



Leicester  
City Council

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

**DATE: THURSDAY, 13 AUGUST 2015**

**TIME: 5:30 pm**

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

**Members of the Commission**

Councillor Dawood (Chair)

Councillor Gugnani (Vice-Chair)

Councillors Corral, Cutkelvin, Halford, Hunter and Khote

1 unallocated non-grouped place

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

*Elaine Baker*

For Monitoring Officer

**Officer contacts:**

***Jerry Connolly (Scrutiny Policy Officer)***

***Elaine Baker (Democratic Support Officer),***

***Tel: 0116 454 6355, e-mail: elaine.baker@leicester.gov.uk***

***Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ***

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- ✓ where filming, to only focus on those people actively participating in the meeting;
- ✓ where filming, to (via the Chair of the meeting) ensure that those present are aware that they may be filmed and respect any requests to not be filmed.

### Further information

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

**Elaine Baker, Democratic Support Officer on 0116 454 6355.**

Alternatively, email [elaine.baker@leicester.gov.uk](mailto:elaine.baker@leicester.gov.uk), or call in at City 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**

**Appendix A**

The minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 9 March 2015 are attached and Members are asked to confirm them as a correct record.

**4. PETITIONS**

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

**5. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

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

**6. TERMS OF REFERENCE**

**Appendix B**

Members are asked to note the Terms of Reference for the Neighbourhood Services and Community Involvement Scrutiny Commission, (attached).

**7. MEMBERSHIP OF THE COMMISSION 2015/16**

Members are asked to note the membership of the Commission for 2015/16:-

Councillor Dawood (Chair)  
Councillor Gugnani (Vice-Chair)  
Councillor Corral  
Councillor Cutkelvin  
Councillor Halford  
Councillor Hunter  
Councillor Khote

**8. DATES OF COMMISSION MEETINGS 2015/16**

Members are asked to note the meeting dates of the Commission for the 2015/16 municipal year:-

Thursday 13 August 2015  
Thursday 1 October 2015  
Tuesday 17 November 2015  
Thursday 7 January 2016  
Tuesday 3 March 2016  
Thursday 21 April 2016

**9. CALL-IN OF CITY MAYOR DECISION - HIGHFIELDS COMMUNITY ASSOCIATION** **Appendix C**

The following decision has been called-in, and is referred to the Neighbourhood Services and Community Involvement Scrutiny Commission for consideration under Council Procedure Rule 12(f), Part 4D of the Council's Constitution:

Decision by the City Mayor:-

- (1) To make no retrospective payment to the HCA in relation to 2014/15 on the basis that agreement on funding could not be reached; and
- (2) To cease engagement with HCA in respect of Neighbourhood Services funding

**10. CURRENT CONSULTATIONS ON LICENSING MATTERS** **Appendix D**

The Director of Local Services and Enforcement submits information on three current licensing consultations.

Further information on these consultations can be found on the Council's website via the following links:-

- i) Private Hire and Hackney Carriage Licensing  
[https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/private-hire-and-hackney-carriage-driver-licensing/consult\\_view](https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/private-hire-and-hackney-carriage-driver-licensing/consult_view)
- ii) Licensing Act Policy  
[https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/licensing-policy-for-2016-2021/consult\\_view](https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/licensing-policy-for-2016-2021/consult_view)
- iii) Gambling Act Policy  
[https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/gambling-policy-2016-2019/consult\\_view](https://consultations.leicester.gov.uk/city-development-and-neighbourhoods/gambling-policy-2016-2019/consult_view)

**11. NEIGHBOURHOOD SERVICES PORTFOLIO** **Appendix E**

The Director of Culture and Neighbourhood Services, Director of Finance and Director of Local Services and Enforcement submit a report providing an overview of the key areas and services related to the Neighbourhoods element of this Scrutiny Commission. The Commission is recommended to note the

report and use the information contained in it to inform the Commission's work for the coming municipal year.

**12. COMMUNITY INVOLVEMENT PORTFOLIO**

**Appendix F**

The Director of Delivery, Communications and Political Governance submits a report providing an overview of the key areas and services related to the Community Involvement element of this Scrutiny Commission. The Commission is recommended to note the report and use the information contained in it to inform the Commission's work for the coming municipal year.

**13. WORK PROGRAMME**

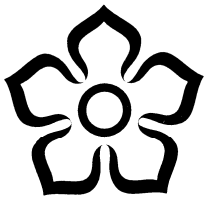
**Appendix G**

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

Members are also invited to suggest other items for inclusion in the Programme.

**14. ANY OTHER URGENT BUSINESS**





Leicester  
City Council

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

Held: MONDAY, 9 MARCH 2015 at 5:30 pm

P R E S E N T :

Councillor Singh (Chair)

Councillor Dr Chowdhury  
Councillor Waddington

In Attendance:

Councillor Russell, Assistant City Mayor - Neighbourhood Services

\* \* \* \* \*

**44. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Bhatti, Corrall and Desai.

Apologies for absence due to other Council business were received from Councillor Gugnani.

Apologies for absence also were received from Councillor Sood, Assistant Mayor (Community Involvement, Partnerships and Equalities) as, although not a member of the Commission, she normally attended its meetings.

**45. DECLARATIONS OF INTEREST**

Councillor Dr Chowdhury declared an Other Disclosable Interest in agenda item 7, "Working with the City's Voluntary and Community Sector to Support Engagement with Communities – Update", as he worked for a voluntary organisation that was a lead organisation in the delivery of a project discussed in the report. In addition, he was a director of the Council for Voluntary Services along with the Chief Executive of The Race Equality Council.

In accordance with the Council's Code of Conduct, these interests were not considered so significant that they were likely to prejudice Councillor Dr Chowdhury's judgement of the public interest. He was not, therefore, required to withdraw from the meeting.

#### **46. MINUTES OF THE PREVIOUS MEETING**

Councillor Russell, (Assistant Mayor with responsibility for Neighbourhood Services), advised the Commission that the market research referred to in minute 38, "Libraries Printed Music and Drama Service: Update Report", had been carried out. The results would be used to consider the way forward for the service. For example, one of the things to be considered was the establishment of an access point in the city from which service users could collect material they were borrowing. A further report on the development of this service would be made to the Commission at an appropriate time.

The Commission noted that unfortunately it had not yet been possible to hold the meeting agreed under resolution 2 of minute 40, "Welfare Reform Update". However, arrangements for this were being made.

#### **RESOLVED:**

That the minutes of the meeting of the Neighbourhood Services and Community Involvement Scrutiny Commission held on 26 January 2015 be approved as a correct record.

#### **47. PETITIONS**

The Monitoring Officer reported that no petitions had been received.

#### **48. QUESTIONS, REPRESENTATIONS AND STATEMENTS OF CASE**

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

#### **49. NEW LEICESTER CITY COUNCIL WEBSITE**

The Project Manager for the Corporate Website redevelopment project reminded the Commission that the content of the Council's website had not been reviewed, but consideration had been given to how its structure could be improved. The main change was that, having considered user feedback, the new website would be aligned to "top tasks".

The Project Manager advised the Commission that the focus of the redevelopment project was to construct a new website that was more aligned to the user experience than to the Council's structure. Content therefore had then been built around this. A particular focus of the new site would be on "top



tasks”, which were those activities most frequently carried out by users of the website.

The Project Manager then gave a presentation to the Commission on the website, a copy of which is attached at the end of these minutes for information. During the presentation, the new website was demonstrated.

Particular attention was drawn to the following points:-

- The current website contained a lot of information that was out of date and it was not always clear which pages were current;
- The beta test website had gone live on 20 October 2014. The new website would go live on 16 March 2015;
- Instead of aligning the new website to the Council’s departmental structure, it was aligned to tasks, (for example, paying a parking ticket);
- The web design team did not create the content for the new website, but made sure that it was appropriate; and
- In the future, Heads of Service would own the content of the website and would delegate responsibility for its maintenance downwards. However, the quality and suitability of all pages would be assessed by the Digital Media team before they were published, to ensure adherence to the desired standards and consistency of style and approach.

The Commission welcomed the new design of the website and the control processes being put in place, but questioned whether planning applications would be subject to these controls, as this could create unacceptable delays to their publication on the website.

In reply, the Content Migration Manager explained that a small centralised content management team would assess proposed website content for day-to-day routine updates and new website developments, but this would not include planning applications. In this way, there no longer would be many people in the Council doing a small amount of updating, although it was recognised that over time this could be devolved again to some extent.

The Commission also queried whether information on the website relating to complaints had been clarified. The Project Manager confirmed that information on how to make a complaint would be included on the home page of the new website, under “Report it”. Members noted that the Council’s Standards Committee had considered a new approach to complaints, which that Committee felt was an improvement on the old one.

It was noted that the on-going effectiveness of the website would be monitored through continuing evaluation of performance metrics and statistics to improve the site for users. It also was hoped that user testing could be undertaken on at least one day per month, when officers would sit with users and discuss the

users' experience of the website. Feedback obtained in this way would then be used to help improve the website.

The following points were then made in discussion:-

- The visual impact of the Council's website was important, so the impact of the new one was welcomed;
- The new website not live yet, so it was difficult to say how effective it would be;
- When users had engaged with officers, feedback on the new website had been good;
- The main focus of the design of the website needed to be customer requirements and business objectives;
- The new website included links to social media; and
- The accessibility of the new website was graded as triple A. (For example, the font size could be changed, rather than having to expand a page.)

The Director of Delivery, Communications and Political Governance advised the Commission that the Corporate Management Board had considered that the current website was not fit for purpose and recognised the corporate benefit of having a website that was fit for purpose and on which people were able to do as many things as possible. Service areas therefore were happy to meet the cost of the Content Migration team, as it was cheaper to action things through the website than over the counter.

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

The Director of Delivery, Communications and Political Governance submitted a report updating the Commission on working with the city's Voluntary and Community Sector to support engagement with communities.

The Director reminded the Commission that the Council had contracts or agreements with a number of organisations to support the representation of, and strengthen engagement with, communities in Leicester. A review of existing contracts / agreements had been started in 2013 and tenders had been awarded for work being undertaken on some of the specific services identified under the review.

During that process, a challenge to the lawfulness of the decision-making process for strands two and four had been received. It therefore was decided that further consultation on these elements would be undertaken and the contracts / agreements of the organisations impacted would be further extended. This consultation would start on 10 March 2015 and would last for

12 weeks.

The continued provision of advice and guidance type support by the Somali Development Service and The Race Equality Council was welcomed, as it was felt by Commission members that the Citizens Advice Bureau could not meet all needs for advice.

It was noted that the legal challenge to the original process had identified that explicit reference to the work of these organisations needed to be made, so the type of specialist advice they provided should be offered as a separate tender.

It was noted that the legal challenge to the original process had identified that explicit reference to the work of these organisations needed to be made and considered further in the review. In conclusion it was decided that this specific activity should be separated out and considered alongside other advice and guidance services commissioned by the Council in due course, when those existing services were up for renewal. The Council's auditors therefore had been asked to estimate how much was spent on advice work, so that what could be received for the cost of the contract could be assessed.

A further basis for the legal challenge had been that the tender being offered needed to state more explicitly that it was unlikely that commissioned services could help people of every protected characteristic under the Equality Act 2010. Therefore, a way needed to be sought to reflect the protected characteristics that had the most impact, while accepting that the risk that not all would be accommodated was an accepted part of the approach being taken.

A further basis for the legal challenge had been that the tender being offered needed to state more explicitly that it was unlikely that commissioned services could represent all residents in relation to the protected characteristics being considered, those being race, faith and Lesbian, Gay, Bisexual and Transgender (LGBT). Therefore, a way was needed to best achieve representations whilst recognising and acknowledging the limitations there could be as part of the approach being taken.

An absolute amount to be spent on the contracts for this work had not been specified, in order to retain flexibility if it was decided that more funding needed to be provided. However, an indicative amount was needed, which was why the figure of £150,000 – 200,000 for strand two had been used. However, concern was expressed that the reduction in funding of £86,000 was a large amount for the organisations concerned, as they had limited resources.

It was noted that Voluntary Action LeicesterShire had been awarded the contracts for services included in strands 1 and 3 at a saving of just over £71,000.

Councillor Russell, (Assistant Mayor with responsibility for Neighbourhood Services), stressed that the review of advice services did not include a review of the Citizens Advice Bureau contract. That contract had at least another year to run, with the possibility of extending it by a further two years.

The Commission queried why an organisation with a general remit did not provide support services, possibly using specialist teams, as this would remove much of the demarcation between types of service. In reply, the Director of Delivery, Communications and Political Governance explained that the Council wanted to establish a model that built good relationships with communities representing characteristics such as faith, race and LGBT people and that a centralised model would not necessarily achieve the trust and engagement of individual communities. Other delivery models could be suggested through the forthcoming consultation, which the Council would be happy to consider.

In response to a query from Members, the Director of Delivery, Communications and Political Governance confirmed that the city had been included in the government's Prevent programme. A Prevent Co-ordinator had been employed and was based at St Philips Centre. The Home Office approved projects and the allocation of funding for the Programme, but the Council had a representative on the steering group.

Members of the Commission noted that there had been no choice about participating in the programme, as it was a statutory responsibility for lead authorities, but concerns remained that the impact of previous work could be diminished and some communities alienated. The Assistant Mayor reminded the Commission that, when it had started, the Prevent programme had been discussed extensively by the Executive and through the scrutiny process.

It was recognised that in the past some groups and organisations had felt that they were excluded from discussions, but were still required to follow a set of criteria. These organisations often had done significant work in building community solidarity and should be respected and involved in future work.

RESOLVED:

That the Director of Delivery, Communications and Political Governance be asked to submit a report to the Commission in the new municipal year explaining why St Philip's Centre has been chosen to host the local Prevent programme.

## **51. GARDEN WASTE SERVICE - UPDATE REPORT**

The Director of Local Services and Enforcement submitted a report updating the Commission on the first year of operation of the garden waste collection service and outlining planned activities and expectations for year two of the service in 2015.

Councillor Russell, (Assistant Mayor with responsibility for Neighbourhood Services), noted that the service had been promoted well and reminded the Commission that it had always been made very clear to residents that the £20 charge offered in the first year was a promotional discount and the service cost would be £30 for the second year of operation.

The Commission welcomed the report and the success of the service and expressed the hope that it would continue.

## **52. LIBRARIES SUMMER READING SCHEME IMPACT REPORT**

The Director of Culture and Neighbourhood Services submitted a report examining the impact of the library service's annual summer reading scheme and outlining the programme for 2015.

The Head of Neighbourhood Services introduced the report, explaining that:-

- It was recognised that children's reading abilities could diminish over the summer break. However, teachers were noticing a difference in children's reading levels as a result of the scheme, as they needed less time to recover their skills at the start of an academic year;
- Through the partnerships established, thousands of children were involved in the summer reading scheme and many finished the programme;
- The Summer 2015 scheme would be slightly different to previous ones, as it would involve adults and children; and
- The theme for the Summer 2015 scheme would be the Guinness Book of Records and would particularly target reluctant readers and increasing the number of boys participating.

The Commission expressed the hope that the scheme would receive good media coverage. Councillor Russell, (Assistant Mayor with responsibility for Neighbourhood Services), confirmed that the Leicester Mercury was invited to a number of the scheme's events and usually reported on them, including photographs of participants. Other means of promoting the scheme also were used, such as the Book News newsletter, to promote the scheme to the widest cross-section of the community possible.

The Assistant Mayor further advised that:-

- 43% of those completing the scheme were boys, whose literacy results tended to be behind those of girls;
- It was hoped that improving reading skills could help improve overall educational attainment;
- This year, it was hoped that the scheme would engage more with high schools; and
- One of the city's special schools would be participating this year.

Members suggested that it could be useful to include promotional material in children's school book bags towards the end of the summer term, as this did

not appear to have been done in previous years. This material could emphasise that the scheme was free to attend. The Assistant Mayor agreed that this could be investigated.

It also was proposed that work would be done with children in schools towards the end of the school summer term to encourage them to sign up for a library ticket. This would include a Golden Ticket competition, through which children taking their first books out of a library would be entered in to a draw to win a family day out. Community librarians in some areas also took groups of children to a library to show them how it worked.

The Commission welcomed the scheme, particularly endorsing the involvement of adults, as children's participation could be a problem if they had to rely on being taken to a library by an adult. The Assistant Mayor recognised that this could lead to the exclusion of some children from the scheme.

RESOLVED:

That the Head of Neighbourhood Services be asked to consider whether promotional material for the Summer 2015 reading scheme can be sent home from schools in eligible children's book bags, this material to emphasise that the scheme is free to attend.

### **53. WORK PROGRAMME**

The Commission noted that the work programme had now been concluded.

### **54. ANY OTHER URGENT BUSINESS**

#### **Executive Decision: Spending Review Programme – Welfare Advice Service**

The Chair submitted this item as urgent business, in accordance with Scrutiny Procedure Rule 14, (Part 4E of the Council's Constitution), in order to undertake scrutiny of the issues arising from proposals approved by the City Mayor to achieve savings of £0.2 million per year from a review of the in-house welfare rights service, as part of the Council's spending review programme, before the service review started.

In addition, this decision had been taken on 6 March 2015, so the deadline for calling it in if needed was 13 March 2015. The issues therefore needed to be considered by 13 March, in case Members wished to call-in the decision.

The Chair verbally reminded the Commission that there had been unprecedented cuts to welfare benefits and that Universal Credit soon would be introduced nationally. He therefore felt that the decision to seek savings from the in-house welfare rights service needed to be scrutinised.

Councillor Russell, (Assistant Mayor with responsibility for Neighbourhood Services), advised the Commission that this decision had been taken in order

to:-

- a) remove the duplication of work, as the Citizens Advice Bureau held the contract for the provision of welfare advice within the city and this had resulted in senior Council officers operating a “triage” service to signpost people to relevant commissioned advice services; and
- b) ensure that the most appropriate services were available in the community.

This decision had been made by the City Mayor, due to its cross-service nature.

Councillor Russell stressed that this decision related to advice services provided directly by the Council, not to the wider advice options available in the city. The Council worked closely with the providers of the wider services, but these were not being considered under this decision.

Councillor Russell offered to discuss with the City Mayor the possibility of scrutiny of the decision being undertaken, but stressed that it was the Commission’s responsibility to determine what it wished to scrutinise. Scrutiny of reviews such as this was welcome, due to the additional value it could bring to decisions.

**RESOLVED:**

That the Assistant Mayor with responsibility for Neighbourhood Services be asked to discuss with the City Mayor the possibility of scrutiny being undertaken of the decision taken on 6 March 2015 regarding proposals to achieve savings of £0.2 million per year from a review of the in-house welfare rights service, should a request for such scrutiny be received.

## **55. VOTES OF THANKS**

The Chair extended his sincere thanks to all members of the Commission and officers who had worked with the Commission for their work.

In reply, Councillor Waddington thanked the Chair on behalf of Commission members for his work and his appreciation of Members’ contributions.

## **56. CLOSE OF MEETING**

The meeting closed at 7.14 pm





## leicester.gov.uk in 2015

A new approach




### Leicester.gov.uk right now

- It has evolved over several years but its purpose is not always clear
- Improving our public website is vital – it has become unsustainable and unmanageable
- There are over 6,000 pages but only a small fraction is used.
- From January to June 2014:
  - only 0.5% of pages received more than 1,000 page views
  - 67% received less than 100 page views
  - 25% received no page views at all




### Deadlines

- 6000 pages to review – we are almost there
- Beta go-live = 20<sup>th</sup> October 2015 ([www.beta.leicester.gov.uk](http://www.beta.leicester.gov.uk))
- Refreshed leicester.gov.uk = 16<sup>th</sup> March 2015




### They are frustrated

- "I wasn't able to find the exact information about what I was looking for"
- "This is a very poor site when compared with ones for other counties"
- "The navigation of the website is poorly executed and the content is clearly only updated periodically"
- "Finding information on this council site is difficult. The site looks dated and the information is generally inadequate"
- "Trying to access planning applications is too complex"
- "Totally cheesed off with the whole thing!"



### Project objectives – our new site will...

- **Be user-focused** – serving the needs of our customers rather than the needs of our organisation
- **Be task-focused** – key tasks are prominent and easy to complete
- **Support efficient ways of working** – helps support people to do things on line rather than needing to contact us by phone or in person
- **Be streamlined** – out of date, irrelevant and organisation-centric content will be removed
- **Be simpler** – content is organised logically with clear navigation
- **More engaging** – better page lay-out, clear hierarchy of content, easier to read with clear calls to action
- **Have better content governance and control** – to ensure we do not end up where we are now in a few months



### Project governance

- Project sponsor - Cllr. Rory Palmer
- Web Governance Board – Miranda Cannon and Jill Craig
- Project Team
  - Tine Juhlert – Project Manager
  - Matthew Alexander – Content Migration Manager
  - Steve Scott – Enterprise Architect
  - Simon Kerr – Web Designer
  - David Doherty – Social Media Manager
  - Michelle Hodgson – Service Improvement Manager
- Project Team works with Information Owners (Head of Service or equivalent)





Get in touch

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**Matt Alexander, Content Migration Manager**

[matthew.alexander@leicester.gov.uk](mailto:matthew.alexander@leicester.gov.uk)

**Tine Juhlert, Web Refresh Programme Project Manager**

[tine.juhlert@leicester.gov.uk](mailto:tine.juhlert@leicester.gov.uk)





## SCRUTINY COMMITTEES: TERMS OF REFERENCE

Scrutiny Committees hold the executive and partners to account by reviewing and scrutinising policy and practices. Scrutiny Committees will have regard to the Political Conventions and the Scrutiny Operating Protocols and Handbook in fulfilling their work.

The Overview and Select Committee and each Scrutiny Commission will perform the role as set out in Article 8 of the Constitution in relation to the functions set out in its Terms of Reference.

Scrutiny Committees may:-

1. Review and scrutinise the decisions made by and performance of the City Mayor, Executive, Committees and Council officers both in relation to individual decisions and over time.
2. Develop policy, generate ideas, review and scrutinise the performance of the Council in relation to its policy objectives, performance targets and/or particular service areas.
3. Question the City Mayor, members of the Executive, committees and Directors about their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects.
4. Make recommendations to the City Mayor, Executive, committees and the Council arising from the outcome of the scrutiny process.
5. Review and scrutinise the performance of other public bodies in the area and invite reports from them by requesting them to address the Scrutiny Committee and local people about their activities and performance; and
6. Question and gather evidence from any person (with their consent).

**Annual report:** The Overview Select Committee will report annually to Full Council on its work and make recommendations for future work programmes and amended working methods if appropriate. Scrutiny Commissions / committees will report from time to time as appropriate to Council.

The Scrutiny Committees which have currently been established by the Council in accordance with Article 8 of the Constitution are:

- Overview Select Committee (OSC)
- Adult Social Care Scrutiny Commission
- Children, Young People and Schools Scrutiny Commission
- Economic Development, Transport and Tourism Scrutiny Commission
- Health and Wellbeing Scrutiny Commission

- Heritage, Culture, Leisure and Sport Scrutiny Commission
- Housing Scrutiny Commission
- Neighbourhood Services and Community Involvement Scrutiny Commission







## **SCRUTINY COMMISSIONS**

Scrutiny Commissions **will**:

- Be aligned with the appropriate Executive portfolio.
- Normally undertake overview of Executive work, reviewing items for Executive decision where it chooses.
- Engage in policy development within its remit.
- Normally be attended by the relevant Executive Member, who will be a standing invitee.
- Have their own work programme and will make recommendations to the Executive where appropriate.
- Consider requests by the Executive to carry forward items of work and report to the Executive as appropriate.
- Report on their work to Council from time to time as required.
- Be classed as specific Scrutiny Committees in terms of legislation but will refer cross cutting work to the OSC.
- Consider the training requirements of Members who undertake Scrutiny and seek to secure such training as appropriate.

# Appendix C


With reference to the decision made by the City Mayor in relation to Highfields Centre. We would like to call in the decision as it does not take account the impact upon the Highfields Community neither has there been any adequate consultation with Users regarding ceasing services

	PATRICK KITTERICK	Secunder
<del></del>	MOHAMMED DAWOOD	Proposer
	Inderjit Gugnani	
	SHAFIQUL ISLAM CHOWDHURY	
	Mustak Malika	
	HANIF ABBANY	





## RECORD OF DECISION BY CITY MAYOR OR INDIVIDUAL EXECUTIVE MEMBER

1.	<b>DECISION TITLE</b>	Highfields Community Association (HCA)
2.	<b>DECLARATIONS OF INTEREST</b>	None
3.	<b>DATE OF DECISION</b>	24 July 2015
4.	<b>DECISION MAKER</b>	City Mayor
5.	<b>DECISION TAKEN</b>	<p>(1) To make no retrospective payment to the HCA in relation to 2014/15 on the basis that agreement on funding could not be reached</p> <p>(2) To cease engagement with HCA in respect of Neighbourhood Services funding</p> <p>NB. The legal implications to the report are marked 'Not for Publication' because it contains exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended: i.e. 'Information relating to the financial or business affairs of any particular person (including the authority holding that information)'.</p>
6.	<b>REASON FOR DECISION</b>	<p>A loss of confidence in the ability of the HCA to manage its resources (financial, staff and building asset) effectively and with due diligence.</p> <p>The absence of a clear business case from HCA to warrant consideration for funding.</p>
7.	<p>a) <b>KEY DECISION Y/N?</b></p> <p>b) If yes, was it published 5 clear days in advance? y/n</p>	No.
8.	<b>OPTIONS CONSIDERED</b>	<p>(1) Retrospectively agreeing a funding settlement for 2014/15</p> <p>(2) Maintaining an ongoing funding relationship with HCA for 2015/16 onwards.</p>
9.	<p><b>DEADLINE FOR CALL-IN</b></p> <ul style="list-style-type: none"> <li>• 5 Members of a Scrutiny Commission or any 5 Councillors can ask for the decision to be called-in.</li> <li>• Notification of Call-In with reasons must be made to the Monitoring Officer</li> </ul>	31 July 2015
10.	<p><b>SIGNATURE OF DECISION MAKER</b> (City Mayor or where delegated by the City Mayor, name of Executive Member)</p>	



# Executive Decision Report

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## **Highfields Community Association**

Decision to be taken by: City Mayor, Sir Peter Soulsby

Decision to be taken on: 24 July 2015

Lead director: Liz Blyth

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**City Mayor**

### **Useful information**

- Ward(s) affected: Wycliffe, Spinney Hills and Stoneygate
- Report author: Shilen Pattni
- Author contact details: 37 1832
- Report version number: 1.0

### **1. Summary**

This report sets out concerns in relation to engagement and funding of Highfields Community Association (HCA) for the management and operation of Highfields Centre.

### **2. Recommendations**

The City Mayor is asked to note the significant concerns raised in this report and to consider the following:

- a. To conclude the funding issue by making no retrospective payment to HCA in relation to the funding for 2014/15 on the basis that agreement could not be reached
- b. To cease engagement with HCA in respect of Neighbourhood Services funding
- c. To note that since providing notice of the Council's intention to terminate the discontinuous sub lease that alternative arrangements for the provision carried out under that sub lease are being made to take effect from September 2015

### **3. Background**

- 3.1 Despite considerable efforts to maintain a constructive working relationship with HCA it is clear that this has irretrievably broken down.
- 3.2 The damage to the relationship over the past nineteen months has created substantial and irreconcilable differences. The result is that the Council, as a responsible body for public funds, does not have trust or confidence in HCA's ability to prudently manage public funds, to demonstrate an acceptable level of care toward staff transferred to them from the authority in relation to their pension rights, or to develop a credible model for a sustainable future.
- 3.3 In 2010 the building and staff were transferred to HCA by the Council, following a long period of campaigning by HCA, to enable them to meet their stated aim of achieving financial independence. This was a unique arrangement and the first and only time the Council has agreed to transfer a major building asset (with a value of approximately £2 million) and staff team to enable Community Governance. Subsequently a 25 year lease was granted (with the option to extend for a further 25 years) at a peppercorn rate of £0.76 plus VAT per annum. Three years' funding of £879k (£293k per annum) for community

services was also provided. At the same time a discontinuous sublease was entered into for use of hired space by the Council in the Highfields Centre for adult skills and learning and children's and youth services with a value of £99k per annum for rent and service charges. In this time period HCA have also successfully bid for Council funding for other specific initiatives.

3.4 In 2013, when the three year agreement ceased, HCA sought further funding to the amount of £293k per annum. In order to give HCA further time to provide the Council with relevant information and a business plan funding of £73k was provided to HCA between December 2013 and February 2014.

3.5 Since the asset transfer to the HCA the Council now have in place a more robust policy framework for Community Governance and Community Asset Transfer. The arrangement with HCA is unique as it included an unprecedented level of financial support not in keeping with the Council's current Community Asset Transfer policy which requires interested organisations to demonstrate that they are financially sustainable. In their business planning, HCA needed to demonstrate a clear proposal for how they intended to reduce reliance on the Council's funding which is a clear objective for seeking Community Governance and utilise the assets of the building and staff to meet the stated aims of the organisation (ie to become economically independent and self-sufficient) but they have failed to do this.

3.6 Following discussion between the City Mayor and HCA in the spring of 2014, the Council sought to progress, subject to contract negotiations, to award HCA £200k for one year in 2014/15. This was for support towards the management and operation of Highfields Centre and contingent upon HCA providing a robust business plan and model to demonstrate its ability to become financially self sustaining.

3.7 After the proposed funding was offered in June 2014, there followed long and protracted discussions, and reluctance from HCA to enter the funding agreement due to the presence of key clauses that HCA did not like:

- The Council withholding a proportion of funding pending confirmation of the amount of the pension fund deficit as a result of HCA's unilateral decision in September 2014 to withdraw from the Local Government Pension Scheme (LGPS). This is known as a set off clause and was in the 2010 funding agreement with HCA. Withholding funding was necessary at the time to protect the Council as guarantor to the pension fund should HCA not reimburse the fund for the deficit; however the County Council as LGPS administrator advised in June 2015 that it no longer considers that the City Council has liability for any deficit, following agreement of a payment schedule with the HCA. It should also be noted that the HCA had not continued to maintain a bond or indemnity, as required in the original LGPS agreement to mitigate the risk to the pension fund and hence the Council.
- Seeking amendments to the Council's standard safeguarding clause which is included to reflect legal requirements, the multi-agency policy framework and best practice to protect children and vulnerable adults from abuse. It is not negotiable with service providers. The amendment sought appeared to be to enable HCA to employ staff without DBS clearance and remove the

- Council's opportunity to confirm compliance with the safeguarding clause.
- Rejecting the standard clause that would give the Council access without notice to the HCA premises to investigate a complaint or incident involving the delivery of the service (from the police or a whistle blower) or to monitor the delivery of the service and performance.
  - Rejecting the clause inserted requiring HCA to maintain a positive working relationship with the Council in public and in private. This was added because of the experience during funding negotiations of HCA's adversarial approach to the Council as their principal funder.
  - Seeking to reduce the target for service activity at HCA from 100,000 usages per annum to 83,000 per annum. The Council maintained that by being more efficient HCA, can, like many organisations including the Council, reduce costs without reducing service quality, and that based on the Council's experience the target was reasonable and had been previously met by HCA.
  - In addition to these clauses, the Council asked for confirmation that the HCA Board had resolved to enter the funding agreement and for details of the broadly comparable pension scheme they are required to provide following their withdrawal from the LGPS.

3.8 By January 2015 HCA had still not agreed to the terms and conditions and no payments had been made.

3.9 In February 2015 the HCA Board reported to have reluctantly agreed to the conditions set out in the funding agreement in order for them to receive funding.

3.10 To summarise, since December 2013, following the end of the three year funding agreement, there has been a long, difficult and protracted negotiation between the HCA and the Council on a number of matters including:

- a) The expectation from HCA that along with the transfer of the building and staff in 2010 the Council would also provide significant levels of funding to HCA after the three year agreement ended in 2013.
- b) Reluctance from HCA to agree to the terms and conditions associated with the one year funding offered to HCA for 2014/15. HCA deemed several clauses in the funding agreement unreasonable and were still contesting these in January 2015, seven months after the funding had been offered.
- c) The unilateral decision by HCA to give notice on withdrawal from the Local Government Pension Scheme (LGPS) in September 2014, without engagement or consultation with the Council. HCA have not been able to demonstrate that they acted in a prudent manner on this matter nor that they took independent financial or legal advice. Their withdrawal has resulted in a significant and unnecessary liability of £162k through the crystallisation of a deficit on the pension fund, for which they have sought to blame the City Council as well as the County Council as LGPS administrator.

- d) In addition, despite repeated requests, HCA have not demonstrated how they will meet their legal obligation to provide a pension scheme that is broadly comparable with the LGPS for the staff transferred by the Council, resulting in concern over the HCA level of care for those staff previously in our employ. This obligation is a requirement of the Employee Transfer Agreement.
  - e) An initial expectation from HCA that the Council should provide additional funds over and above that which has been offered through the Community Services offer to help 'bail out' the organisation in relation to this pension scheme liability. This was refused.
  - f) An apparent lack of will to enter into any form of meaningful dialogue, or foster any form of positive relationship with the Council, and instead taking a stance that could only be considered argumentative and adversarial.
  - g) The lack of a credible business case for HCA moving forward, despite feedback to them on the business case put forward in 2014 and the offer of assistance to develop a more robust and meaningful plan to meet their stated aim of becoming financially independent.
- 3.11 Given the protracted and difficult engagement with HCA, consideration has been made to the consequences for HCA and the consideration that cessation of the Council's funding could present a financial challenge too great for the HCA to meet. The HCA's accounts for 2012/13 and 2013/14 have been reviewed and show that they have been reliant on Council funding for at least 70% of their income (79% in 2012/13 and 70% in 2013/14). The balance of approximately 30% has been generated through centre activities and grants from other organisations. HCA's accounts for the year ending March 2015 are yet to be published.
- 3.12 The 2013/14 published accounts show reserve funds of £671k at March 2014, of which £647k was unrestricted. These unrestricted funds were earmarked for asset replacement (£275k), programme support (£40k) and transforming services (£60k), with a remaining general reserve of £272k.
- 3.13 In the absence of published 2014/15 accounts, it is assumed that some of the unrestricted funds will have been utilised during 2014/15 given that the Council ceased funding in February 2014, although the Council has continued to pay for rented space within the building. In the absence of clear and robust financial future modelling and without the 2014/15 accounts being available to the Council, it is difficult to predict how long HCA may remain solvent unless they are able to obtain financial resources from alternative sources and/or reduce expenditure. This also depends on how much of the £647k of unrestricted funds is still available to support running costs.
- 3.14 The longer term financial viability of HCA has since transfer of the building and assets from the Council in 2010 been dependent on the HCA's ability to develop sustainable funding streams and associated expenditure levels and this remains the case.

3.15 Given the concerns outlined in this report the following is put forward in order to conclude the position regarding funding:

1. To make no retrospective payment in relation to funding for 2014/15 on the basis that agreement could not be reached  
And
2. To cease engagement with HCA in respect of neighbourhood services funding

#### **4 Discontinuous Sub-lease**

- 4.1. In addition to the historical Community Services funding and the 25 year (plus 25 year extension option) lease on the building, the Council has a discontinuous sub lease with HCA for the use of space in the building at prescribed times.
- 4.2. The sub lease expired in November 2012 but it is currently “holding over” on the terms of the expired sub lease. The current rent is £50k pa plus a service charge (combined total capped at £99k pa) for space originally occupied by Adult Skills and Learning, Early Prevention and Youth Services.
- 4.3. The Council’s overall usage of space has varied in the 2014/15 financial year but not significantly. It is likely to change significantly in 2015/16. On this basis the Council have now given notice to HCA to end the sub lease. The two services utilising the agreement are Adult Skills and Learning for a variety of courses, and Early Years for pre-school provision for up to 24 children, run by Leicester City Council staff.
- 4.4. The options were to renegotiate usage on a room rental only basis or terminate usage altogether and withdraw completely from the Highfields Centre by September 2015 while establishing alternative sites /models to deliver provision in the area. Work has been carried out to assess the options for this provision in order to seek to minimise the impact on users.
- 4.5. Timing of the notice was important to enable the provision of adult skills classes through to end of this financial year and ensure planned classes are not disrupted to the end of the academic year in July 2015. In addition the early years’ provision is term time only and was due to break up for the summer on 12 July. Given that the sub lease is holding over the Council are obliged to serve at least one quarter’s notice in order to terminate the sub lease. On 22nd June 2015 notice to terminate the Council’s occupation of the Centre was served on the HCA, expiring on the 28th September 2015.
- 4.6. Given the significant cost of this arrangement in comparison to usual market rents, HCA were invited to provide an offer for the use of a reduced level of space at the Highfields Centre. Specifically the space previously occupied by youth services was no longer required, the requirement for early years’ space was increased from 5 to 7 days a week for an additional 9 weeks a year, and the space required by adult learning was reduced by 70%. Overall this amounted to a 50% reduction in space. Unfortunately the offer received was 40% greater (£140k) than the previous charge (£99k) and almost four times greater than estimated market valuation (<£50k) for the amount of space being requested.



- 4.7 Following receipt of this offer HCA were asked reconsider and urgently provide a revised offer within twenty-four hours. In response HCA disputed the Council's market valuation and sought to revise its offer by 10<sup>th</sup> July 2015 which also clashed with the end of the school term and the closedown of preschool and adult learning courses. This is significant as the Council has a duty of care to ensure that service users, particularly children and parents, are made aware of changes as early as possible.
- 4.8 On 3<sup>rd</sup> July 2015 the Council reluctantly informed learners and parents that the Council's adult skills and early years services will cease to continue from Highfields Centre as the Council will be vacating occupation of the Centre by September. Arrangements are in hand to close the preschool and relocate adult learning provision in order to maintain services at other nearby facilities for the next academic year.

## 5. Financial and other implications

### 5.1 Financial implications

The report is concerned with financial implications throughout, in particular the HCA's ability to move to financial independence, concerns over its ability to manage public funds appropriately and the potential implications of significant reductions in the Council's funding on the HCA's future prospects.

Colin Sharpe, Head of Finance, ext. 37 4081

### 5.2 Equalities Implications

5.2.1 The following range of services is offered HCC/HCA as indicated on their website on 17 July 2015:

- **advice service:** welfare benefits, housing, debt, immigration, nationality, education, general advice
- **sports and health:** sports facilities and sports activities
- **arts service:** courses – youth/community recording sessions; music production studio sessions for young people; creative youth, creative writing course; audio visual hire
- **venue hire:** main hall, two lounges
- **active youth:** arts & sports programme Friday and Saturday
- **employment training & business support:** employment and business support services
- **adult learning:** classes
- **children's pre-school group**

5.2.2 The funding provided to HCA referred to in the report was for sports, arts and non-specific community support services. No payment has been made for 2014/15 for reasons presented in the report. No financial accounts nor a more detailed business plan for HCA have been received for 2014/15. Therefore it is not possible at this point

in time to consider the actual or potential impacts of payment not having been made during 2014/15 without more detailed information from HCA.

5.2.3 The Council does commission youth service provision through a consortium that HCA belongs to, so there is no anticipated change in youth provision at HCC. The Council does not commission the advice service provided at HCC. The Council rents premises for two services which it delivers on site: adult learning classes and the children's pre-school group.

5.2.4 **PSED considerations:** The Council is mindful of its continuing responsibility to meet a range of needs of city residents, as required by our Public Sector Equality Duty under the Equality Act 2010. The original agreement with Highfields Community Association (HCA) to transfer Highfields Community Centre as a community asset was based on the anticipated community benefits arising from such an arrangement and this arrangement being an appropriate means for the Council to, in effect, continue to meet local community needs through services cited in this report.

5.2.4 The following considerations have been undertaken by the Council in regard to its Public Sector Equality Duty:

a) ensuring that it understands each of the populations affected by the proposal:

5.2.5 The Council has produced a compendium of key statistics for Leicester, which includes census 2011 statistics at ward level across the city. HCC is located within Wycliffe ward but its users span these ward boundaries and for some services reach across the city.

5.2.6 To complement demographic information presented in the compendium, the Council produces adults' and children's joint strategic needs assessments to inform key issues affecting the health and well being of local people in the city. The joint strategic needs assessments focus on demographic considerations, including ethnicity, as well as the social and environmental context which shapes need. Given that HCC is located in an area of deprivation, this is particularly relevant to understanding the needs of local people who use HCC services.

5.2.7 The City Mayor's Delivery Plan cites the main strategic themes for action and outcomes by the Council. The following delivery plan themes provide a strategic context for how different areas of activities provided by HCC fit within Council strategic priorities: a place to do business; a healthy and active city; providing care and support; our children and young people; our neighbourhoods and communities.

b) Being clear of the protected characteristics of those currently accessing HCC services:

5.2.8 Given the demographics of the area, and the range of services provided by HCC, the relevant protected characteristics are: age, ethnicity, religion or belief (given local profile) and likely disability given its prevalence across different groups and potentially disproportional impact because of deprivation in the area.

c) Understanding the potential impacts of the proposed recommendations/decision:

5.2.9 Of the three proposals presented in the report, two relate to funding considerations related to the transitional support provided by the Council for the original community asset transfer to HCA. The third proposal relates to the termination of the discontinuous sub lease for the provision of the adult learning and pre-school service at the Centre.

5.2.10 The original community asset transfer to HCA was carried out on the premise that they would be seek to become financially self-sufficient as an organisation in the delivery of the range of services they have on offer, and interim Council transition funding to support this outcome was provided. As indicated in the report, HCA have reserves in place to continue to fund HCC activities but the longer term financial viability of the Centre is uncertain once Council transitional funding is no longer provided. The Council has been unable to influence HCA practice through the breakdown of their working relationship as cited in the report, and on the basis of the governance arrangements in place, is unable to directly intervene in terms of taking mitigating actions that would reduce any potential adverse impact to continued service provision at the Centre.

5.2.11 The only Council services likely to be affected by the third proposal to no longer rent premises at the centre are adult learning and pre-school provision for reasons cited in the report. The Council will be able to relocate adult learning provision. Our assessment of childcare provision in the area indicates that there is a sufficiency of childcare spaces to meet need and the council is actively assisting parents to seek alternative pre-school places via its brokerage service. These are the only mitigating actions available to address this potential negative impact.

5.2.12 The above explanation sets out how the Council has ensured that it meets the first aim of the PSED, to eliminate discrimination. Its approach to strategic service needs and delivery across the city is inclusive in approach and informed by local population needs.

5.2.13 The second aim of the PSED is to advance equality of opportunity between different groups of people. The Council's key strategies, such as the City Mayor's Delivery Plan, set out how the range of services delivered by the Council and in partnership with others, help to promote equality of opportunity, particularly for those who are vulnerable and disadvantaged because of their social and economic circumstances. It is unfortunate that the partnership working arrangement between the Council and HCA has broken down and that this has affected Council use of the Centre as a local venue for service provision. However, alternative sites for delivery will ensure that initiatives contributing to equality of opportunity in terms of outcomes benefiting local users. It is not clear at present whether this breakdown in working relationships will affect service provision by HCA through the Centre. The Council has a strategic remit to ensure continued meeting of need and this is embedded in its strategic operating framework – the City Mayor's Delivery Plan. Although the outcome of these proposed funding decisions may affect HCA as a service venue and provider, it will not affect the Council's continuing to meet its PSED in identifying and addressing local need.

5.2.14 The final PSED aim for consideration is that of continuing to foster good relations. The breakdown of working relations between the Council and HCA could affect good relations between local residents and other groups within the city if they perceived that they were being disadvantaged because of services no longer

continuing to operate in the same manner (based on the termination of the Council's transitional support) by HCA through the Centre. From the perspective of the Council's understanding of its PSED responsibilities, it has not sought to end this provision that would affect meeting local residents' needs, and has a strategic framework in place against which it measures its continued meeting of local resident needs as assessed through its needs assessment and statutory service provision. The Council is committed to community cohesion, an inclusive city and meeting its PSED duties and has a variety of mechanisms in place to pursue these outcomes. Through its proposed actions, as set out in the report, the Council has sought to deliver the legal agreement for community asset transfer as proposed and entered into willingly by HCA. It is unfortunate that this working relationship with HCA has broken down.

Irene Kszyk, Corporate Equalities Lead, ext 374147

## **6. Consultations**

6.1 This report has been compiled in consultation with relevant service areas in the Council.

6.2 The Ward Councillors from Wycliffe, Spinney Hills and Stoneygate have been briefed by the City Mayor.

## **7. Summary of appendices:**

**Appendix A** – Legal advice, not for publication

## **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)?**

The legal implications to the report are marked 'Not for Publication' because it contains exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as amended: i.e. 'Information relating to the financial or business affairs of any particular person (including the authority holding that information)'.

## **9. Is this a "key decision"?**

No.

# Licensing Consultations –

- Taxi Licensing
- Licensing Act Policy
- Gambling Act Policy

July/August 2015

# Background

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- Consultations are taking place in relation to a number of licensing areas.
- In relation to taxi licensing these are relating to changes we want to introduce, a review of existing policies and also because of changes in the law.
- 32 • In relation to the Licensing Act and Gambling Act these are periodic reviews of existing policies required to be carried out by law.
- The public consultations run until 16<sup>th</sup> August 2015, but there is no fixed deadline for comments by the Scrutiny Commission

# Taxi Licensing

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- Introduction of longer duration driver licences of up to 3 years
- Penalty Points scheme for driver misconduct
- Proposed awareness training in relation to child sexual exploitation
- Review of existing age policy for taxis

33

# Longer Duration Taxi Driver Licences

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- Licences are currently issued for one year
- Change in the law means that we must offer licences for three years unless circumstances justify issuing a licence for shorter duration
- Consulting on policy for deciding licence length

34

Combined total points on DVLA licence and Council Penalty Points Scheme	Criminal Convictions	Licence Duration
Less than 3	No serious criminal convictions	3 years
3 to 6	No serious criminal convictions	2 years
More than 6	Or any serious criminal convictions	1 year

- Aims would be to ensure riskier drivers are reviewed more often and to encourage better driving and conduct.



## Child Sexual Exploitation Awareness Training for Drivers

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- Proposal to provide a ½ day awareness training session for all drivers
- Follows on from concerns in other parts of the UK
- 3 • Requirement to undertake training within 3 months of grant or renewal of licence.
- Consultation on what other training could be included
- Free for existing drivers and £20 for new drivers

# Driver Penalty Points Scheme

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- Aims to deal with misconduct with drivers which will not be dealt with in other ways eg prosecution or revocation of licence
- Penalty points will be imposed by officers where evidence exists in relation to misconduct
- 36. Drivers will be given an opportunity to give an account of any alleged misconduct before points imposed
- Where 12 or more points accrued in three year period consideration will be given to revocation of licence
- Driver will have right of appeal to magistrates' court

# Proposed points schedule

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	Offence/Breach of Condition	Maximum Points Applicable
1	Providing false or misleading information on licence application form, or failing to provide relevant information.	3
2	Failure to use taxi meter for journeys within prescribed distance	5
3	Refusal to accept hiring without reasonable cause	5
4	Parking a vehicle in contravention of parking restrictions	4
5	Failure to display appropriate plates, or plate improperly secured, or failure to display door signs.	3
6	Failure to wear driver's badge	3
7	Failure to undertake 6 monthly vehicle examination	4
8	Driving a vehicle in an unroadworthy condition (eg prohibition notice)	5
9	Failure to notify Licensing Authority of a conviction	3
10	Making of false or misleading statement on licence application form	3
11	Failure to comply with the drivers' code of conduct.	1

# Taxi Age Policy

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- Current vehicle age policy came into effect in July 2013
- Applies to both hackney carriages and private hire vehicles
- Consulting with the trade on whether any changes needed, but no proposals for change at this stage
- Policy is that vehicles must be less than 5 years old when first licensed and licence will not be reviewed if the vehicle is over 11 years old
- Aims of the policy are to ensure gradual replacement of the fleet over time with more up to date models with better safety features, better reliability and appearance and lower emissions.
- The age limit is clearly a balance between the above aims and the cost to the driver.

# Licensing Act Policy

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- Purpose of the policy is to direct decision making in relation to licence applications
- Encourage promotion of the Licensing Objectives
- 39 • Review of the policy required every five years
- The final policy will require approval by Council

# Licensing Act Policy Proposed changes

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- A recommendation that off-licences in areas associated with problem street drinking adopt a reducing the strength scheme.
- Sets out the steps that the licensing authority would expect to be taken to prevent crowd disorder at boxing events.
- A recommendation that a risk assessment is undertaken and the police are informed about events aimed at children in premises which normally sell alcohol.
- 49 A recommendation that proper incident recording systems are implemented at licensed premises.
- A recognition that it may be appropriate to carry out a risk assessment where events promoted by a third party or which are not part of the usual business of the premises are to take place.
- The consultation also asks for views about whether existing cumulative impact zones are still required or need to be extended

# Gambling Policy Review

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- Purpose of the policy is to direct decision making in relation to licence applications
- 41 Encourage promotion of the Licensing Objectives
- Review of the policy required every five years
- The final policy will require approval by Council

# Gambling Policy Proposed Change

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- The Gambling Commission is proposing that local authorities introduce local area profiles, which will include details of local risks from gambling premises
  - Local area profiles will highlight issues that premises will be expected to address in their risk assessments
- 42 Further guidance is awaited on local area profiles. The proposed council policy therefore states that it will develop a local area profile.

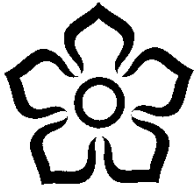


# Any Questions?

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Mike Broster  
Head of Regulatory Service  
Tel: 0116 454 3041





Leicester  
City Council

**WARDS AFFECTED**  
All wards

**FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:  
Neighbourhood Services and Community Involvement Scrutiny Commission**

**13 August 2015**

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**Portfolio Overview Report**

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**Report of**    **Director of Culture and Neighbourhood Services**  
                  **Director of Finance**  
                  **Director of Local Services & Enforcement**

**1. Purpose of Report**

This report provides an overview of the key areas and services related to the Neighbourhoods element of this Scrutiny Commission.

**2. Summary**

The Neighbourhood Services and Community Involvement Scrutiny Commission's remit relates to a varying degree four Assistant City Mayor portfolios:-

Cllr Adam Clarke – Assistant City Mayor – Energy and Sustainability  
Cllr Kirk Master – Assistant City Mayor - Neighbourhood Services  
Cllr Sue Waddington – Assistant City Mayor - Jobs and Skills  
Cllr Piara Singh Clair – Assistant City Mayor – Culture, Leisure and Sport

The above Assistant City Mayors' are supported by a wide range of services which fall within the responsibility the following Divisional Directors:-

Liz Blyth – Director for Culture and Neighbourhood Services  
Alison Greenhill – Director of Finance  
John Leach – Director of Local Services & Enforcement

This report seeks to set out the scope of the Neighbourhood Services element of the Commission's portfolio and the relevant structures and services which support this.

### **3. Recommendations**

The report is presented to the Neighbourhood Services and Community Involvement Scrutiny Commission in order to help inform their work for the coming municipal year.

### **4. Report**

4.1 Neighbourhood Services covers a wide range of services involving many different aspects of city life. The key areas of service are detailed in the section below.

#### **Culture and Neighbourhood Services Division**

**Assistant City Mayor: Cllr Kirk Master**

**Director: Liz Blyth**

**Tel: 454 3501**

**Head of Neighbourhood Services: Adrian Wills**

**Tel: 454 3541**

The service consists of a network of 17 libraries, 26 community buildings and 2 children's Bookbuses. The core library offer includes free book borrowing, free computer, and internet and Wi-Fi access, access to information, children and adults learning activities, and a programme of special events such as the Summer Reading Scheme for children. Community Services includes support for groups and activities, Adult Skills and Learning, food banks, room hire, children's parties, conferences events and functions. Neighbourhood Services actively promotes and develops volunteering in our centres. The service also provides support to Ward Community funding and Ward Community meetings.

Last year Neighbourhood Services had 2.4 million usages, with 168,000 virtual visits to libraries and 1.1 million book issues.

#### **Key priorities include:**

- To take forward the Transforming Neighbourhood Services programme to increase efficiency, bring council services together, improve customer access and make best use of buildings and staff resources
- To ensure that families in Leicester are encouraged to read
- To help residents to become included in the digital society, by offering supported and self-service access to a wide range of information
- To develop and support community groups to engage in positive work that will enable communities to become more resilient
- To engage with and empower communities to help shape the future of public services in neighbourhoods

## **Local Services and Enforcement Division**

**Assistant City Mayor: Cllr Adam Clarke**

**Director: John Leach**  
**Tel: 4541828**

### **(a) Waste Management**

**Head of Waste Management: Geoff Soden**  
**Tel: 454 6734**

The Waste Management team manages a 25 year Public Finance Initiative (PFI) contract with Biffa Leicester, for the collection, treatment and disposal of all Leicester's household waste.

The main services provided to all residents is a weekly collection of both recycling (collected using orange bags or communal bins, in which residents can recycle a wide range of items including paper, cans, cardboard, plastic containers, foil etc.) and general (or residual) waste for which a black wheeled bin is provided. Other services available for residents include a bulky waste collection service, clinical and sharps collection service, two Household Waste Recycling Centres and over 60 recycling bring sites throughout Leicester.

As part of the contract Biffa Leicester operate a mechanical treatment plant at Bursom, known as the 'Ball Mill', and an anaerobic digestion facility at Wanlip. All of the waste collected from residents black general waste bins is processed by the 'Ball Mill'. This processing diverts three streams of waste away from landfill:

1. Metals are extracted and sent for recycling
2. Light materials such as plastics, paper and cardboard are extracted and are used to produce heat and energy.
3. Organic waste is extracted and sent to the anaerobic digestion facility where it is used to produce methane and a soil conditioner. The methane is then used to generate electricity which is sold to the National Grid.

The team is also responsible for the education and promotion of the services to encourage residents to recycle their waste and to engage in positive environmental behaviours. The team also works with all other Council services to provide advice and services to help each department reduce and recycle their waste.

### **Key priorities include:-**

- To support and remain committed to a comprehensive domestic waste collection service responding to residents' needs and expectations.
- To consider how the optional green waste kerbside service can be expanded and improved.

- Promote and develop the recycling services available through Leicester City Council including encouraging residents to make use of Leicester's two Household Waste Recycling Centres at Freeman's Common and Gypsum Close.

**(b) Cleansing Services**

**Assistant City Mayor: Cllr Kirk Master**  
**Head of Parks & Open Spaces: Stewart Doughty**  
**Tel: 0116 233 3020**

**Parks & Open Spaces Operations Manager: Michael Walker**  
**Tel: 0116 454 4995**

The Cleansing Services section currently provides a street cleansing service across the whole of the city, cleaning 487 miles of streets on a weekly basis and removing 3,900 tonnes of litter annually.. The service is organised into local hand-sweeping teams supported by applied sweeper machines which have scheduled routes across the city. Each of these district teams is managed by a Local Area Manager who acts as the primary point of contact for local communities and ward councillors. Similar arrangements exist within the city centre and operate on a full seven day a week basis.

The service also has a number of specialist functions. The Graffiti Team is responsible for removing graffiti from all types of surfaces across the City, including private land with the agreement of the owner. The FIDO (Faeces Intake Disposal Operation) machine is used for the removal of dog fouling and emptying dog waste bins. The Housing Caretakers are Cleansing staff who work under the instruction of Housing Management to deal with waste & cleansing issues in and around communal properties in particular. There is also a litter bin maintenance team. A rapid response team deals with instances of fly tipping, spillages and clearances of traveller's sites etc. and a 24 hour call out service is available to deal with emergency clean-up operations for road traffic accidents, diesel spillage, SHARPS removal etc.

The service is also responsible for public conveniences in the city, with a Mobile Public Convenience Cleansing Team cleaning all unattended public conveniences across the City on a 6 days per week basis.

**Key Priorities include:**

- To continue to provide quality services and to ensure the highest possible standards of street cleanliness within the resources available.
- Improve toilet facilities in the City.
- To support new initiatives such as Street Champions and Love Leicester Community Action Plans.

### **(c) Regulatory Services and Community Safety**

**Assistant City Mayor: Cllr Kirk Master**

**Assistant City Mayor: Cllr Sue Waddington** (specifically Regulatory Services except Taxi Licensing)

**Assistant City Mayor: Cllr Piara Singh Clair** (Building Control and Taxi Licensing)

**Head of Regulatory Service: Malcolm Grange Tel: 0116 4543111**

#### City Warden Service (Cllr Kirk Master)

The City Wardens have a key role in helping to keep the city clean using education and enforcement to secure improvements in the local environment. They tackle issues such as accumulations of rubbish on private land, littering, fly posting, graffiti, dog fouling, bins left on the street, small scale fly tipping, non-licensed skips, scaffolds and hoardings as well as patrolling their ward and providing a reassuringly friendly face to the public and point of contact to council services.

#### Enviro-Crime Team (Cllr Kirk Master)

This team seeks to reduce environmental crime by principally tackling persistent fly tippers and those involved in trade waste.

#### Pest Control/Dog Wardens (Cllr Kirk Master)

Pest Control Officers work to eradicate and exclude a variety of common pests in homes and businesses throughout Leicester. These include rats, mice, bed bugs, cockroaches, fleas and wasps. The treatment of rats at domestic premises is free but all other pest treatments are chargeable except for mice treatments in Pest Action Zones. These are areas within deprived wards which have high rates of mice infestation and where residents are on low incomes and so cannot easily afford to pay pest control charges. The Dog Warden Service deals with stray and dangerous dogs and dog nuisance such as barking and fouling on premises.

#### Private Sector Housing Team (Cllr Kirk Master)

This team aims to ensure that private rented properties in the city are suitable for occupation. The team investigate complaints and inspect private rented properties for disrepair and freedom from unacceptable hazards and ensure standards in houses in multiple occupation and hostels are being met. Assessment of living accommodation for immigration purposes is also carried out as support to sponsors.

The team also investigate issues around filthy and verminous premises and faulty drainage, dangerous trees on private land and high hedges obstructing light. They will work with Pest Control to investigate various public health pests.

The Building Regulation Team (Cllr Piara Singh Clair)

This team seeks to ensure that buildings in the City comply with statutory standards for quality, safety and sustainability by considering applications requiring building regulation approval.

Building Safety and Protection Team (Cllr Piara Singh Clair)

This team seeks to protect the public from dangerous structures and demolitions and ensures that vacant and derelict properties are secured from unauthorised access.

**Community Safety Strategy Manager: Daxa Pancholi Tel: 0116 4540203**

Community Safety Team and Domestic Violence & Sexual Abuse (Cllr Kirk Master)

Community Safety Officers work with a range of partners (both internal and external to the council) such as the police, probation service and health to identify local problems and solutions in relation to community safety. The team is also responsible for ensuring the delivery of projects such as the establishment a city-wide street drinking order, ensuring council staff are aware and ready to work to the new ASB legislation, working with the two universities and private landlords to establish a scheme for “safe” accommodation for students. The Domestic Violence Co-ordinator is responsible for establishing and managing an inter-professional citywide strategy for domestic violence and sexual abuse; commissioning specialist services and facilitating the co-ordination and joint working between key professionals in the city.

**Head of Regulatory Service: Mike Broster Tel: 0116 454 3041**

Licensing Team (Cllr Sue Waddington (except taxi licensing Cllr Piara Singh Clair))

The Licensing Team work in several key areas including taxis, alcohol and entertainment, sexual entertainment and on street activity such as street trading, distribution of flyers and charitable collections. A vehicle testing station carries out safety checks on all taxis and provides MOT's for the public. The overall role of the service is to make pre-licensing checks on suitability and ensure licensing requirements are complied with.

Noise Control Team (Cllr Kirk Master)

The Noise Control Team provide a call out service up until 2am on four nights each week to deal with disturbance from noise, as well providing advice on licensing and planning applications.

Pollution Control Team (Cllr Kirk Master)

The Pollution Control Team are responsible for monitoring and coordinating action on controlling emissions from industrial processes, petroleum licensing and dealing with contaminated land.



## **Head of Regulatory Service: Roman Leszczyszyn**

### Leicester Anti-Social Behaviour Unit (LASBU) (Cllr Kirk Master)

LASBU are responsible for managing persistent high risk anti-social behaviour cases in the City and supporting other teams dealing with ASB. The team works closely with Adult Social Care, Housing, Legal Services, the Police and other partners. The team leads on tenancy action where council property is used for criminal purposes such as drug cultivation and manufacture.

### Food Safety Team (Cllr Sue Waddington)

The Food Team are responsible for monitoring food hygiene standards in Leicester food businesses and the safety and nature of food products. There are around 3000 food establishments in the City.

### Public Safety Team (Cllr Sue Waddington)

The Public Safety Team work to protect those working, living or visiting Leicester from incidents that could cause death, injury or economic damage. The Team monitors safety arrangements in sports stadia and public events, working places and explosives/fireworks storage. The Team is also responsible for monitoring individuals conducting invasive treatments such as tattooing and compliance with smoke free requirements.

### Business Regulation Advice Support and Training Team (Cllr Sue Waddington)

The Business Regulation Support Team helps new and existing local businesses to comply with regulatory requirements relating to the making and supply of goods and services. The team provides and facilitates access to information, advice and staff training. Advice and training are delivered on a chargeable basis.

### Trading Standards Team (Cllr Sue Waddington)

The Trading Standards Team work to ensure that local citizens and businesses are not harmed by fraudulent and reckless trading practices. The remit of the team spans the full range of goods and services from food to cars to home maintenance. The team supports an intel and financial recovery function.

Key Priorities in Regulatory and Community Safety Services include:-

- To ensure an effective and joined up approach to complex high risk Anti-Social Behaviour (ASB) cases in the City.
- To ensure an effective approach to ASB in the context of new legislation.
- To ensure statutorily compliant and effective public protection arrangements in food safety and standards.
- Plan and commission specialist domestic and sexual abuse services.
- Projects and initiatives to reduce crime and anti-social behaviour.
- To identify and improve substandard rented accommodation particularly used by vulnerable people, including exploring the development of a new local standard,

working with tenants and landlords to develop a robust and relevant measure of quality for homes in Leicester.

- To support Love Leicester Community Action Plans through the City Warden Service.
- To continue to introduce enforcement campaigns to address issues like dog fouling, littering and spitting.
- Protecting vulnerable people from scams, including extending the Love Leicester smartphone app to include a scam alert system to inform Trading Standards of concerns.
- Extend the City's No Cold Call Zones where residents request and support this.
- To supporting start-up businesses to comply with relevant regulations.
- Enhance the taxi driver knowledge test.
- Review the licensing and gambling policy.
- Increase access to more applications via channel shift.
- Support measures to help tackle Child Sexual Exploitation where relevant to the licensing service.
- Explore new measures to tackle street drinking.

## **Finance**

**Director: Alison Greenhill**

**Tel: 454 4001**

## **Revenues and Customer Support**

**Assistant Mayor: City Mayor / Councillor Kirk Master**

**Head of Service: Caroline Jackson**

**Tel: 454 2501**

The Revenues and Customer Support Service is responsible for the billing and collection of Council Tax for approximately 134,000 households in the city and for the billing and collection of Business Rates. It is also responsible for the assessment and payment of Housing Benefit and Council Tax Reduction, the detection and prevention of benefit fraud and the management of the corporate fraud team.

The service is located in York House, Granby Street and maintains a telephone enquiry line for Customer contact including waste management, parking, electoral registration, Council Tax, business rates and Housing Benefits and Council Tax Reduction to name but a few. Face to face enquiries are dealt with by the Customer Service Centre at the contact centre within York House. From April 2015 the service manages the Advice contract for the city.

## **Key Priorities include:**

- Maximise the collection of Council Tax and Business Rates to protect Council finances
- Support people to claim Housing Benefit and Council Tax Reduction

- Maximise the take up of Housing Benefit, Council Tax Reduction and various Council Tax and business rates discounts and exemptions
- Support struggling households pay council bills and shortfalls in rent through the effective management of discretionary funds.
- Minimise the opportunity for fraud and detect occurrences
- Operate a localised Council Tax Reduction scheme and review it in line with funding constraints
- Oversee the Welfare Law Advice contract for the City ensuring need of the city is appropriately targeted and met with the restraints of the funding portfolio.
- Operate and manage Community Support and the Crisis Fund (previously held by the Department for Works and Pensions) with a prescribed level of funding and review it in line with funding constraints
- Support corporate objectives to address Child and Family Poverty
- Work with the Department for Work and Pensions and individuals as Universal Credit is introduced, gradually replacing Housing Benefit
- Leads an ambitious customer contact and engagement transformational channel shift and IT programme including the introduction of a corporate Customer Record Management (CRM) system
- Manage the smooth transfer of the benefit investigation work to the DWP under its Single Fraud Investigation Service initiative

### **(c) Customer Services**

Customer Services includes the Granby Street Customer Service Centre (CSC), CSCs in New Parks, Saffron and Charnwood, along with the Council's telephone call centre, which also manages online and email contact. As far as possible Customer Services aim to resolve enquiries at the first point of contact i.e. without the customer needing to make further contact with the Council. The service handles approximately 70,000 calls per month, 9,000 face to face enquiries and 3500 e mails/eforms.

#### **Key Priorities include:**

- Working with the Transforming Neighbourhood Services review to design a customer service offering in multi service centres.
- Implementing the Digital Access Strategy across the Council
- Achieving efficiencies through service improvement

## **5. FINANCIAL, LEGAL AND OTHER IMPLICATIONS**

### **5.1. Financial Implications**

There are no financial implications arising directly from this report.

Colin Sharpe, Head of Finance, ext. 454 4081

## **5.2 Legal Implications**

There are no legal implications concerning the Recommendations in this Report. Project officers are working with Legal Services when legal advice is sought on projects that deliver the priorities that are described.

Greg Surtees, Legal Services, ext. 454 1421

## **5.3 Equality implications**

This portfolio of services serves all protected characteristics across the city as a whole. The services within this portfolio contribute directly to a number of equality outcomes as set out in the Equality and Human Rights Commission's equality measurement framework: improved standard of living (by tackling/addressing issues that affect people's environmental, built environment and socio-economic circumstances); promotion of participation, influence and voice (through provision for community activities that individuals can engage in); promotion of identity, expression and self-respect (through provision of community activities and resources for individual use which support these outcomes); promotion of individual, family and social life (through provision of activities which support these outcomes); and improved physical security (by tackling/addressing issues that negatively affect individual safety). If these services were not provided by the council/local government/government, there would be adverse impacts preventing the achievement of the above equality outcomes, as well as other related equality outcomes: life, health, productive and valued activities (work), and education and learning. The portfolio is truly far reaching in its impact on supporting and promoting community and personal resiliency.

Irene Kszyk, Corporate Equalities Lead, ext. 454 4147

## **6. Background Papers – Local Government Act 1972**

No specific papers.

## **7. Consultations**

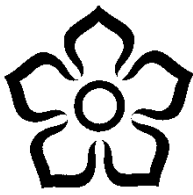
Contributions provided by the Directors/ Heads of Service named in this report.

## **8. Report Author**

Liz Blyth, Director of Culture and Neighbourhood Services

Alison Greenhill, Director of Finance

John Leach, Director of Local Services and Enforcement



Leicester  
City Council

**WARDS AFFECTED**  
All wards

# Appendix F

## **FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:**

**Neighbourhood Services and Community Involvement Scrutiny Commission**

**13 August 2015**

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### **Community Involvement Portfolio**

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#### **Report of the Director of Delivery, Communications and Political Governance**

##### **1. Purpose of Report**

This report provides an overview of the key areas and services related to the Community Involvement element of this scrutiny commission.

##### **2. Summary**

The portfolio of the Assistant City Mayor for Communities and Equalities includes a specific focus on community involvement and community consultation in the design and delivery of local services. This is supported by a range of services which primarily fall under the Director of Delivery, Communications and Political Governance. In addition the portfolio of the Assistant City Mayor for Neighbourhood Services includes neighbourhood engagement and Customer Services in particular the delivery of on-line services; the latter falls within the remit of the Director of Finance. The Deputy City Mayor's portfolio encompasses communications and partnerships.

This report seeks to set out the scope of the Community Involvement element of the Commission's portfolio and the relevant structures and services which support this.

##### **3. Recommendations**

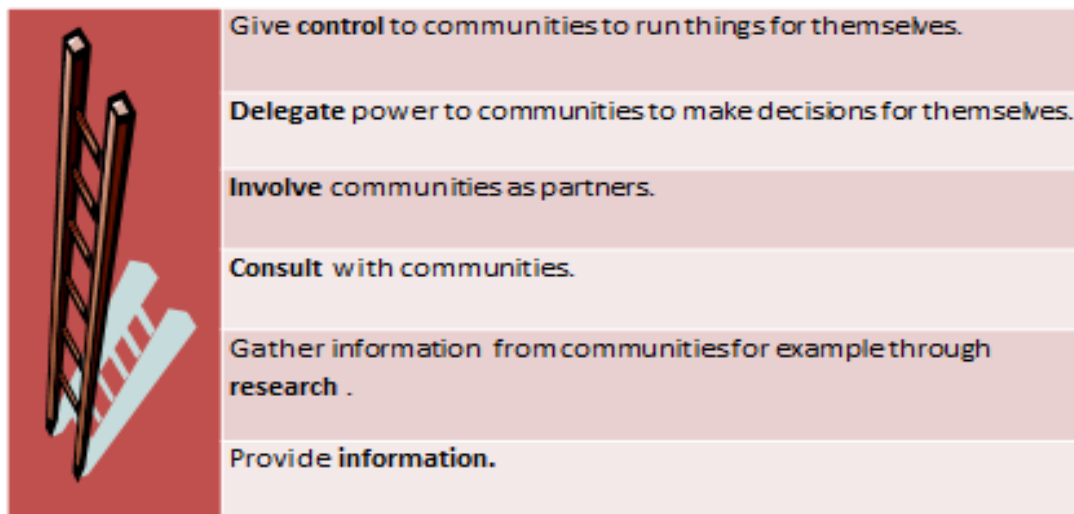
The report is presented to the Neighbourhood Services and Community Involvement Scrutiny Commission in order to help inform their work for the coming year.

##### **4. Report**

Community involvement is seen as encompassing engagement through the voluntary and community sector and directly with residents and service users. Clearly community involvement is important in a democracy and many people want us to engage with them about local issues and services and want to influence the things that affect them in their daily lives. All front line services should engage communities as part of the planning, delivery and review of the services they provide.

There are several levels to community engagement. At a basic level communication is about giving information to the public and others about city council policies and services. As a city with a diverse population and significant levels of deprivation it's really important that we provide information in a way that is accessible, plain English, easy to understand, and uses different media to suit people's preferences. We also need to gather information about the communities we serve. Our city is constantly changing and people's needs and aspirations change too. So we have to gather information, for example through surveys, to get a full picture of our communities, their needs, experiences and opinions. When there are important decisions to make, we will consult with people so that they have the opportunity to feedback on the options that are open to us and be informed about how their views have made a difference. Finally, we often need to work with communities as partners in making decisions, delegate some responsibilities to communities, and in some instances give them some control too. The levels can be summed up in the following diagram:

## Ladder of community involvement



In terms of supporting this approach there are a range of services involved which span several Executive portfolios.

The portfolio of the Assistant City Mayor for Communities and Equalities covers the following areas which relate to Community Involvement:

- Equalities including ensuring equalities is embedded in all the work of the Council and championing the work of employee equality groups;
- Community involvement and community consultation in the design and delivery of local services;
- With the Assistant Mayor for Neighbourhood Services, ensure the work of ward councillors in general and at ward based meetings is supported;

- Supporting and engaging with the voluntary and community sector; and
- Citizen engagement in decision-making and the democratic process.

Communications is part of the portfolio of the Deputy City Mayor.

All these areas are supported by services which fall under the remit of the Director of Delivery, Communications and Political Governance, with the exception of ward meetings which is led by Neighbourhood Services.

The table on the following page sets out details of the relevant portfolio areas for Community Involvement and how these are supported in terms of Director leads and their related services and key officers.

The key service areas are as follows:

- The Marketing and Communications Team covers press and media relations, external communication campaigns, Link production, internal communications, use of the website and social media to support communications, service based marketing, elements of place marketing and public health marketing campaigns. There is no Head of Service role but there are 5 team leaders covering the different key areas of the team (Debra Reynolds – Press and Media Team, David Doherty – Digital Media Team, James Hickford – Marketing Team, Rebecca Oakley – Communications Team and Kevin Vernon – Graphics, Print and Design team) who all report directly to the Director.
- The Research and Intelligence Team managed by Jay Hardman set out the standards expected in relation to consultation activity, manage the corporate consultation platform on the Council’s website, and provide support to services across the Council who are conducting consultation with the community. The team also undertakes quantitative and qualitative research to support analysis of need across communities, strategy and policy development, and service re-design. For example they are currently involved in supporting work to research the impact of welfare reform, and have provided the data which informs and supports the primary capital programme. The team also provided detailed analysis of the census 2011 data which has been previously circulated and is on the Council’s website, and continue to undertake analysis as appropriate using the census data.
- The Equalities Team managed by Irene Kszyk supports the Council in meeting its statutory equality duties and in delivering its equalities strategy. The team support divisions and services to look at equality implications and impacts, and how negative impacts may be mitigated against, and also works with schools. Specifically the team have provided a lot of support in relation to the equality impacts of the budget proposals and related ongoing savings delivery and spending review programme. In addition they support the employee equality groups and equalities issues related to the Council’s workforce, working closely with the HR Service.
- The Community Languages Service managed by Anwar Hoque provide comprehensive linguistic services to city residents whose first language is not English or who have a visual impairment or hearing difficulties, This includes

provision of translation, interpretation, Braille translation and sign language. The service is also used by external private and public sector organisations.

- Within the Division there is a Voluntary and Community Sector Engagement Manager post held by George Ballentyne. This role is responsible for supporting good strategic and day-to-day working relationships between Leicester City Council, the voluntary and community sector and key communities in the city.
- Democratic Services managed by John Thorpe provide the clerical and administration support to ward meetings working in conjunction with Community Services.

Outside of these services there are clearly a range of services across the Council who play a role in providing information and engaging with service users such as Libraries, Revenues and Benefits, Community Services and City Wardens. Many of these fall under the remit of the Neighbourhood Services element of the Commission's remit which is covered separately on the agenda and therefore details on the structures of those services are not included in this report.



<b>Executive Lead</b>	<b>Deputy City Mayor</b>	<b>Assistant City Mayor Community Involvement, Partnerships and Equalities</b>			
<b>Portfolio responsibility</b>	Communications	Equalities	Community Involvement and community consultation	Ward community meetings/ward budgets	Voluntary Sector
<b>Director lead</b>	Director of Delivery, Communications and Political Governance – Miranda Cannon	Director of Delivery, Communications and Political Governance – Miranda Cannon			
<b>Key services</b>	Marketing and Communications	Equalities Community Languages	Research & Intelligence	Democratic Services Community Services	VCS Engagement
<b>Lead officers</b>	Media and PR Manager – Debra Reynolds David Doherty – Digital Media Manager, James Hickford – Marketing Manager (Acting) Rebecca Oakley Communications Manager Kevin Vernon – Graphics, Print and Design Manager	Corporate Equalities lead – Irene Kszyk  Head of Community Languages – Anwar Hoque	Research and Intelligence Manager - Jay Hardman	John Thorpe - Democratic Services Manager  Head of Neighbourhood Services – Adrian Wills	VCS Engagement Manager – George Ballentyne

## **5. FINANCIAL, LEGAL AND OTHER IMPLICATIONS**

### **5.1. Financial Implications**

There are no financial implications arising directly from this report, as it provides an overview of the community involvement aspect of this Commission's portfolio.

Colin Sharpe, Head of Finance

### **5.2 Legal Implications**

There are no direct legal implications arising from this report.

Kamal Adatia, City Barrister & Head of Standards

### **5.3 Equality implications**

One of the ten equality outcomes in the Equality and Human Rights Commission's equality measurement framework is 'participation, influence and voice'. The above service areas and their activities indicate how the council seeks to facilitate this outcome through its various levels of community engagement. Engaging with communities is a direct way of the council promoting good relations between different groups, one of our public sector equality duties. This in turn contributes to our working with communities to alleviate discrimination and promote equality of opportunity, the other elements of our public sector equality duty.

Irene Kszyk, Corporate Equalities Lead

### **5.4 Climate change implications**

There are no climate change implications associated with this report.

Charlotte Wood, Senior Environmental Consultant

## **6. Background Papers – Local Government Act 1972**

No specific papers.

## **7. Consultations**

Director of Information and Customer Access

Deputy City Mayor

Assistant City Mayors for Neighbourhood Services and Community Involvement, Partnerships and Equalities.

## **8. Report Author**

Miranda Cannon, Director of Delivery, Communications and Political Governance

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION  
WORK PROGRAMME 2015/16**

MEETING	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
<b>13<sup>th</sup> August 2015</b>	Neighbourhood Services Portfolio Oversight  Community Involvement Portfolio Oversight  Licensing Consultations: <ul style="list-style-type: none"> <li>• Private Hire and Hackney Carriage Licensing</li> <li>• Licensing Act Policy</li> <li>• Gambling Act Policy</li> </ul> Call In of City Mayor Decision – Highfields Community Association	Liz Blyth / John Leach  Miranda Cannon  Mike Broster  Liz Blyth	
<b>1<sup>st</sup> October 2015</b>	Emergency Food Use in the City – Annual Update  CAB annual report  Neighbourhoods Transformation: next steps  Food safety review  Libraries music and drama consultation update	James Rattenberry	

**NEIGHBOURHOOD SERVICES & COMMUNITY INVOLVEMENT SCRUTINY COMMISSION  
WORK PROGRAMME 2015/16**

MEETING	MEETING ITEMS	LEAD OFFICER	ACTION AGREED
<b>17<sup>th</sup> November 2015</b>	Channel shift: update  Ward meeting consultation		
<b>7<sup>th</sup> January 2016</b>			
<b>3<sup>rd</sup> March 2016</b>			
<b>21<sup>st</sup> April 2016</b>			