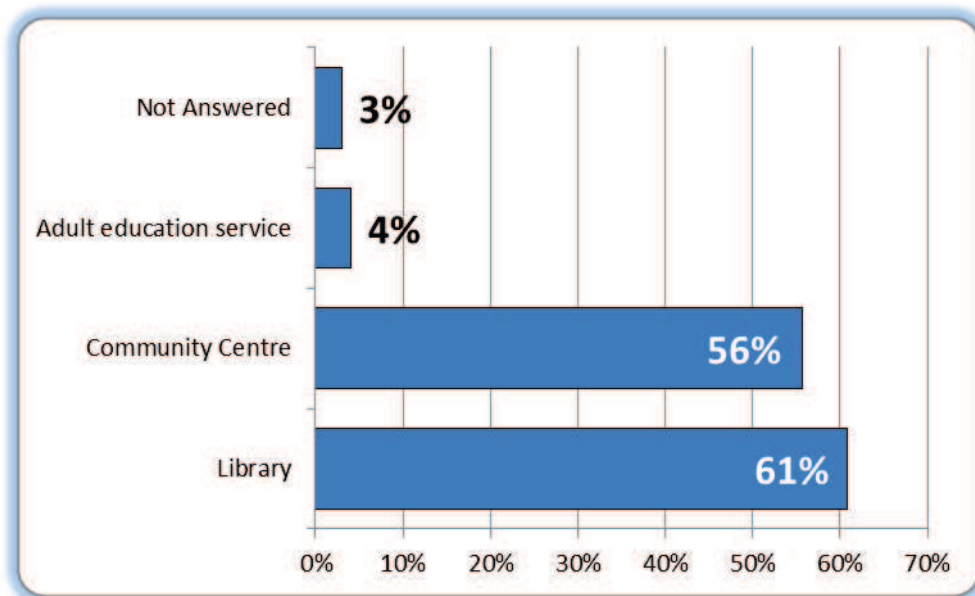
Views and comments

This section contains details of how people responded to the consultation questions. A copy of the questionnaire used has been included as Appendix A to this document. A summary of the messages and points received are:

- Support for the continued use of Woodgate Resources Centre
- Support for the investment in Westcotes Library and Fosse Library
- Concerns raised around the willingness to relocate to other centres due to increased travel etc.
- Concerns raised costs may increase and consequences for access could arise if centres were managed by organisations other than the council

Q.1. Do you currently use any of these services in the area? Library, Community Centre, Adult Education Services

A total of 94 respondents provided an answer to this question (97% of a total of 97 respondents). Respondents were allowed to make multiple choices for this question and the following chart shows the percentage that selected each option:

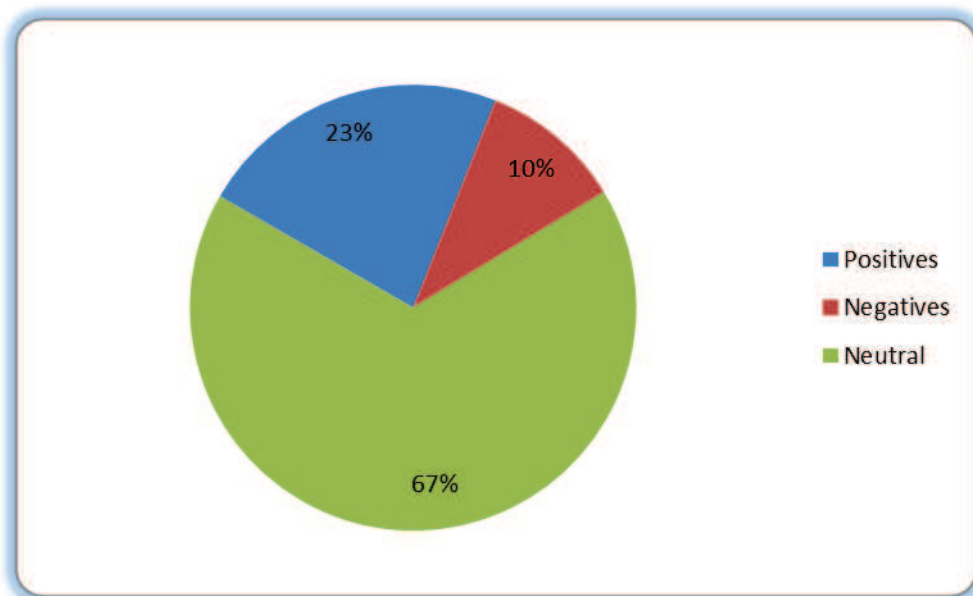


Q.2. What is your home postcode?

A total of 95 respondents provided an answer to this question (97% of a total of 97 respondents). The tables and map shown on the previous pages display the responses made split by wards and also a pictorial demonstration.

Q.3. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).

A total of 44 respondents answered this question out of the total of 97 (45%). This was an open question and did not put any restrictions on the respondent as to how to answer. In a general sense, the following split of positive (would not stop) and negative (would stop) responses were received:



Specific detailed responses to this question are shown verbatim below:

"If the Oak Centre was to be put in private hands, hire rates would increase considerably which would make it unaffordable for small community organisations. As you know this community resource caters for all categories of users each category with their specified rate! My fear is that any private organisation taking over will have powers to inflate rates. Unless there is prior agreement between the Council and the new management of the centre to charge small community groups an affordable rate."

"I attend a yoga class at the centre. Any major changes would be problematic and disruptive."

"I teach yoga at the centre and would not be able to continue if it closed/use changed."

"You attend Woodgate Neighbourhood night class yoga."

"If Woodgate closed I would have to find another place to do yoga."

"1. Increased changes. 2. Having to travel great distance to access services. 3. Ending of services/adult classes I currently use."

"If Woodgate was to close would lose regular yoga class."

"I have come to the yoga session for 5+ years."

"I regularly attend the centre for yoga which I would not be able to attend if the changes would go ahead."

"Continuation of regular classes to support good health."

"No - but yes sarcastically the library service! 4pm 4th July to 7th July update till 10am Monday computers out of service until Friday 11th 1pm. 3hrs off a week! Who forgot to put the shilling in the meter? So couldn't use them!"

"If no group comes forward to run any centre there will not be any neighbourhood service to go to. To encourage groups to run centres charge peppercorn rents."

"Shorter library hours."

“No. Very please with Westcotes library. I think it is a great service for the local community and very pleasant staff. We don't want any change.”

“More books for reference would be better in the library rather than computers. For myself the library is a place of research with helpful people to aid in the search of materials.”

“My daughter has been using Westcotes library since she was 6 weeks old. All the staff know her by names and kindly let her stamp out her own books. She is now 6 and we come very fortnight because she loves the people who work there.”

“Yes, if it meant losing staff at Westcotes library at the expense of self-service library equipment.”

“I would not want to use self-service equipment. The people working at the library are always ready to help if I want a particular book. I use the library every week as reading is my hobby.”

“Installing self-service equipment will be very hard for little children like mine to operate and this will stop them from using the library.”

“I hope self-service equipment doesn't mean there will be no staff. Face-to-face contact is much better.”

“If you cut back too much there will be nothing left for the public, taxes always go up!?”

“Narborough road is a good location for the library and the arrangements work well at present. Any changes should enhance the IT provision while keeping the library intact.”

“No, I think it's good to develop the service. I only hope staff aren't being cut - they're always so helpful, makes it such a joy to use the service.”

“There is nothing in the proposal from stopping us from using the neighbourhood services.”

“Yes, if the centres develop an 'exclusive' agenda restricting any member of a local community/group from accessing services possible in each centre.”

“Distance, lack of disabled access, size of room/lack of storage space - all these things would affect the community group I attend.”

“I will not be able to go elsewhere as I cannot walk and my scooter will not go to another place and back.”

“No, as long as the library is accessible to the public at Mantle Rd Neighbourhood Centre (Fosse).”

“I find that the staff at Westcotes library are very helpful. Self-service library equipment is good but it will never replace a good librarian.”

“My wife and I use the Fosse centre and would continue to use as we do now.”

“Although I dislike the use of self-service equipment if there will still be a member of staff available I would continue to use the library.”

“None. Probably transport. At the moment, Mantel Rd is nearest and pleasant.”

“I use the Fosse Library on a weekly basis, the access I feel is adequate and would not affect my visits.”

“Self service kiosks in libraries can help but not to replace staff. Staff interventions are often useful.”

“If the library services were reduced significantly due to changes of services in the building.”

“Not to reduce counter space, it is need for all concerned.”

Q.4. Any other comments?

A total of 68 respondents answered this question out of the total of 97 (70%). This was an open question and did not put any restrictions on the respondent as to how to answer. Specific responses to this question are shown verbatim below:

“It is very good that the Fosse Neighbourhood Centre, and in particular the library, is to be kept. Better advertising of the facilities would increase use, Also the library opening hours are currently rather random and not good for people who work.”

“Don't see how tinkering like that is going to make huge differences or make the savings necessary?? Be honest and close a couple if necessary but how else is money being saved?”

“I am of the view that, should the proposed changes of handing the Oak Centre over to a private organisation go on, there should be a mechanism that allows small community organisations to continue using this valuable resource at an affordable price/rate. Otherwise our children, our elderly and generally marginalised people will miss out.”

“The lady had shown how enthusiastic they are in developing their music talent. It's fantastic to see them improve to becoming good musicians. I would be happy and please to have my daughter carry on learning the piano in this community centre. This centre provides a privilege for children to develop their talents in music. I hope for it to carry on providing this privilege.”

“My daughter loves coming to music here. She is now going onto grade 3. I have seen a great improvement. The facility is great for what we need.”

“Great and affordable lessons, great teacher.”

“We are very glad to have Woodgate Resource Centre near by as both of my daughters love their piano lessons there and we would not have otherwise been able to pay the normal price for piano lessons. Woodgate have made things very easy for us.”

“My child has music lessons at Woodgate Resources Centre. A valuable centre that is as it offers lessons which are affordable. I definitely will carry on sending my child there.”

“Very friendly with students and family. Very useful for people who want to learn music.”

“William really enjoys his music lessons.”

“The library is always busy and staff are often helping people who are less able to search for jobs, access books, and improve themselves. More self-service machines would be great, but you should still keep a few staff around.”

“I use this centre as it is on a bus route convenient for me which means I'm independent and not relying on a lift. I attend the yoga class. There are not many other yoga classes that are at a convenient time and on a bus route convenient for me.”

“The presence of Woodgate Resources Centre is very important to local residents. I am glad that it is not changing, as I would not be able to access yoga without it and my mother and her elderly friends rely on its groups.”

“1. Need to retain community facilities locally - easy access and affordability. 2. Services relevant and

appropriate for local communities. Thank you."

"This centre is an excellent place for me as I do not have to use public transport. It's a ten minute walk from home."

"Easy to get to, on a good bus route. Nice size room and kitchen."

"Woodgate Resource Centre is local and easy to walk to. Very good amenities."

"Woodgate Resources Centre - Handy on a bus route and not far from home and local. Good amenities."

"Woodgate Resource Centre - Easy walk to centre and good bus route, nice size room and kitchen."

"Woodgate Resource Centre - Easy walk to centre. Our group (co-op friendship) have been meeting here for six years."

"I have been meeting here for 6 years at Woodgate Resource Centre. There isn't much parking facilities. Luckily I have disabled badge."

"Woodgate Resource Centre - very easy to get to and within walking distance."

"I've been coming here for very many years for three times a week and would sadly miss coming to Woodgate."

"The local community, old and young, need the centre to continue with all the ongoing activities."

"This centre is required for young people and old."

"I've been coming quite a while. I would miss coming for the company and exchange."

"I am a 93 year old woman and I very much enjoy all the activities I attend here."

"Old and young require this centre to keep going."

"Woodgate centre has good range of resources."

"Woodgate centre provides good meals."

"Woodgate centre next to bus stop."

"I find it unbelievable that "The Manor" has not been included in the overall proposal and is being treated individually, the most expensive building in the area. Due to the lack of disable access the upper floor is not used. The lower floor 80% in use, overall the building roughly 40% used. Whilst I appreciate that this is a community project it would appear that a few are working for a few, but for what reason are they treated differently? The building is on the edge of the area. The Brite Centre is more central and once again under used. At least "Brite" is easily accessible, and lies near to bus routs 16, 18, 19, 104 and is on 1 floor - enough said?"

"Brite very good. Also has car parking."

"Westcotes library is used by a lot of people of all age groups, the staff are very helpful and for some people they are only people they speak to all day. Books are a lot of people's life line, we would be very sorry to lose any of the services this library gives us. Please take note. Thank you."

"The library has always been a place of social interaction and provides an important service run by the 'people' for the people. Technology is great but I feel that the layout is sufficient for the needs of the locals."

“I use Westcotes library on Sunday to look for employment and contact others for action/needs following week. I find it easier to come here in afternoon than in city.”

“Concerned about self service at Westcotes as having staff on hand is great when help needed or ‘undesirables’ need asking to leave.”

“The library was opened in 1889 and has survived two world wars and the Thatcher years. Education and freedom go hand in hand, cut back on the former and you lose the latter.”

“Westcotes library have a very warm, friendly and dedicated staff. There is always a nice atmosphere and it is a pleasure to go there and know you can rely on their helpful advice in finding a particular book or with IT issues. I hope that they will not be replaced by some cruel, machines that would destroy the ‘personal touch’.”

“I understand the need to use buildings to their full potential, but don't get rid of the human touch. I'm in my seventies now and appreciate the help I receive from the staff.”

“I hope the library at Fosse neighbourhood centre will remain open. Also PLEASE keep the arts centre open - the painting and ceramics course are very much enjoyed and appreciated.”

“I and my 2 children (6 + 10 years old) use Westcotes library all the time. It is walking distance from home. If we had to get in the car to drive further we would be much less likely to go.”

“Libraries and local centres are hugely important. I use Westcotes library frequently for myself and my grandson, Fosse centre for gramps etc. It's important these services are maintained. Self-service book issue is fine as long as staff are available for support.”

“I use Westcotes library three times a week. This for me is very easy access, as I do not have any transport to travel too far.”

“How can counter space at Westcotes be reduced? Staff need that space for the smooth running of the library - if anything it should be increased. Would not be please if by introducing self-serving library equipment that it would cause redundancies to staff.”

“Westcotes provides excellent service for children. Any improvement would benefit all of the community.”

“I like coming here as it's very friendly and also to read.”

“More quiet areas in the library would be appreciated by a good number of people who wish to concentrate on their studies.”

“We are currently proposing to take over the running of the New Found Pool Centre and make it in Leicester's Creative Innovation Centre where it will host a performing arts school, an accredited qualifications company, community outreach programmes and a business start up company as well as working closely with the entire Leicester and shire community. Thinking outside of the box and making collaborations to enhance community living and the local economy.”

“Westcotes library is an invaluable source of children's books. We regularly borrow books from the excellent selection and the staff are all very helpful. I hope this building and the service can be preserved for use by us as our child grows and for others to use in the future.”

“Any model has to be an inclusive one, it has to enable all regardless of origin, religion or sexual orientation, to use and feel safe using services of each centre.”

"If all services are moved to the grove then a large part of Braunstone north will not have access to services (ease of access)."

"Friday is the only place I go on my own as my scooter won't go far I have no way to see anyone if I don't go on a Friday."

"LETTER dated 120714 from WOODGATE RESIDENTS ASSOCIATION LTD, Woodgate Resources Centre.

I am writing on behalf of the Woodgate Residents Association Management Committee to make the following comments on the Transforming Neighbourhood Services West Area Consultation.

Broadly speaking we support the proposals. We are particularly please the Woodgate Resources Centre has "no proposed change" although we do not know whether that means we are funded for three years or one. Until last last couple of years we have been funded for three years at a time, but due to various consultation exercise over the last two years it has only been one year funding. We hope the "no proposed change" does mean a three year package as this gives us a chance for long-term planning including getting grants from other organisations which, in some cases, can bring money into the city.

Regarding the Fosse Centre we again are in support of the oroposals. We would hope that the library may have longer opening hours. This may allow Sure Start to also open longer hours.

Regarding the Newfoundpool Community Centre (and other centres) we support the idea of "community ownership" but it would still need adequate funding. As you are aware the

Woodgate Resources Centre is run by the Woodgate Residents Association so if we can be of help in giving advice we will be prepared to to so.

We hope these comments are of help.

Chair

WOODGATE RESIDENTS ASSOCIATION LTD.

Woodgate Resource Centre"

"Self-service equipment plus the availability of a librarian(s) would be the way forward."

"Yes, city council should stop shutting down libraries. Why is it some libraries can still get hard back new books and some can't?"

"We use the Fosse centre every week for art. It is convenient to access and within easy reach of where we live. There is a very lively coffee morning taking place in the library once a month which we enjoy."

"It would be a shame to close this library. It has given me great pleasure and enjoyment."

"With the discussion group and book group very popular, I feel more could be done to encourage the general public to visit. A coffee, tea facility with a charge could be introduced."

"Braunstone geography means that Braunstone in two halves due to Braunstone parks. The part that is the side of Gooding Avenue appears to be covered by council controlled Brite centre. The other side that is Court Crescent side could be if possible covered by council controlled Oak centre."

"Living in the Cort Crescent half of Braunstone, one community centre is needed and if the council would back it, the the Oak centre would be the perfect venue for the community groups."

"Model successful interaction between staff and users (of different cultures) at Westcotes library. All 3

services are of importance in community integration and in improving communication between individuals and groups."

"Please don't cut the library services and staff - so important for children and the community. I understand the Manor House is being used by Playhut as an afterschool/breakfast club - this should help reduce the running costs."

"Please don't reduce the hours at Westcotes library - especially the Sunday opening. I am busy all other days and love to go the library on this day - the staff are very helpful."

"We use the West end neighbourhood centre and feel it is rather cramped. An extension/another room would be useful."

"Nice to see you are keeping all 3 library buildings especially Westcotes library."

Other comments received

A petition opposing the closure of the Braunstone Oak Centre was received during the consultation period. The petition has 366 valid signatories that have provided an address in the City where they live, work or study.

The wording of the petition is as follows:

"We are opposing the Council's proposal to close the Oak Centre. We access this centre for many things, such as sports for our kids in winter, summer activities, homework sessions, maths tuition and many other community meetings."

This is being considered in line with the Council's Petition Scheme (Revised and adopted by Council on 19 September 2013).

CONCLUSIONS

The outcomes of this engagement have been used to help develop draft proposals for transformation of services in the West area of the city.

The method of consultation using focus groups has been very well received by the community and staff. The key messages to be taken forward from this engagement period are:

- There is a general concern that training, guidance and support is needed for groups to understand expectations and requirements placed upon groups when entering into asset transfer arrangements
- There is good support for elements of the proposals, improvements to Westcotes Library (although concerns raised that introducing self-service equipment has been interpreted as meaning reduction in staff), retention of Fosse Library and the Woodgate Resources Centre
- Concerns raised about the potential to conclude with no local community facility in the north area of Braunstone
- Concerns raised around the consequences for existing groups should centres be managed by outside organisations

Lessons Learned from the Engagement

- The method of engagement with the groups has resulted in a high quality level of response, particularly given the ability to tailor conversations to answer specific concerns when meeting groups individually
- There has been a reduced response rate to the previous engagement in the West area of the city. This could be due to the quality of the earlier engagement period and having taken on board all messages received
- The overall approach of involving stakeholders and members of the public early has been good as it helps to ensure that all concerns are heard, and provides sufficient time to respond to these concerns on an evidence basis
- The process undertaken has led to good co-operation between stakeholder individuals and groups, as well as other services
- A similar model of engagement will be used for the other areas of the city

Manor House Consultation reply July 2014

Progress So Far with The Manor House Project.

Over the past four years the committee has made progress with its target of increasing the use of the Manor House. The inclusion of both the Polish and Russian language groups over the weekends has ensured that user numbers have been sustained. There has been a steady increase in young families coming to our stay and play sessions. The food bank, organised by the Mosaic Church have increased its numbers from 15 to 40 each fortnight, which again attracts people to the centre. The senior citizens groups (The luncheon Club and the art group) have maintained steady numbers but the Guru Nanak group has seen declining numbers after the personalisation agenda has taken its toll. The engagement officer is working hard to attract new members to all these groups. We have sent out three leaflets every year to advertise all our groups and would like to see this extend to a community newspaper. The committee has worked hard as a united team to ensure that continues and in spite of the resignation of Janet Burrows and some turbulence with treasurers this has now stabilised and we continue to enjoy working together.

The Building and Consultation over Savings

With massive support from our councillors Sarah Russell and Andy Connelly we have made excellent progress with making our building much more attractive. We have redecorated the main hall and the small hall to a high standard, the first floor kitchenette has been painted and tidied. The computer suite is well equipped and has its own internet connection. All machines are fully integrated and a printer and copier have been installed. The first floor of the Art and Craft centre has been transformed with a kitchen unit, repainting and decorating. We owe many thanks to the councils property department for their help with sorting out our damp problem. The final fitting of a new carpet will make the room lettable in September, when the enlarged St Mary's School will need it for their children's meals. We have replaced damaged windows in the main hall. Our committee continues to want the building to be in pristine condition for our clients. We have contracts to get the stairs and the top corridor repainted in September. Progress with improving the outside space have been very slow, the seating and planters contract being cancelled when Ground Works went into liquidation. In the future we would like to re tarmac the outside space to ensure that the uneven surface does not leave the council vulnerable to legal claims for trips etc. Mike Richardson was made aware that we would like to attract section 106 monies in order to install high quality equipment for young children. We have invited Adey Edge to our committee to get advice to see if this will be possible in the light of house building to take place on the local "Fair Charm" Estate .

Plans for the Future

These are difficult financial times for everyone working for the city council. Cuts of 28% last year and 30% this year are alarming when our communities are growing in size and complexity. The need to have thriving neighbourhood centres who can support communities in difficulties is more evident each week as cuts bite hard to the poorest in our communities. The partnership of volunteers and council can meet these needs with both being committed to helping the community. We feel

there are still many things to be done. A community newspaper, better provision for young teenagers, more use of the old pottery room and the art room. We welcome more use of the first floor offices with the police taking over one room, improvement of the outside space and more specialist groups in the building, better advertising for our core groups are challenges that can be met by more volunteers and careful thought and planning.

Finally

We would very much like to thank all the officers of the council who have worked with us as we have made slow but good progress as a committee. In the future we will also investigate the possibility of having Charitable status and taking more responsibility in gaining a community asset.

The Manor House Community Association.

Report on Young People's Outreach Consultation for TNS West Area

3 Sessions occurred during the w/c 4th August in Braunstone Park and Rowley Fields, Western Park and Fosse Wards. Hotspots for young people's usage were identified and targeted by 2 youth workers and (for 2 sessions) 1 young people's council member.

Tuesday 5th August – Western Park (Skate Park) and Braunstone Park (nr Gooding Avenue) – 3.30 - 5.30pm

1. 3 males and 2 females (Western Park Skaters) 13-15 yrs – LE3 1BB, LE3 9LF, LE3 1, LE3 6HE, LE3 6FH
 - Mostly used Grove in the past
 - If people who are there now keep running it it would be good (i.e. Streetvibe)
 - If the Council turned BRITE into an (indoor) skatepark they would make loads of money
 - They should bring services together in one building (where there are several in close distance)
 - Libraries should get more computers and Tablets for people to borrow and use
 - Not big 'Book fans' preferred more active services / facilities for sports etc

2. 2 females 15yrs – LE31QN, LE3 1QX
 - Used Library and Grove
 - If another organisation takes over the Grove it must be for young people
 - Charging would be OK if reasonable
 - If other adult groups use the building it would be OK if separate from young people's activities (same building but different spaces and activities)
 - If services run needed to be better??????

3. Family 2 females 15 and 12yrs, 2 males 4yrs & 13 yrs plus Mum – LE3 1JS
 - Used Grove previously (females and older male)
 - "If adult groups were using Grove at same time we wouldn't"
 - Doesn't matter who runs the building as long as we could do the same things and no charge
 - If charging was necessary, it must be good value if we were to consider it.
 - There should be some buildings especially / specifically for young people because adults just moan at us!
 - Like to be able to use the outdoor sports facilities at the Grove outside of opening times – free access to these is important

Thursday 7th August – Braunstone Park (BRITE centre to Police station) – 12 – 2pm

4. Mum with 1 young female approx. 14yrs and 2 small males 3-6yrs – LE 3 1PS
 - Uses Library and community centre
 - As long as services are the same or better it would be fine
 - Accepting that things may change and charges may need to be made
 - Happy that Libraries are open at weekends etc as a busy working mum

5. Mum with 2 females under 10yrs – LE3 5EB
 - If another company takes on the buildings and increases the cost of using the building (i.e. session / activity charges) it would put people off
 - Has no big problem with adults and young people's groups in building together as long as safeguarded.

Appendix B – July – August 2014 Consultation Report

6. 1 male 12 yrs – LE 3 1QN
 - Uses Braunstone Grove
 - Would pay if charged are not excessive (if in the region of 1 pound per session)
 - Wouldn't mind adults using same space so long as the different age groups are not using the same space at the same time.
7. 2 males 13& 14yrs 1 female 11yrs – LE3 1EA & LE3 1GT
 - If the organisation who takes over Grove stopped free use of sports outside facilities it would be bad
 - If adults use centre it must be at different times e.g. school times
8. 5 males and 2 females (Skate park bikers) 14-16yrs plus 1 female 42yrs – LE3 3DL, LE3 1EX, LE3 5PQ
 - like to use the facilities for free, not so much the services / groups / sessions so much
 - Doesn't matter who runs them as long as it's free and no more rules (i.e. they want it left as it is!)
 - Just want to be able to play football on the pitches when free
 - Want more things to do and facilities not less and costly
9. 1 males early 20s – LE3
 - Uses library at the Brite centre
 - I'll be fine with these changes, nothing would stop me using these services
 - Not about these proposals, but the parks in Braunstone are brilliant – caters for all ages

Thursday 7th August – Fosse Rally, Fosse Recreation ground, Fosse NC and vicinity

10. 6 males 7, 11, 12 & 13yrs – outside Fosse NC
 - Other adults using the same space at same time would be a problem
11. 4 females 13-15yrs – LE3 1AB
 - Other agencies running the centres is OK
 - Adult groups in at the same time as young people is not good but different times is fine
 - Library changes are fine too
12. Female 17yrs & male 18yrs – LE3 5ER
 - Use community centre
 - OK for adults and young people together
 - Not bothered who runs it
 - Important to have more access to IT
 - Advertising of services is more important than who runs it
13. 1 mum and male 17yrs – LE3 2JS
 - Don't use many facilities
 - Lack of information about what happens and services provided which stops use
 - If there was a building nearby that could be used instead that would be fine (to move groups / services)
 - If adult and young people were to have mixed use it must be safeguarded but OK
14. 2 females 13yrs – LE3 9DS
 - Use community centre

Appendix B – July – August 2014 Consultation Report

- If transferred to other service it won't stop me using the service, so long as it is a reasonable amount
 - If other services come in it might be a positive e.g. parent and toddler groups would benefit families that need childcare
15. 3 females 11yrs and 13yrs - LE3 9AD, LE3 5HH, LE3 2GP
- Used BRITE and Fosse library / CC
 - Would not like it if there were no library staff because they help young people get the books and info they need
 - If community ownership changed / cancelled young people's provision it would be bad
 - Not important to have dedicated young people's space
 - Feel important to keep services / groups / activities nearby (i.e. not have to travel too far)
16. 1 male 17yrs – LE3 9NP
- Uses Library
 - No problem with proposals 'as long as everyone can still use them'
 - Would want strict guidelines and monitoring (of organisations taking over building) by Leics City Council
 - Shouldn't matter if young people and adults use the building at same times as everyone has a right to use the facilities.

Consultation Form

Transforming Neighbourhood Services



West area consultation

Background

In April 2013, Leicester City Council announced a programme to reorganise neighbourhood services across the city. This includes libraries, community centres, adult learning and local customer service points.

Significant cuts in government funding mean that we cannot continue to run services as we do now. But before drawing up any proposals, we wanted to talk to local communities to find out what they wanted from their services in future.

We are considering six areas of the city in turn. The west area of Leicester is the second one we have looked at: Braunstone and Rowley Fields, Fosse, Westcotes, and Western Park wards.

In spring 2014, we held focus groups across the west area; there was also a questionnaire (paper and online). In total over 500 people gave their views. You can read a summary of the responses online at consultations.leicester.gov.uk/we_asked_you_said or pick up a copy in your library or community centre.

What is happening now

We have listened to all of the views that were put forward. We also collected information about council buildings in the area to find out what they are used for, running costs and how many people use them.

Now we have developed a way forward and we would like to know your views. These proposals bring services together and make savings.

We are holding an event to discuss the proposals on 28 July, 6.30-8pm at the BRITE Centre. Please come along, or give your views online or fill out the form on this leaflet.



Proposed changes

Westcotes Library

- Install self-service library equipment
- Make minor alterations inside to improve the use of space, increase IT services and reduce counter space



BRITE Centre

- Move the STAR office into the centre
- Improvements to the building are already being carried out through New Deal funding



Braunstone Grove

- Explore transfer of the building to community ownership to allow continued use
- If no suitable group found, create flexible community space on the ground and first floors



Braunstone Oak Centre

- Explore transfer of the building to community ownership to allow continued use
- If groups need to move, work with them to identify the best location for their needs
- Children's services wish to move the existing early years provision to Braunstone Children's Centre, allowing the service to be extended to two year olds



Cort Crescent Community Centre

- Make the building available under the council's asset transfer policy, to community groups first
- If groups need to move, work with them to identify the best location for their needs



Winstanley Community Centre

- Make building available for asset transfer to community groups in the first instance. The current group has shown interest.

(continued on next page)

Proposed changes (continued)

Fosse Centre

- Improve access to the building and consider how to maximise community space
- Identify space to allow other services to move in
- This is a Grade II listed building: detailed design work is required with planning and conservation officers

Newfoundpool Community Centre

- Explore possible transfer of the building to community ownership to allow continued use
- If groups need to move, work with them to identify the best location for their needs

West End Neighbourhood Centre

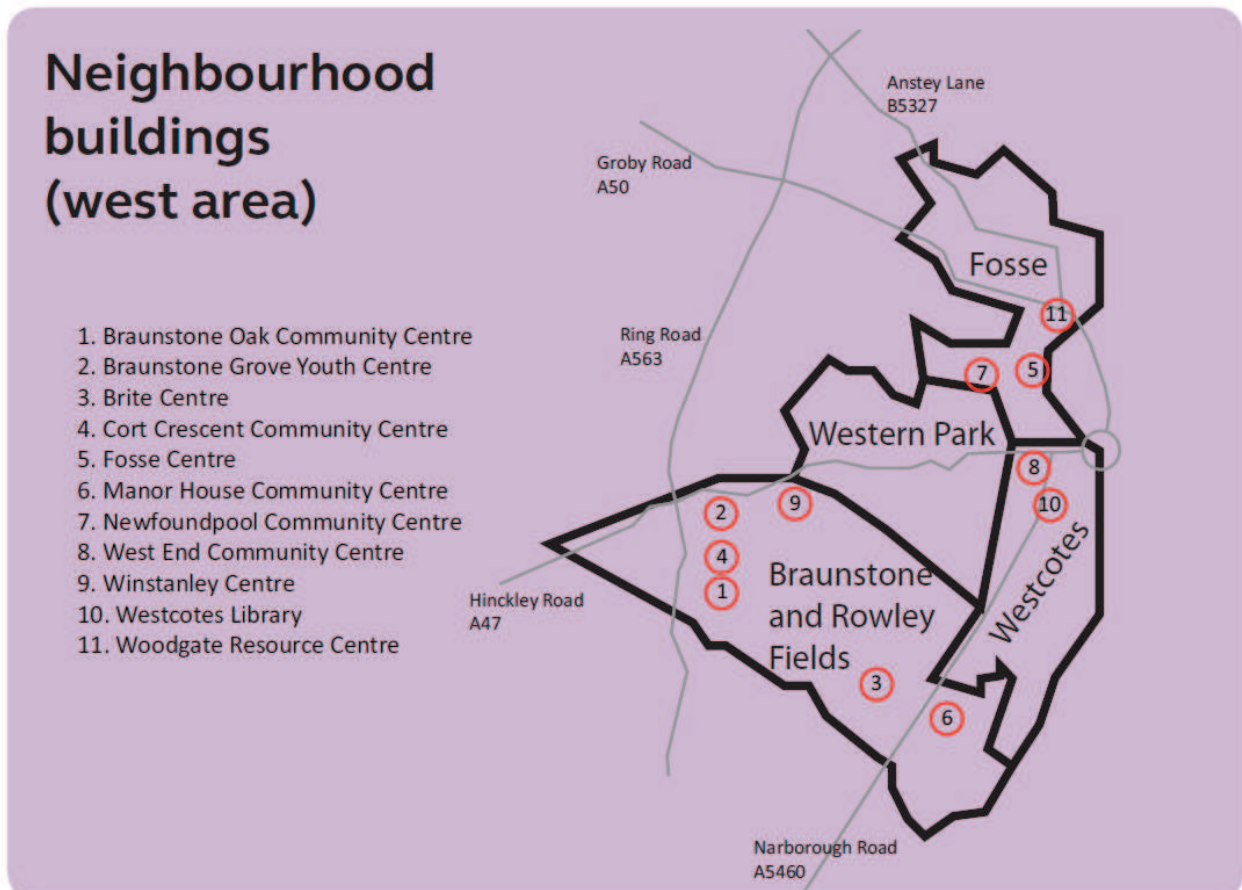
- This building has already transferred to Leicestershire Centre for Integrated Living (LCIL) under a long-term lease from 1 April 2014

Woodgate Resource Centre

- No proposed changes

Manor House Community Centre

- Explore how to reduce the centre's running costs



Your views



Give your views online at leicester.gov.uk/tns

OR

Fill out this form

You can also come to discuss the proposals at an event at the BRITE Centre on 28 July 6.30 - 8pm.

1. Do you currently use any of these services in the area? (Please circle)

Library Community centre Adult education service

2. What is your home post code?

3. Is there anything in the proposal that would stop you from using neighbourhood services? If yes, please give the reason(s).

.....
.....
.....
.....
.....

4. Any other comments?

.....
.....
.....
.....
.....

Thank you for giving us your views.

Please hand this form in to any Leicester City Council library, community or leisure centre, or post to:

Transforming Neighbourhood Services
2nd Floor, Town Hall
Town Hall Square
Leicester LE1 9BG



The closing date is 8 August 2014.



Police and Crime Commissioner's Commissioning plan

NEIGHBOURHOOD SERVICES AND COMMUNITY
INVOLVEMENT SCRUTINY COMMISSION: 8th
September 2014

Decision to be taken by: n/a

Decision to be taken on: n/a

Lead director: Frank Jordan

- Ward(s) affected: ALL
- Report author: Jerry Connolly
- Author contact details: 37 6343
- Report version number plus Code No from Report Tracking Database: 1

1. Purpose of report

To update the Commission on representations made to the Police and Crime Commissioner on his proposals for updating the police commissioning framework. The matter was referred to this Commission by the Overview Select Committee on 31st July 2014. In view of the deadline for comments in response to the consultation the chair set out and sent his views on the Commission's behalf. These are now being reported to the Commission.

2. Summary

This item contains:

1. A letter commenting on the PCC's proposals by the Commission Chair
2. A letter providing Council views from Cllr Rory Palmer, the Deputy City Mayor.
3. A copy of the PCC commissioning proposals.

The PCC proposals formed part of the agenda for the OSC of 31st July 2014.

A link to this report is:

http://www.cabinet.leicester.gov.uk:8071/documents/s64944/Commissioning%20Framework%20Refresh_final.pdf

Cllr Palmer's letter was tabled at the OSC meeting on 31st July 2014.

3. Recommendation

That the chair's observations on behalf of the Commission be noted.

4. Report/Supporting information including options considered:

N/A

5. Financial, legal and other implications

5.1 Financial implications

Not applicable

5.2 Legal implications

Not applicable

5.3 Climate Change and Carbon Reduction implications

Not applicable

5.4 Equalities Implications

Not applicable

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

Not applicable

6. Background information and other papers:

Relevant papers form part of the report bundle.

7. Is this a private report?

No

8. Is this a key decision?

No



**POLICE & CRIME
COMMISSIONER**
for Leicestershire

Your voice in Leicester,
Leicestershire & Rutland

Commissioning Framework
2015-2017

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1. Introduction

TO BE DRAFTED POST CONSULTATION

Sir Clive Loader

Police and Crime Commissioner

Leicester, Leicestershire and Rutland

September 2014



2. Background

- 2.1 The Police and Crime Commissioner (PCC) for Leicestershire is responsible for setting the strategic direction for policing in Leicester, Leicestershire and Rutland (LLR) through the Police and Crime Plan. The Plan covers the whole of the PCC's period in office from 1 April 2013 to 31 March 2017. The Chief Constable is responsible for the operational delivery of policing, including the Strategic Policing Requirement. The PCC is responsible for understanding and supporting the dynamic relationship between policing and local partner activity in support of the strategic priorities in the [Police and Crime Plan](#).
- 2.2 The priorities set out in the Plan inform the PCC's decisions as to what funding is made available to the police and partners to secure reductions in crime and disorder. The PCC must identify opportunities for reducing crime, enabling communities to feel and be safer, protecting people who find themselves in a vulnerable situation and ensuring that victims and witnesses of crime and anti-social behaviour are positively supported.
- 2.3 The Police and Crime Plan was revised and re-published in October 2013. The Plan outlines four key themes (please refer to section 5.2) and a number of strategic priorities (Appendix A), which provides a clear direction for allocating the available budget to maximum effect. This Commissioning Framework sets out how the PCC intends to align the commissioning budget with those key themes and strategic priorities.

3. Commissioning Budget

- 3.1 The total commissioning budget for 2015/16 is currently an estimated £4.2m. The sections below detail proposals of the estimated allocations across a number of commissioning intentions (CIs). Due to the uncertainty about future funding, it is not possible to be precise about the size of the commissioning budget beyond 2015/16. However, it is the PCC's ambition to, as a minimum, maintain the size of the budget if overall funding allows and positive results from commissioning are demonstrated.
- 3.3 Many of the ways in which the commissioning intentions will be delivered in 2015/17 have already been determined, subject to satisfactory performance and the availability of funding. These are summarised together with details of the funding still available in Appendix B.

4. "Commissioning Outcomes"

- 4.1 The PCC has made it clear that outcomes and not services will be commissioned. With this in mind, this commissioning framework has been created which, as it is used and developed, will ensure future commissioning decisions are focused on the achievement of clearly defined outcomes.

- 4.2 It is recognised that partners may have difficulties in identifying and measuring the impact of their proposed initiative(s) on the outcomes within the Police and Crime Plan. The Commissioning Framework has been designed to be an operational tool that strives to keep performance measurement processes as simple as possible.
- 4.3 It will be the PCC's responsibility, through staff within the office of the Police and Crime Commissioner (OPCC), to monitor progress for each commissioned activity against the proposed outcomes. A range of performance management systems will be used to do this. The OPCC will continue to work with partners and providers to develop performance indicators and measures that can be easily managed and reported on.

5. Commissioning Framework

- 5.1 The Commissioning Framework is based upon four themes, and the strategic priorities, within the Police and Crime Plan. The four themes (within the Police and Crime Plan) are:
- 1) Reducing offending and re-offending (RO)
 - 2) Supporting victims and witnesses (VW)
 - 3) Making communities and neighbourhoods safer (MCN)
 - 4) Protecting the vulnerable (PV)
- 5.2 The Commissioning Framework provides a clear and consistent way forward for the commissioning of each theme. It outlines how the PCC will commission for outcomes to achieve the priorities set out in the Police and Crime Plan. Four different types of funding mechanisms have been developed. These are the ways in which the PCC will purchase the intervention needed to deliver outcomes. Information about the indicative commissioning values from April 2015 onwards is included.
- 5.3 A range of performance measures across all themes and outcomes have been developed and are being used to support contract tender specifications and final approved contracts. The performance management options continue to be developed with partners as measures and indicators are introduced and tested. The performance indicators are used by the OPCC to select the best measure(s) for the interventions they wish to purchase. The OPCC will continue to work with providers and partners to develop meaningful measures that can reliably evidence that progress is being made across all areas.

6. Funding Mechanisms

- 6.1 The PCC has considered the ways in which the initiatives needed to achieve the outcomes in the Police and Crime Plan can be delivered. The following principles have been considered:

- The existing commissioning arrangements of partners should be used where they are fit for purpose and can deliver the PCC's outcomes within time. This will maximise local commissioning expertise.
- There should be a focus on value for money, maximising resources and ensuring the impact of the money spent is measured and the value is assessed.
- Commissioning should take place at regional, sub regional (i.e. Leicester, Leicestershire and Rutland) and locality levels. Systems should be fit for purpose and work with existing structures where these are operating well.
- Best practice in relation to procurement will be applied. The PCC expects all procurement processes to follow best practice and be accessible for any provider, including the voluntary sector, unless a single provider dispensation has been agreed (please refer to 6.2a below). All relevant regulations and legislation will also apply including the Equalities Act 2010 which includes the Public Sector Equality Duty.

6.2 There are four funding mechanisms as follows:

- a) **Direct commissioning** – the PCC has/ will directly tender or contract with a provider. There are a number of areas where it is more efficient for the PCC to directly commission in order to achieve desired outcomes. There are some instances where a single provider dispensation will be applied. This relates to situations when there is only one provider who, given the nature of the outcomes to be commissioned, can be considered and contracted with directly. Examples include the Local Resilience Forum, Troubled/Supported Families Programmes and Crimestoppers.
- b) **Co-commissioning** – existing commissioners are already commissioning outcomes on behalf of the PCC under contracts. There are a number of both established and emerging commissioning structures which take on all or some of the core commissioning tasks. These include:
 - Reducing Reoffending Board
 - Children and Young People's Services/ Directorates (three in total: Leicester, Leicestershire and Rutland)
 - Drug and Alcohol Commissioning Group (sub-regional and managed by Leicester City Council)
- c) **Partnership Locality Fund** – via the Community Safety Partnerships (CSP) who have a unique role in assessing, analysing, and responding to local need around crime and community safety. As such they have both a proactive strategic function and a reactive tactical function when assessing the threats to individual localities.

In order to benefit from the existing structures and systems in place, the PCC will make a financial contribution towards the delivery of each Community Safety Partnership Delivery Plan. CSPs will be required to provide a copy of their 2015/16 Plan, together with a budget breakdown and performance framework. Meetings will then be held with each CSP to discuss their plan and clarify any issues. Funding will not be provided for any activity/service that duplicates existing provision in the locality.

Timescales for agreeing the PLF will be determined by the CSPs as it is recognised that each CSP produces its Plan at a different time of year. However, all meetings in relation to 2015/16 funding will need to be held by the end of February 2015 at the latest. Funding for 2016/17 can be provisionally agreed at the same time (subject to the documentation indicated above being available). However, it should be noted that 2016/17 PLF funding will be subject to the PCC's overall budget.

An indicative £900k is available over 2 years which will be allocated using the Vulnerable Localities Index (VLI). Further details of this methodology are available at <https://www.ucl.ac.uk/jdibrief/analysis/Vulnerable-Localities-Index>

	2015/16	2016/17 (estimated)
Blaby	£29,700	£29,700
Charnwood	£67,950	£67,950
Harborough	£23,850	£23,850
Hinckley and Bosworth	£36,000	£36,000
Leicester City	£215,100	£215,100
Melton	£15,750	£15,750
North West Leicestershire	£31,950	£31,950
Oadby and Wigston	£19,800	£19,800
Rutland	£9,900	£9,900
Total	£450,000	£450,000

- d) **The PCC Grant** - inviting community and voluntary sector organisations to submit applications to support the achievement of specific commissioning intentions and related outcomes in identified hotspot locations (see Appendix C).

Funding opportunities will be based on the threat and risk identified in Leicestershire Police's Strategic Assessment which will be cross referenced to those commissioning intentions which are not addressed through other PCC funding streams.

An indicative £500k is available over 2 years. Applications for up to £25k per annum or up to 50% match funding will be considered. In exceptional circumstances, applications for up to 2 years of funding may be approved subject to clear evidence of achieving the required outcomes.

Indicative Timeline	Stage
PCC Grant applications and guidance notes issued	Week commencing 1 st September 2014
PCC Grant workshops to be held	Week commencing 1 st September 2014
Deadline for applications	5pm on 24 th October 2014
Applicants informed of outcome	Week commencing 15 th December 2014

- 6.3 For all funding mechanisms the PCC will hold contracts/agreements with the successful organisations that specify the detail of what outcomes are to be commissioned and for what value. The contracts/agreements will also specify quality standards around procurement practice, as well as performance measures for monitoring purposes and will include details of how the PCC will manage any instances where the outcomes are not being achieved.

Strategic Priorities

Theme: Reducing Offending and Reoffending

1. Preventing and diverting young people from offending
2. Reducing reoffending amongst young people and adults
3. Reducing alcohol and drug related offending and reoffending
4. Reducing crime and ASB caused by families in a Troubled/Supporting Families programme

Theme: Supporting Victims and Witnesses

5. To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse
6. To increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses of serious sexual offences
7. To increase reporting of hate crimes and ensure a positive outcome for victims and witnesses of hate crime offences
8. To prevent anti-social behaviour (ASB) and to continuously improve the quality of service and response to victims of anti-social behaviour
9. To continually improve the quality of service and response to victims of crime

Theme: Making Communities and Neighbourhoods Safer

10. To continuously improve the police service to the communities of Leicester, Leicestershire and Rutland
11. To reduce all crime
12. To reduce domestic burglary and ensure a positive outcome for victims of burglary offences
13. To reduce violence against the person – with injury and ensure a positive outcome for victims of violent crime – with injury offences
14. To reduce vehicle crime and ensure a positive outcome for victims

Theme: Protecting the Vulnerable

15. To prevent child abuse and child sexual exploitation (CSE) and provide a safe and supportive environment for victims and witnesses
16. Improving the response, service and outcomes for those with mental health needs
17. To reduce the number of repeat missing person reports

Reducing Offending and Re-offending Commissioning Intentions

Strategic Priority 1 (SP1): Preventing and diverting young people from offending

Strategic Priority 2 (SP2): Reducing re-offending amongst young people and adults

Strategic Priority 3 (SP3): Reducing alcohol and drug related offending and re-offending

Strategic Priority 4 (SP4): Reducing crime and ASB caused by families in a Troubled/Supported Families programme

All commissioning intentions have been coded 'CI***'. However it should be noted that the numbering is not consecutive due to annual changes in commissioning intentions. All strategic priorities within the Police and Crime Plan have been coded 'SP*' in the table below.

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI001	Supporting a Youth Prevention and Diversion Pathway which targets two specific groups of young people: High Risk Entrants and repeat young offenders.	Co-com	a) £91,650	a) £72,150	For 2015/17 via: a) Leicester City Council Young People's Services
b) £81,075			b) £63,825	b) Leicestershire Children and Young People's Commissioning Board	
c) £4,700			c) £3,700	c) Rutland Stronger Communities Service	
		Direct	£147,556	£147,556	via TwentyTwenty to deliver a young person's mentoring service
			Total: £324,981	Total: £287,231	

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI002 SP1 SP2 SP3 SP4	Targeting young offenders with a substance misuse problem.	Co-com	a) £62,400 b) £57,600 Total: £120,000	a) £52,000 b) £48,000 Total: £100,000	For 2015/17 via: a) Leicester City Council b) Leicestershire and Rutland Youth Offending Service
CI003 SP3	Targeting street drinkers, the homeless, rough sleepers and those that are vulnerably housed.	Co-com	£34,000	£34,000	For 2015/17: via Sub Regional Criminal Justice Substance Misuse Commissioning Board for the Anchor Centre
CI004 SP2 SP3	Supporting the resettlement of adult offenders post-release from a prison sentence of less than 12 months through mentoring.	Direct	£49,983	£49,983	For 2015/17: Via Derbys, Leics, Notts and Rutland Community Rehabilitation Company (CRC)
CI005 SP3	Targeting adult offenders with a substance misuse problem, specifically those tested and identified at point of arrest.	Co-com Direct	£412,774 £216,405 Total: £629,179	£395,000 £216,405 Total: £611,405	For 2015/17: via Sub Regional Criminal Justice Substance Misuse Commissioning Board via Leicestershire Police for drug testing, Alcohol Liaison Officer and Drug Intelligence Officer

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI006 SP1 SP2 SP3 SP4	Integrated Offender Management (IOM) initiatives which target the highest risk offenders, within which there should be a specific focus on: <ul style="list-style-type: none"> • 16-24 year old offenders • prolific and other priority offenders • adults serving less than 12 months; and • members of a Troubled/Supported Families programme. 	Co-Com	£368,000	£368,000	For 2015/17: via Leicestershire Police to Reducing Reoffending Board
CI007 SP4	Support to reduce offending and ASB caused by families in a Leicester, Leicestershire and Rutland Troubled/Supported Family programme.	Direct	a) £89,250 b) £78,750 c) £7,000 Total: £175,000	a) £89,250 b) £78,750 c) £7,000 Total: £175,000	For 2015/17: a) Think Family (Leicester City) b) Supporting Leicestershire Families c) Changing Lives (Rutland)
CI008 SP2	Targeting registered sex offenders, violent and other types of sexual offenders, and offenders who pose a serious risk of harm to the public.	Direct	£34,029	£34,029	For 2015/17: via Leicestershire Police for Multi Agency Public Protection Arrangements (MAPPA)

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI009 SP1 SP2 SP3 SP4	Support to reduce offending by children and young people aged 10 -17 years.	Direct	a) £162,554 b) £99,348 c) £91,687 Total: £353,589	a) £162,554 b) £84,446 c) £77,934 Total: £324,934	For 2015/17: a) via Leicestershire Police - Police Officer support to the two Youth Offending Services b) Leicester City Youth Offending Services c) Leicestershire and Rutland Youth Offending Service
CI024 SP1 SP2 SP3 SP4	To improve outcomes for young adults in contact with the criminal justice system, including securing reductions in offending and reoffending.	Co-Com	£10,000	£10,000	For 2015/17: via the Young Adults Project (YAP) Delivery Group to support the implementation of the Delivery Plan.

Supporting Victims and Witnesses Commissioning Intentions

Strategic Priority 5 (SP5): To increase reporting of domestic abuse and ensure a positive outcome for victims and witnesses of domestic abuse

Strategic Priority 6 (SP6): To increase reporting of serious sexual offences and ensure a positive outcome for victims and witnesses of serious sexual offences

Strategic Priority 7 (SP7): To increase reporting of hate crimes and ensure a positive outcome for victims and witnesses of hate crime offences

Strategic Priority 8 (SP8): To prevent anti-social behaviour (ASB) and to continuously improve the quality of service and response to victims of anti-social behaviour

Strategic Priority 9 (SP9): To continually improve the quality of service and response to victims of crime

All commissioning intentions have been coded 'CI***'. However it should be noted that the numbering is not consecutive due to annual changes in commissioning intentions. All strategic priorities within the Police and Crime Plan have been coded 'SP*' in the table below.

Code	Commissioning Intention	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI010 SP4 SP8	Interventions that pro-actively reduce anti-social behaviour and/or improve the recording of incidents.	Direct	£10,000	£10,000	For 2015/17: via Leicestershire Police for Sentinel
		PCC Grant	£100,000	£100,000	
			Total: £110,000	Total: £110,000	

CI011 SP5 SP6 SP7	Interventions which increase the reporting of: - Domestic abuse - Serious sexual assault - Hate crime	PCC Grant	£150,000	£150,000	
CI012 SP6 SP9	Initiatives which support victims of rape and sexual assault, as well as the investigative process.	Direct	£67,906	£67,906	For 2015/16, via NHS England for Juniper Lodge and St Bernards - Sexual Assault Referral Centres (SARCs)
CI013 SP5 SP6 SP7 SP8 SP9	To provide victim and witness support services across Leicester, Leicestershire and Rutland.	Direct	£949,930	£949,930	For 2015/17, a Partnership Strategy is being developed and will be completed by August 2015.

CONSULTATION DRAFT

Making Communities and Neighbourhoods Safer Commissioning Intentions

- Strategic Priority 10 (SP10): To continuously improve the police service to the communities of Leicester, Leicestershire and Rutland.
- Strategic Priority 11 (SP11): To reduce all crime.
- Strategic Priority 12 (SP12): To reduce domestic burglary and ensure a positive outcome for victims of burglary offences.
- Strategic Priority 13 (SP13): To reduce violence against the person with injury and ensure a positive outcome for victims of violent crime – with injury offences.
- Strategic Priority 14 (SP14): To reduce vehicle crime and ensure a positive outcome for victims.

All commissioning intentions have been coded 'CI***'. However it should be noted that the numbering is not consecutive due to annual changes in commissioning intentions. All strategic priorities within the Police and Crime Plan have been coded 'SP*' in the table below.

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI014 SP10 SP11	To support initiatives to prevent and detect crime through community intelligence.	Direct	£26,190	£26,190	For 2014/17, the Crimestoppers National Hub
CI017 SP10	To support work with partners to prepare, respond and recover from local emergencies.	Direct	£6,536	£6,536	For 2015/17, the Local Resilience Forum
CI018 SP11	To support the work of partners to reduce domestic homicides.	Direct	£32,000	£32,000	For 2015/17, supporting Domestic Homicide Reviews* * 2015/16 contribution paid to Leicester City in 2014/15

CI019 SP11	To support and engage the voluntary and community sector to reduce all crime.	Co-Com	£10,000	£10,000	For 2015/17, Via Leicestershire Community Infrastructure Organisation contract Via Leicester City Council 'Supporting the VCS' contracts Voluntary Action Rutland
		Co-Com	£10,000	£10,000	
		Direct	£5,000	£5,000	
			Total: £25,000	Total: £25,000	
CI025 SP10 SP11	To enable young people to support, challenge and inform the work of the PCC and ensure their voices help to shape decisions about policing and crime.	Direct	£15,000	£15,000	For 2015/17 via the SHM Foundation for the Youth Commission.

CONSULTATION DRAFT

Protecting the Vulnerable Commissioning Intentions

Strategic Priority 15 (SP15): To prevent child abuse and child sexual exploitation (CSE) and provide a safe and supportive environment for victims and witnesses

Strategic Priority 16 (SP16): Improving the response, service and outcomes for those with mental health needs

Strategic Priority 17 (SP17): To reduce the number of repeat missing person reports

All commissioning intentions have been coded 'CI***'. However it should be noted that the numbering is not consecutive due to annual changes in commissioning intentions. All strategic priorities within the Police and Crime Plan have been coded 'SP*' in the table below.

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI020/ 22 SP15 SP17	To develop intelligence in relation to children and young people in care homes who are repeatedly missing, and identify any links to sexual exploitation.	TBC	£100,000	£100,000	Partnership delivery plan to be developed following completion of a pilot in 2014/15.
CI021 SP16	To work with partners to improve the response, service and outcomes for those with mental health needs.	Direct	£50,000	£50,000	For 2015/17: Contribution to Mental Health Partnership Development Manager post and delivery of Mental Health Partnership Group Delivery Plan.

Code	Commissioning Intention (CI)	Funding Mechanism	Amount 2015/16	Estimated Amount 2016/17	Comment
CI023 SP15 SP16 SP17	To work with partners to safeguard and promote the welfare of children and vulnerable adults	Direct	a) £43,945 b) £43,945 c) £9,685 d) £8,500 Total: £106,075	a) £43,945 b) £43,945 c) £9,685 d) £8,500 Total: £106,075	For 2015/17 via: a) Leicestershire & Rutland Safeguarding Children Board b) Leicester Safeguarding Children Board c) Leicestershire & Rutland Safeguarding Adults Board d) Leicester Safeguarding Adults Board

It should be noted that an additional £900,000 is allocated to Community Safety Partnerships via the Partnership Locality Fund (see 6.2c). Their Delivery Plans will support the achievement of many of the commissioning intentions and strategic priorities outlined above and therefore this funding stream is not reflected separately in the tables above.

PCC Grant 2015 - 2017

PCC Grants will be available for the following:

CI010: Interventions that pro-actively reduce anti-social behaviour in:

- New Parks
- Braunstone Park and Rowley Fields
- Abbey (Mowmacre, Stocking Farm, Abbey Rise, Frog Island and Blackfriars)
- Beaumont Leys
- Spinney Hills
- Charnwood East (Syston, Thurmaston, East Goscote & Queniborough),
- Loughborough Central
- Loughborough East (areas of Meadow Lane, Sparrow Hill, Pinfold Gate, Leicester Road, Lewis Road and large parts of both Derby Road and Alan Moss Road)

CI011: Interventions which increase the reporting of:

- **Domestic abuse**
- **Serious sexual assault**
- **Hate crime**

The PCC Grant will not be available for the provision of cope and recover services for victims as this will be covered through CI013. Applications should focus specifically on increasing the number of offences reported.

Glossary

ACPO	Association of Chief Police Officers
ASB	Anti-Social Behaviour
BCU	Basic Command Unit – the largest unit into which Leicestershire Police is divided. There is a City BCU and a Counties BCU.
CJ	Criminal Justice
CJS	Criminal Justice System
CRC	Community Rehabilitation Company
CSE	Child Sexual Exploitation
CSP	Community Safety Partnership
ED	Emergency Department
EET	Education, Employment or Training
FTE	First Time Entrants
IDVA	Independent Domestic Violence Advocate/ Advisor
IOM	Integrated Offender Management
Index Offence	The proven offence that leads to an offender being included in a particular cohort (a group of people who have shared a particular event together during a particular time span)
LA	Local Authority
LAC	Looked After Children i.e. those looked after by local authority
Locality	Blaby District, Charnwood Borough, Harborough District, Hinckley and Bosworth Borough, Leicester City, Melton Borough, North West Leicestershire District, Oadby and Wigston Borough or Rutland County
LPU	Local Policing Unit
LLR	Leicester, Leicestershire and Rutland
LR	Leicestershire and Rutland
MAPPA	Multi Agency Public Protection Arrangements

MAPPOM	Multi Agency Prolific and other Priority Offender Management
MFH	Missing From Home
MSG	Most Similar Group i.e. police force areas that are the most similar to each other using statistical methods, based on demographic, economic and social characteristics which relate to crime
OAC	Output Area Classification
OPCC	Office of the Police and Crime Commissioner – the PCC’s staff team
PCC	Police and Crime Commissioner
PCP	Police and Crime Plan
PPO	Prolific and other Priority Offenders
Regional	East Midlands which includes Derbyshire, Leicestershire, Lincolnshire, Northamptonshire and Nottinghamshire
SARC	Sexual Assault Referral Centre
SLF	Supporting Leicestershire Families
Sub Regional	Leicester, Leicestershire and Rutland
TFMV	Theft from Motor Vehicle
TOMV	Theft of Motor Vehicle
TF	Troubled/Supported Families
VAPWI	Violence against the Person with Injury
YOS	Youth Offending Service



Baljit Singh M.Sc., B.Sc.
Councillor for Evington Ward.
Date: 22nd August 2014.

Sir Clive Loader
Police and Crime Commissioner
Leicestershire Police HQ
Enderby
Leicestershire LE19 2BX

Dear Sir Clive,

Ref: PCC- Police and Crime Plan “Commissioning Framework” 2014-2017

I have taken the opportunity to write direct to you in response to the consultation on the abovementioned item as the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission, which would have considered that on 8th September, but by then the deadline for comments on that plan will have passed.

I have given much consideration to the contents of the revised plan and have no hesitation in supporting the broad thrust, particularly in relation to the four themes which are a consequence of the strategic priorities. I do, however, have some reservations as regards its potential to secure outcomes in the area of ‘making communities and neighbourhoods safer’ (MCN) and the preparedness of partner agencies in effecting a response to ‘domestic homicide reviews’.

I make the following observations: In my experience the problem with ‘commissioning outcomes’ is that sometimes the priority focus is on the organisation’s capacity to deliver rather than the range and benefits of the service delivery to its clients and consumers who are, of course, the public at large. I am confident that the overall Commissioning Framework structure will contain relevant key performance indicators so that any agreed interim and concluding audits will confirm compliance between objectives and outcomes.

I also suggest that in strategic terms the outcomes must be sustainable so that communities can continue to benefit from the process and successes of any ventures which improve their localities, divest criminal behaviour and promote personal and social responsibility.

The MCN theme is fundamentally important and an accepted part of the Police modernisation programme of service delivery and hence its consolidation is a high priority. Its impact on the public is immense, as is its practical reach in the form of high visibility Policing in our local communities. In managing the risk to sustain its effectiveness may be compromised in any rationalisation exercise which may bring about a diminution in its resource levels. We all know that the Police culture is still very much epitomised by the single constable, close to the community, patrolling the beat with the cooperation of the general public, and that perception is the practical manifestation of the MCN and that should be retained and enhanced, at the very least to maintain public reassurance.

In relation to Domestic Homicide Reviews I suggest that overall as regards the plan, and particularly in relation to the above mentioned, a greater collaboration between partner agencies would be welcomed. It will, at the very least, ensure that there is no duplication of service provision, hence ensuring value for money and place a greater accountability as regards on duty of care in the area of public protection, rehabilitation and crime prevention.

Sincerely,

Cllr. Baljit Singh.

Chair NSCI Scrutiny Commission.

LEICESTER CITY COUNCIL

Member and Civic Support Team, City Hall, 115 Charles Street, Leicester, LE1 1FZ
Telephone (0116) 4546360 www.leicester.gov.uk

Please ask for: Councillor Rory Palmer
Tel: 0116 4540002
Our ref: July/SCL/RP/HJ
Date: 29 July 2014



Sir Clive Loader
Leicestershire & Rutland Police and Crime Commissioner
Police Headquarters
St Johns
Enderby
Leicester
LE19 2BX

Dear Sir Clive

Partner & Stakeholder Briefing - Victim & Witness Commissioning July 2014

Further to the recent communication from your Office with regards to the above, our understanding is that the Office of the Police & Crime Commissioner (OPCC) wishes to change provision to meet the needs of victims and witnesses of anti-social behaviour (ASB) and crime. To that end, the OPCC is suggesting the establishment of a Victim & Witness Bureau, which would be accessed via a single helpline number by all victims of recorded and non-recorded ASB & crime.

In terms of a "victim focussed" approach, this is a welcomed approach as we all are aware that currently victims tend to receive inconsistent and patchy services depending on where they live.

Whilst we are aware that the OPCC's intention is to work with current providers and local authority commissioners to identify gaps and align plans and funding across LLR, we do have a number of issues that we would like to raise with you.

The OPCC has yet to consult this vision and the intended way forward with Members and officers at the highest level within organisations such as local authorities; sharing an idea (i.e. through the briefing) is not sufficient to garner buy-in. It is understood that the OPCC will be shortly writing to Local Authorities with a view to meeting and discussing the suggested ideas; this is a welcomed step forward.

Local authorities have existing plans and services which have been developed as a result of identifying a need (and following a commissioning process); and may be bound contractually into providing these services over the coming years.

OFFICE OF THE DEPUTY CITY MAYOR
Rory Palmer

3rd Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ
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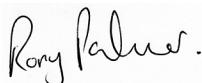
It is not clear at this stage how this fits in with the PCC's plans; particularly if the PCC feels that the current services are not in keeping with his vision. We think that this issue needs further discussions with officers on an individual basis to ensure better alignment of services going forward.

If not addressed and managed with due care, there is the potential for duplication, confusion and/ or disparity in services across the LLR, for example Leicester City Council has commissioned a single helpline service for victims of sexual abuse and domestic abuse – it is unclear how the PCC's V&WB general helpline will interrelate with this specialist helpline which will be available for city residents only.

Also, Leicester City Council funds and directs significant resources towards victim related work already e.g. support to victims of ASB, domestic abuse, sexual abuse, this is not always mirrored across the LLR – there is a real possibility that a large proportion of PCC funding will be allocated to those areas which have either not seen these activities as priorities and/ or where decisions have been made to reduce these services due to the need to make savings. This issue needs to be discussed in detail, it is therefore suggested that any meeting with the OPCC on a way forward, includes a discussion on the equitable share of resources across LLR.

I hope that you find these comments helpful in moving this agenda forward; we are keen to ensure the best possible outcome for victims of crime & ASB and would wish to engage positively in any discussion going forward.

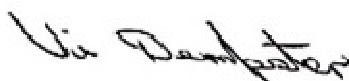
Yours sincerely



Deputy City Mayor Rory Palmer



Assistant City Mayor Sarah Russell



Assistant City Mayor Vi Dempster

Cc Sir Peter Soulsby, City Mayor, Leicester City Council.
Joe Orson, Chair of the Police & Crime Panel, Leicestershire County Council

OFFICE OF THE DEPUTY CITY MAYOR
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**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION
DRAFT WORK PROGRAMME 2014/15**

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 2014/15**

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.

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

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.

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

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Meeting	Meeting Items	Lead Officer	Actions Agreed
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	
	- Community Centres	- Liz Blyth/ Steve Goddard	The commission asked for clearer and more consistent data collection in future. It was requested an updated version of the report goes to OSC and an update is brought back in 6 months.
	- Transforming Neighbourhood Services	- Liz Blyth	The proposals were supported by the commission but asked for greater clarity and transparency during consultation phases for future areas. A further visit is made to Linwood Centre by the Executive and the consultation document be revised.
	- Ward Community Meetings	- Miranda Cannon/ Grace Williams	It was agreed to have a report back in 6 months updating on the progress of the transition and a separate update on the draft funding guidance to come back in the next couple of months.
Thurs 27th Mar 2014	- Site visit to the New Customer Service Centre	- Mary Spencer	Commission members visited the centre and were reassured the move has been successful with vast improvements made from the old centre.
Agenda Meeting – Wednesday 26th March at 11.45am			
Wed 9th Apr 2014 at 5.30pm	- Update on Neighbourhood Policing	- Rob Nixon/Bill Knopp (Police)	A further update on the findings of the consultants KPMG on the Change Programme to come to a future meeting.
	- Welfare Reform – Food Banks	- Caroline Jackson	The commission asked that LCC encourage the providers to keep accurate usage figures and that the relationships and communication with them be maintained.
	- City Warden Service	- Malcolm Grange	It was agreed that final annual figures for fixed penalty notices be brought back to the commission when available.
Agenda Meeting – Tuesday 22nd April at 10.30am			
Thurs 8th May 2014 at 5.30pm	- Voluntary and Community Sector Review	- Miranda Cannon	The commission agreed the proposals but stated their concern over the length of 2 year proposals for asylum seekers and refugees. It was requested that groups could send a written submission to exec and for them to respond, also to ensure groups are supported to find other funding opportunities.
	- Update on Libraries	- Adrian Wills	The commission requested that measures of success other than numbers of books issued are considered in future reports.

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

Meeting	Meeting Items	Lead Officer	Actions Agreed
	- Partnering Agreements in Community Centres	- Chair	Add to work programme for the commission to consider as part of their work next year.
30th June 2014	Neighbourhood Services Portfolio overview Transforming Neighbourhood Services programme Libraries printed music and drama service consultation Council tax recovery	-	
8th September 2014 at 5.30 pm	- Transforming neighbourhood services - Police restructuring plan - Pass it on re-use trial	- Liz Blyth/Adrian Wills - Rob Nixon/Bill Knopp (Police) - Steve Weston	
13th October 2014	- Data centre move – lessons learnt - Ward community funding – revised guidance - Ward meeting transition – progress report	- Jill Craig - Steve Goddard - Steve Goddard	
1st December 2014	- VCS review – outcome of procurement process - ICT efficiencies: lifetime of hardware v technological developments	- Miranda Cannon - Jill Craig	
26th January 2015 at 4 pm	- Household waste recycling centre - Channel Shift strategy	- Steve Weston - Jill Craig	
9th March 2015	- Performance of garden waste collections scheme	- Steve Weston	

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

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Future Items	Lead Officer	Items to be considered
Department of Work and Pensions (Job Centre Plus) – Separate Briefing for all Members	Caroline Jackson/ Kelvin Irons	<ul style="list-style-type: none"> • Update on JCP policy delivery for sanctions relating to people Job Seekers Allowance
		<ul style="list-style-type: none"> •
		<ul style="list-style-type: none"> •
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 (Timing to be confirmed)	Caroline Jackson	<ul style="list-style-type: none"> • What support services are available? • Locations of the services
City Mayor’s Delivery Plan	Miranda Cannon/ Liz Blyth	<ul style="list-style-type: none"> • Progress of targets in relation neighbourhood services and community involvement
Council’s Website Review	Miranda Cannon	<ul style="list-style-type: none"> • Scope/objectives of the review • Improvement of the Council website
City Warden Service (July 2014)	Malcolm Grange	<ul style="list-style-type: none"> • Final annual figures for fixed penalty notices
Partnering Agreements in Community Centres (Aug 2014)	Steve Goddard	<ul style="list-style-type: none"> • Review of the agreements, do they work well?
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
Community Centres Update (Sept/Oct 2014)	Steve Goddard	<ul style="list-style-type: none"> • Update of impact of changes affecting community centres • Usage figures
KPMG’s findings on the Police’s Change Programme (Sept/Oct 2014)	Insp Bill Knopp	<ul style="list-style-type: none"> • Findings and implications from the review
Transforming Neighbourhood Services (TBC)	Liz Blyth	<ul style="list-style-type: none"> • Progress in relation to other areas of the project
Partnering Agreements in Community Centres		<ul style="list-style-type: none"> •